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VIDHS Informs SNAP Households of Replacement Benefits Due To Misfortune

U.S. VIRGIN ISLANDS - - The USVI Department of Human Services (VIDHS) Division of Family Assistance, would like to inform SNAP households, that have experienced a disaster or misfortune resulting in the loss of food purchased with SNAP benefits, that they may be eligible for replacement benefits.

This initiative is designed to provide timely assistance to those affected by unforeseen events such as fire, flood, loss of electricity, or malfunctioning refrigeration units. "We recognize the challenges our community faces during times of disaster," said Averil George, Commissioner of Human Services. The replacement of SNAP benefit ensures that no family will go without necessary nutrition due to circumstances beyond their control."

Program Details:

Eligibility and Reporting:

- **Eligibility:** If you lost food purchased with your SNAP benefits due to a qualifying disaster or misfortune, such as a fire, flood, loss of electricity (four or more hours), broken refrigerator/freezer, or other disaster, you may be eligible for replacement benefits. A household misfortune could also be an extended power outage that prevents the household from storing refrigerated or frozen foods properly. The maximum replacement is equivalent to one month of benefits.
- **Reporting Loss:** You have 10 days after the loss to report it. This can be done in writing. Forms can also be picked up at any SNAP office location or downloaded online at <http://www.dhs.gov.vi/>.

Submission Process:

1. **Request Form:** Complete the request form and submit it to your district office within 10 days of the loss.
2. **Submission Methods:** Forms can be mailed, emailed, or faxed using the contact information provided below.

Verification and Approval:

- VIDHS will attempt to verify the reported incident through third-party contacts.
- If verification is not possible, you may need to provide additional documentation to confirm the loss.
- Once verified, replacement SNAP benefits will be issued within 2 to 10 business days if you meet the eligibility criteria.

Please contact the Certification Unit Offices with any questions at:

St. Croix – Phone: (340) 772-7100 Ext. 7159; 7166 or (340) 772-7120

St. Thomas – Phone: (340) 774-0930 Ext. 4303 or (340) 774-2399

St. John – Phone: (340) 774-0930 Ext. 4303; (340) 774-2399 or (340) 776-6334

Options to contact our offices and/or to return your documents:

St. Croix

In person at 41-B Mars Hill, Frederiksted, VI 00820
Via USPS at 4102 Mars Hill, Frederiksted, VI 00840-3376
E-Mail – certoffice.stx@dhs.vi.gov
Drop box located at 41-B Mars Hill, Frederiksted, VI 00820

St. Thomas/Water Island and St. John

In person or via USPS at 1303 Hospital Ground, St. Thomas, VI 00802
E-Mail – certoffice.stt@dhs.vi.gov
Drop Box located at 1303 Hospital Ground, St. Thomas, VI 00802
Drop Box located at Multipurpose Building, 307 Enighed, Contant, Cruz Bay, VI 00830

The Department of Human Services (VIDHS) exists to provide social services to members in our community with diverse needs. In times of national uncertainty and hardship we act as a safety-net and exist to inspire hope and empower change through non-judgmental, quality delivery of needed services and resources. Please visit the Department of Human Services website, www.dhs.gov.vi or on Facebook (<https://www.facebook.com/usvidhs>).

The Bryan-Roach Administration is investing in the Territory's people, infrastructure, and future through transparency, stabilizing the economy, restoring trust in the government, and ensuring that recovery projects are completed as quickly as possible. Visit transparency.vi.gov.

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