

**Press Contact:**  
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*For Immediate Release: January 15, 2025*

## **Important Reminder: U.S. Virgin Islands SNAP/CASH Documentation Due for February 1<sup>st</sup>, 2025, Benefit Issuance**

**U.S. VIRGIN ISLANDS** - The USVI Department of Human Services (VIDHS) Division of Family Assistance, Certification Unit continues its ongoing efforts to inform clients and the community of the advantage of timely submission of applications and other documents. The Certification Unit wishes to remind all Supplemental Nutrition Assistance Program (SNAP/CASH) households in the U.S. Virgin Islands of the approaching deadline for the submission of important Recertification Applications, Periodic Reports, and additional information documents.

### **Here's what you need to know:**

1. **Review Due Dates:** It is important that you carefully review the due dates specified on each document you have received. These due dates are critical to **maintaining your benefits without interruption**. Please include all copies of requested documents along with your recertification package or Periodic Report (if you have any changes to your household).
2. **Timely Submission:** Failure to submit your Recertification Applications, Periodic Reports, or requested additional information by the designated due dates may result in the suspension of your benefit uploads to your EBT card. In some instances, **this may lead to the closure of your case**, and you will have to reapply.
3. **First-Time Applicants:** If you are a first-time applicant, please ensure the following:
  - Complete your application packets in full to avoid delays.
  - Include **COPIES OF ALL MANDATORY** documents.
  - **Include your full name; mailing and physical address; sign and date your application** for processing.
4. **Helpful tip:** Please ensure that your case number is on all your documents.

### **Please contact your case worker or call the Certification Unit Offices with any questions at:**

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

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

Facsimile: (340) 772-9591

**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](mailto: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

Facsimile: (340) 777-5449

**Clients can also check their card balance by calling 1-866-884-2868 or by logging on to the EBT App at [www.fisglobal.com/ebtedgemobile](http://www.fisglobal.com/ebtedgemobile).**

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](http://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](http://transparency.vi.gov).*

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