

**Press Contact:**

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**For Immediate Release: October 17, 2025**



**TEMPORARY CLOSURE: DHS Division of Family Assistance, Certification Unit (SNAP/CASH/ECAP) and Medicaid Hold Territorial Staff Training**

**U.S. VIRGIN ISLANDS** - The Virgin Islands Department of Human Services (VIDHS), Division of Family Assistance and Medicaid Program announce a temporary closure of the Certification Unit and Medicaid Office territory-wide this **Friday, October 17, 2025**, from **2:30PM to 5:00 PM**. The temporary closure is due to scheduled staff training.

This temporary closure is essential to facilitate focused training methodologies aimed at new mandates and procedural changes that will enhance the recertification process. The training will also address improvements in processes related to streamlined operations; new Federal guidelines & policy updates; and maintaining the highest standards of service delivery. The Department apologizes for any inconvenience.

**For any inquiries or further information, please contact the Division of Family Assistance at**  
St. Croix – Phone: (340) 772-7100 Ext. 7159; 7066; 7012  
St. Thomas – Phone: (340) 774-0930 Ext. 4303; or (340) 774-2399  
St. John – Phone: (340) 774-0930 Ext. 4275; (340) 725-6221

\*Phone service will not be available on the date and time of the training (2:30PM – 5:00PM). Normal business operations will resume on Monday, October 20, 2025.

**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

For more information on our various programs, please visit the VI Department of Human Services website at [www.dhs.gov.vi](http://www.dhs.gov.vi) or on Facebook at <https://www.facebook.com/usvidhs>. 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.

*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 <https://transparency.vi.gov>.*