

Government of the Virgin Islands of the United States  
DEPARTMENT OF HUMAN SERVICES

**Press Contact:**  
Ryan Nugent  
Director of Communications  
Phone: (340) 718-2980  
ryan.nugent@dhs.vi.gov



Division of Family Assistance

**For Immediate Release: November 19, 2025**

## **Important Reminder: U.S. Virgin Islands SNAP/CASH Documentation Due for December 1<sup>st</sup> 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. **All applicants **MUST** be Interviewed:** As usual clients will receive notification of the date and time for their **IN-PERSON INTERVIEW**. If you cannot attend your scheduled In-Person interview date and time, you **MUST** contact your caseworker to reschedule. Clients may request a telephone interview but **MUST** contact their caseworker to schedule a telephone interview. Failure to make contact and missing your interview will result in delays in your benefits or your case being closed for failure to be interviewed.
4. **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.

**Please contact your case worker or call the Certification Unit Offices with any questions 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; or (340) 776-6334

P  
R  
E  
S  
S  
  
R  
E  
L  
E  
A  
S  
E

**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](mailto: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](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

**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).*

###