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Division of Family Assistance

For Immediate Release: January 13, 2026

Important Reminder: U.S. Virgin Islands SNAP/CASH Documentation Due for February 1st 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.
- 5. Keep Your Mailing Address Updated:**
Clients are reminded that it is their responsibility to **update and notify the Department of Human Services immediately if their mailing address changes**. Accurate mailing information is essential to ensure you receive important notices, interview appointments, and benefit-related correspondence in a timely manner. Failure to do so can result in missed deadlines, delayed benefits, or case closures.

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

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

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.

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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