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Division of Family Assistance

*For Immediate Release: March 25, 2026*

## **PUBLIC NOTICE: DFA Certification Units to Close at 3:30 PM Daily Beginning March 26 (SNAP/CASH/ECAP)**

**U.S. VIRGIN ISLANDS** - The Virgin Islands Department of Human Services (VIDHS), Division of Family Assistance announces new operating hours for its Certification Unit territory-wide beginning March 26, 2026. The offices will close at 3:30pm daily until further notice.

The new operating hours are essential to facilitate new mandates and procedural changes that will enhance the recertification process, maintaining the highest standards of service delivery and case processing.

The VI Department of Human Services apologizes for any inconvenience. For any inquiries or further information, please contact the Division of Family Assistance/Certification Units at (340) 772-7100, Ext. 7195 or 7072 on St. Croix or (340) 774-0930, Ext. 4309 or (340) 774-2399 on St. Thomas.

Forms and other applicable documents are available in the Lobby/Waiting Rooms and on the DHS website. Individuals can continue using the designated E-Mail address – St. Croix District at [certoffice.stx@dhs.vi.gov](mailto:certoffice.stx@dhs.vi.gov), and the St. Thomas/St. John District at [certoffice.stt@dhs.vi.gov](mailto:certoffice.stt@dhs.vi.gov). 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>.

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