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PUBLIC SERVICE ANNOUNCEMENT

OCCRS Temporarily Transitioning Child Care Applications to Exclusively In-Person Submissions

U.S. VIRGIN ISLANDS - The U.S. Virgin Islands Department of Human Services (VIDHS), Office of Child Care and Regulatory Services (OCCRS) is informing the public that it is shifting its application intake to an exclusively in-person format, effective today, **Thursday, June 11, 2026**. To provide the best possible service, our staff is currently focused on face-to-face intake operations. Please note the following updates:

- **In-Person Processing:** All Child Care Applications and Preapplications **MUST** now be submitted in person at the OCCRS office in your respective district. Staff are on-site to receive applications, conduct interviews, and assist families directly.
- **Online Submissions Currently Unavailable:** To ensure everyone is served efficiently, we are transitioning entirely to in-person service; therefore, new applications and pre-applications submitted by email will not be processed at this time. OCCRS apologizes for this temporary disruption to our online options.

Important Note for Existing Applicants: If you have already submitted an electronic application prior to this announcement, please rest assured that your paperwork is safely in our queue and is actively being processed. There is no need to resubmit in person. We truly appreciate the community's understanding, patience, and cooperation as we work through this operational transition to better serve Virgin Islands families

Please visit or contact the Office of Child Care and Regulatory Services in your respective district at the locations listed below:

ST. THOMAS DISTRICT Knud Hansen Complex / Building A 1303 Hospital Ground
St. Thomas, VI 00802
Phone: (340) 774-0930

ST. CROIX DISTRICT #129 Golden Rock
Christiansted, St. Croix, VI 00820
Phone: (340) 772-7147

ST. JOHN DISTRICT DHS Headquarters in St. John St. John Multipurpose Building Cruz Bay,
St. John, VI 00830 **Phone:** (340) 776-6334

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>).