

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

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TEMPORARY CLOSURE: DHS Division of Family Assistance, Certification Unit [SNAP, CASH, LIHEAP (ECAP)] Hosts Territorial Staff Training

U.S. VIRGIN ISLANDS - The Virgin Islands Department of Human Services (VIDHS), Division of Family Assistance announces a temporary closure of the Certification Unit territory-wide on Wednesday, July 29, 2026, from **8:00AM to 1:00 PM for St. Croix** and **8:00 to 5:00 on St. Thomas**. The **temporary closure is due** to scheduled staff training and development.

This temporary closure is essential to facilitate focused training methodologies aimed at new mandates that will enhance the SNAP 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 VI Department of Human Services apologizes for any inconvenience. For any inquiries or further information prior to the closure, please contact the Division of Family Assistance, Certification Unit, **St. Croix District at (340) 772-7100**, Ext. 7195 or **St. Thomas/St. John District (340) 774-0930**, Ext. 4377.

Forms and other applicable documents will also be available in the Lobby/Waiting Rooms and on the DHS website. Individuals can continue using the designated E-Mail address for SNAP – the St. Croix District at certoffice.stx@dhs.vi.gov, and the St. Thomas/St. John District at certoffice.stt@dhs.vi.gov. Phone service will not be available on the date and time of the training (8:00AM – 5:00PM). Normal business operation will resume on Monday, July 27, 2026, at 8:00AM promptly.

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.