

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

Press Contact:

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TEMPORARY CLOSURE: DHS Division of Family Assistance, Certification Unit (SNAP/CASH/ECAP) and Medicaid Hold Territorial Staff Training

U.S. VIRGIN ISLANDS - The Virgin Islands Department of Human Services (VIDHS), **Division of Family Assistance and Medicaid Program** announce a full-day closure of the Certification Unit and Medicaid Office territory-wide this **Friday, August 28, 2026**, from **8:00 AM to 5:00 PM**. The closure is due to scheduled staff training.

The temporary closure will allow staff to participate in essential professional development and operational training. This session focuses on implementing updated program requirements and streamlining recertification procedures to enhance overall service delivery for clients across the territory.

For any inquiries or further information, please contact the Division of Family Assistance 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

*Phone service will not be available on the date and time of the training.

Normal business operations will resume on Monday, August 31, 2026.

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

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

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>).

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