PRESS RELEASE

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)] and Medical Assistance Program [MAP] Hosts Territorial Staff Customer Service Training and Temporary Office Closure

U.S. VIRGIN ISLANDS - The Virgin Islands Department of Human Services (VIDHS), The Division of Family Assistance (DFA) and the Medical Assistance Program (MAP) will conduct Customer Service Training for staff in both districts. The training schedule is as follows:

- **St. Thomas-St. John District:** Wednesday, October 28, 2026, from 8:00 a.m. to 12:00 p.m.
- **St. Croix District:** Thursday, October 29, 2026, from 8:00 a.m. to 12:00 p.m.

During these hours, **DFA and MAP offices will be temporarily closed to the public** to allow staff to participate in the training. This training is designed to provide team members with the tools and resources necessary to strengthen customer service, enhance professional interactions, and better serve the individuals and families who rely on our programs each day.

We apologize for any inconvenience this temporary closure may cause and appreciate the public's understanding. This training is an important investment in our staff and supports our continued commitment to providing respectful, professional, and quality service to the community. 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. 7012 or 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. On the closure date, individuals can continue using the designated E-Mail address for SNAP/CASH OR ECAP services – 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 – 12:00PM). Normal business operations will resume from 1:00 p.m. to 5:00 p.m.

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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