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SNAP/CASH Documentation Due for Upcoming November 1st Benefit Issuance

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As the November 1 deadline approaches, the V.I. Department of Human Services, Division of Family Assistance, Certification Unit emphasizes the urgency for all SNAP/CASH households in the U.S. Virgin Islands to submit their Recertification Applications, Periodic Reports, and additional requested documentation.

It's essential for households to diligently review the specified due dates on all received documents, DHS said. Adhering to these dates ensures an uninterrupted provision of benefits. The department cautions that neglecting to submit the necessary documents by the indicated due dates could lead to a suspension of benefit uploads to the EBT cards. In some cases, this might even result in the case being closed, after which beneficiaries would need to start the application process anew.

First-time applicants have specific guidelines to follow. They need to ensure their application forms are fully completed. All mandatory documents must be attached as copies, and applications should be signed and dated before submission.

For any clarifications or questions, residents can reach out to the Certification Unit Offices. Those in St. Croix can contact (340) 772-7100 Ext. 7159 or 7166. In St. Thomas, the contact numbers are (340) 774-0930 Ext. 4303 or (340) 774-2399. Residents of St. John can reach out to (340) 774-0930 Ext. 4303, (340) 774-2399, or (340) 776-6334.

Residents of St. Croix can submit their documents in person at 41-B Mars Hill, Frederiksted, or via the USPS at 4102 Mars Hill, Frederiksted, VI 00840-3376. They also have the option of emailing their documents to certoffice.stx@dhs.vi.gov, using the drop box located at 41-B Mars Hill, Frederiksted, or faxing to (340) 772-9591.

For those in St. Thomas and St. John, documents can be submitted in person or through USPS at 1303 Hospital Ground, St. Thomas, VI 00802. Emails can be sent to certoffice.stt@dhs.vi.gov. There are drop boxes at 1303 Hospital Ground, St. Thomas, and at the Multipurpose Building, 307 Enighed, Contant, Cruz Bay. Faxes can be sent to (340) 777-5449.

Beneficiaries are also reminded that they can check their card balance by calling 1-866-884-2868 or by visiting the EBT App online at www.fisglobal.com/ebtedgemobile.