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# Dept. of Human Services Announces Crucial SNAP Documentation Deadline

## Late Submission Risks: Potential Suspension and Case Closure

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The V.I. Department of Human Services has issued an urgent reminder to all SNAP/CASH program participants. The Division of Family Assistance, Certification Unit emphasizes the approaching deadline for recertification applications, periodic reports, and other necessary documents submission for the December 1st benefit issuance.

### **Key Information for SNAP/CASH Recipients:**

- **Review and Adhere to Due Dates:** VIDHS stresses the importance of reviewing and adhering to the specified due dates on received documents. These dates are critical for the

uninterrupted continuation of benefits.

- Consequences of Late Submission: Failure to submit required documents on time could lead to suspension of benefits and, in some cases, case closure, necessitating a reapplication process.
- Guidance for First-Time Applicants: New applicants must ensure the completion of application packets, inclusion of all mandatory document copies, and proper signing and dating of the application.

### **Contact Information and Submission Options:**

- St. Croix Office: Contact at (340) 772-7100 Ext. 7159 or 7166. Documents can be submitted in person at 41-B Mars Hill, Frederiksted, VI 00820, via USPS, email at [certoffice.stx@dhs.vi.gov](mailto:certoffice.stx@dhs.vi.gov), through the drop box, or by fax at (340) 772-9591.
- St. Thomas and St. John Offices: Contact at (340) 774-0930 Ext. 4303 or (340) 774-2399. Submissions can be made in person or via USPS at 1303 Hospital Ground, St. Thomas, VI 00802, email at [certoffice.stt@dhs.vi.gov](mailto:certoffice.stt@dhs.vi.gov), drop boxes in St. Thomas and St. John, or by fax at (340) 777-5449.

### **Additional Resources for Clients:**

Clients can check their EBT card balance by calling 1-866-884-2868 or by using the EBT App at [www.fisglobal.com/ebtedgemobile](http://www.fisglobal.com/ebtedgemobile).