

The Virgin Islands Consortium

USVI SNAP and CASH Recipients Reminded of February Documentation Deadline

VIDHS urges SNAP and CASH recipients to submit recertification applications and periodic reports by the February 2025 deadline to avoid benefit interruptions, offering multiple submission options for convenience.

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The V.I. Department of Human Services has issued an important reminder for households participating in the Supplemental Nutrition Assistance Program (SNAP) and the CASH program. Recertification applications, periodic reports, and additional documentation must be submitted on time to ensure uninterrupted benefits for February 2025.

Critical Deadlines for SNAP and CASH Benefits

DHS's Certification Unit stressed the importance of adhering to submission deadlines for recertification and periodic reports. Missing these deadlines may result in the suspension of benefit uploads to EBT cards or even case closures, requiring recipients to reapply.

Recipients are advised to:

1. Carefully review due dates on received documents.
2. Submit all required documents, including copies, along with their recertification package or periodic reports.
3. Include their full name, mailing and physical address, and ensure applications are signed and dated to avoid delays.
4. Write their case number on all documents to facilitate processing.

Guidelines for First-Time Applicants

First-time applicants must complete their application packets thoroughly and include all mandatory documents. This includes providing identification, proof of residence, and other required materials as outlined by the program.

Recipients can submit documents through multiple channels for convenience:

- St. Croix:
 - In person at 41-B Mars Hill, Frederiksted
 - By mail to 4102 Mars Hill, Frederiksted, VI 00840-3376
 - Email: certoffice.stx@dhs.vi.gov
 - Drop box at 41-B Mars Hill, Frederiksted
 - Fax: (340) 772-9591
- St. Thomas/Water Island and St. John:
 - In person or by mail to 1303 Hospital Ground, St. Thomas, VI 00802
 - Email: certoffice.stt@dhs.vi.gov
 - Drop boxes at 1303 Hospital Ground or Multipurpose Building, 307 Enighed, Contant, Cruz Bay, VI 00830
 - Fax: (340) 777-5449

SNAP recipients can check their EBT card balances by calling 1-866-884-2868 or by logging into the EBT mobile app at www.fisglobal.com/ebtedgemobile.