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Gov't House Provides Latest Update on Operating Times of Government Departments and Agencies

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Government House has provided an update on operating times for government departments and agencies, which have been altered from the normal hours following Governor Albert Bryan's stay-at-home order in response to the coronavirus pandemic, which gleaned best practices for the Centers for Disease Control and Prevention, along with the V.I. Dept. of Health.

Here are the current operating procedures for Government of the Virgin Islands departments and agencies modifying their operations include:

Bureau of Corrections

The Bureau of Corrections has suspended in-person visitations at all correctional facilities and all volunteer programs, work details, and furloughs until further notice.

For more information, visit voc.vi.gov.

Bureau of Internal Revenue

The income tax filing deadline for 2019 tax returns has been extended to July 15, and the Taxpayer Assistance Program has been suspended until further notice.

Taxpayers who need to clear imported goods through excise tax offices are asked to use the online system at <https://excise.bir.vi.gov>.

All tax returns that need to be filed should be done by mail, with a certified receipt, if possible. Include an extra copy of the return stamped, self-addressed envelope so the Bureau can return a stamped copy.

The St. John office is closed until further notice. St. Croix and St. Thomas office hours are 8 a.m. to 3 p.m. weekdays, and cashiering services will be available from 8 a.m. to 2 p.m. daily until further notice.

For more information, call 340-773-1040 on St. Croix and 340-774-1040 on St. Thomas. Use the following extensions and email address for specific needs:

Audit Division – St. Croix extension is 4233 and St. Thomas extension is 2271, or send an email to pcranston@irb.gov.vi

Delinquent Accounts and Returns – St. Croix extension is 4254 and St. Thomas extension is 2232, or send an email to secarr@irb.gov.vi

Processing – St. Croix number is 340-712-2513 and St. Thomas extension is 2223, or send an email to rdavis@irb.gov.vi

Excise Division – St. Croix number is 340-778-1021 and St. Thomas extension is 3201, or send an email to ghodge@irb.gov.vi

Director's Office – St. Croix extension is 4225 and St. Thomas extension is 4225, or send an email to cwilliams@irb.gov.vi

The Bureau of Internal Revenue website is bir.vi.gov.

Bureau of Motor Vehicles

The Bureau of Motor Vehicles has resumed all services, with some restrictions. BMV is encouraging the community to take advantage of its online vehicle registration process at bmv.vi.gov.

Customers who wish to renew vehicle registrations, obtain moving permits, permits to ship vehicles off-island, title transfers of new and used vehicles and duplicate documents must drop off the required documents to a designated drop box at any bureau office, in a sealed envelope. Customers also must provide contact information, and the bureau will schedule an appointment for each customer to pick up their documents and pay any fees. Applications and a list of the required documents is available on the BMV website.

The Bureau will waive the inspection requirement for any customer who registers their vehicle online until May 31, 2020.

For drivers license and disabled placards and related services, customers are required to make an appointment by calling 340-7134268 on St. Croix, 340-774-4268 on St. Thomas or 340-776-6262 on St. John.

All road tests and written tests for the learner's permit are canceled until further notice.

For more information, call 340-713-4268 on St. Croix; 340-774-4268 on St. Thomas; 340-776-6262 on St. John; or visit bmv.vi.gov.

Department of Education

All public schools are closed for the remainder of the 2019-2020 school year, but remote teaching and learning continue.

The Department's New Schools Advisory Board will host a series of virtual meetings on its Facebook page June 9-11 and 16-18 to update the public on recent developments. Full details are available at www.vide.vi.

All in-person interactions at the department's state and district offices on St. Thomas and St. Croix are postponed until further notice. While offices may remain open, all business will be conducted electronically via email or telephone, whenever possible. For more information, call 340-774-0100 on St. Thomas and 340-773-1095 on St. Croix, send an email to public.relations@vide.vi or visit www.vide.vi.

Department of Finance

The Department of Finance is conducting all business electronically whenever possible.

All public and private entities applying for Government Insurance Fund Worker's Compensation Insurance should use the forms located here, and email them to governmentinsurance@dof.vi.gov.

For W2 and 1099 forms, GVI employees should use the Employee Self Service (ESS) by logging on to usvi.munisselfservice.com. For ESS password resets, dophelpdesk@dop.vi.gov or call 340-714-5049.

Payroll check inquiries can be directed to grace.fahie@dof.vi.gov or 340-774-4750 ext. 2252.

GVI vendors should use the Vendor Self Service (VSS) online portal usvi.munisselfservice.com/Vendors/ for access to relevant accounts payable and purchasing information in the GVI's financial management system.

Specific vendor check inquiries can be directed to terry.bridges@dof.vi.gov or 340-774-4750 ext. 2192.

For more information, visit dof.vi.gov.

Department of Human Services

The VI Department of Human Services Head Start Program has closed classrooms territory-wide until further notice.

For information about:

Supplemental Nutrition Assistance Program (SNAP)

St. Croix: 340-772-7100; certoffice.stx@dhs.vi.gov

St. Thomas-St. John: 340-774-2399 or 340-774-0930; certoffice.stt@dhs.vi.gov

Ensure a working telephone number is on new and renewal applications; telephone interviews will be scheduled.

Medical Assistance Program (MAP)

St. Croix: 340-772-7117 or 340-772-7100 ext. 7006, 7151, 7120

St. Thomas-St. John: 340-774-0930 ext. 4308, 4324, 4318

Child Care and Regulatory Services

St. Croix: 340-772-7147

St. Thomas-St. John: 340-774-0930 ext. 4181

Block grant applications for child care providers, known as the Friends, Family and Neighbor Care program, are available online at dhs.vi.gov/OCCRS/index or can be picked up at one of the DHS offices

Head Start Program

Registration for the 2020-2021 school years has begun. Register by phone at 340-773-1972 on St. Croix or 340-774-0930 ext. 4201 on St. Thomas.

Senior Disaster Registry

St. Croix: 340-773-6630

St. Thomas: 340-715-6935

St. John: 340-776-6334

Office of the Commissioner

St. Croix: 340-718-2980

St. Thomas: 340-774-1166

For more information, visit dhs.gov.vi.

Department of Justice

Department of Justice facilities on St. Thomas and St. Croix, including the Office of the Attorney General, are closed to the public and will not conduct person to person services until further notice. Services to be provided electronically or telephonically include administrative claims and questions regarding pending criminal cases.

The Sex Offender Registry also is closed to the public ; however, registration requirements remain in place. Sex offenders who are residing, employed, or attending school in the Territory and need to register or update their information must do so telephonically or via email.

The Paternity and Child Support Division offices are closed to the public, but in-person services will be provided to accept payments. Services will be provided via telephone, fax, mail, and through the internet. Persons who wish to make payments will be allowed inside the offices until the drop box becomes available, at which time, only money orders and checks will be accepted.

For more information, visit usvidoj.codemeta.com.

Department of Labor

Almost all services are available however, clients are encouraged to use the website to obtain information and find resources.

The Department of Labor Call Center is available 24/7 to applicants who need to apply by phone. The Call Center can be accessed at 1-877-374-0356. For answers to Frequently Asked Questions regarding expanded benefits, see the FAQ on the Labor Department website www.vidol.gov and on the VIDOL Facebook page: @USVIDOL.

For more information visit www.vidol.gov.

Department of Licensing & Consumer Affairs

The Department of Licensing and Consumer Affairs (DLCA) is asking the public to use the department's online website at www.dlca.vi.gov for business license renewals or new business license applications, to schedule appointments and to file consumer complaints online. Appointment also can be scheduled by calling 340-713-3522 on St. Croix or 340-714-3522 on St. Thomas, and the department also can be reached at consumerawareness@dlca.vi.gov.

For more information, visit www.dlca.vi.gov.

Department of Planning & Natural Resources

All public libraries and museums will be closed, and pick up, drop off and cashier services will be available to the public only on Tuesdays and Fridays from 8 a.m. to 5 p.m.

For in-person needs other than pick-up or drop-off services, or for general information, please call 340-774-3320 on St. Thomas or 340-773-1082 on St. Croix to schedule an appointment with the appropriate division.

For more information, visit dpnr.vi.gov.

Department of Property and Procurement

All divisions of the Department of Property and Procurement (Property, Procurement, Transportation, The Print Shop and Central Stores) have returned to regular operating hours of 8 a.m. to 5 p.m. Mondays-Fridays.

All divisions may not be fully staffed, so the department is asking for the public's patience as it resumes services.

All in-person visitors should adhere to the safety guidelines established by the Office of the Governor and the Virgin Islands Department of Health.

For more information or business services, please call at 340-774-0828 on St. Thomas and 340-773-1561 on St. Croix or visit dpp.vi.gov.

Department of Public Works

The Department of Public Works will resume normal operating hours, from 8 a.m. to 5 p.m. Mondays-Fridays.

Public Works will continue to limit in-person interactions and practice social distancing.

For assistance, call 340-773-1290 on St. Croix and 340-776-4844 on St. Thomas or visit dpw.vi.gov.

Department of Sports, Parks and Recreation

Until further notice, the Department of Sports, Parks, and Recreation's administrative offices in the St. Thomas District will be open from 8 a.m. to 1 p.m. Mondays–Thursdays, and 9 a.m. to 1 p.m. on Fridays.

In the St. Croix district, administrative office hours are 8 a.m. to noon Mondays–Fridays.

Tennis Courts are open to the public; however, all other recreational facilities are closed to the public until further notice.

The Department reminds the public to practice social distancing in the parks and on the beaches.

For more information, call 340-774-0255 in the St. Thomas-St. John District and 340-773-0160 in the St. Croix District.

Department of Tourism

The Department of Tourism has closed its offices until further notice.

Visitors or residents who have tourism-related inquiries can visit usviupdate.com or send an email to info@usviupdate.com.

Messages also can be left by calling 340-774-8784 in the St. Thomas-St. John District, 340-772-0357 on St. Croix or toll-free at 1-800-372-USVI (8784).

For more information, visit usviupdate.com.

Division of Personnel

All in-office visits have been suspended, and all business will be conducted electronically and telephonically whenever possible.

For more information, forms and policies, call 340-718-8588 on St. Croix or 340-774-8588 in the St. Thomas-St. John District or visit www.dopusvi.org.

Energy Office

All individuals with applications for the Energy Efficiency & Renewable Energy Financial Incentive Program are required to submit them by email, fax or mail service until further notice. The VIEO has waived the 30-day application deadline so that customers who purchase qualifying items can capitalize on these rebates, which include items purchased as of March 1, 2020.

For more information, visit the Energy Office Facebook page.

Juan F. Luis Hospital & Medical Center

General visitation is restricted unless the visitor is a parent or guardian of a pediatric patient or infant.

Prior to being allowed to enter the facility, each visitor will be screened. Isolation patients will be allowed only one visitor at a time for up to two hours per day. Visitors will be given special protective masks, gloves, and gowns that must be worn at all times.

For more information, visit www.jflusvi.org.

Judicial Branch of the Virgin Islands

All proceedings other than jury trials, bench trials and certain substantive hearings will be heard remotely, with calendar preference given to criminal and other priority cases.

In-person court proceedings will resume on June 15, with the exception of trials, which will resume on August 1. Even when authorized, in-person hearings will only be held if it is possible to hold the hearing while complying with social distancing protocols, federal and territorial health regulations and the policies enacted by the Judicial Branch Administrative Office.

New policies include, but are not necessarily limited to, sanitation of common and high-traffic areas; erection of appropriate physical barriers and placement of social distancing tape; health screenings for those entering Judicial Branch facilities; implementation of federal and territorial public health guidelines; and appropriate training for judicial officers and court personnel in the proper use and implementation of such protocols.

The Superior Court now accepts online credit card payments for traffic, litter or conservation citations. The online payment processor is available at <http://www.paymentsvicourts.org>. All major credit cards are accepted and there is a 4.5 percent service charge for online payments.

The Raymond L. Finch Supreme Court Building in Frederiksted will be closed for the duration of the pandemic. There will be no drop box at that location and the public is advised to use the drop box at R.H. Amphlett Leader Justice Center at RR1 9000 Kingshill on St. Croix.

Conventional filings continue to be accepted via drop box at all Superior Court locations and at the Supreme Court located at Crown Bay on St. Thomas.

For inquiries, please use the following numbers:

St. Croix District

Superior Court – 340-778-9750

Probation and Pre-trial Services – 340-713-6642

St. Thomas-St. John District

Superior Court – 340-774-6680

Probation and Pre-trial Services – 340-693-6429

Supreme Court

Supreme Court – 340-774-2237

Office of Disciplinary Counsel – 340-693-4127

Additionally, the following email addresses are available for the submission of filings:

Advice of Rights and Arraignments – remoteaorstx@vicourts.org and remoteaorstt@vicourts.org

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