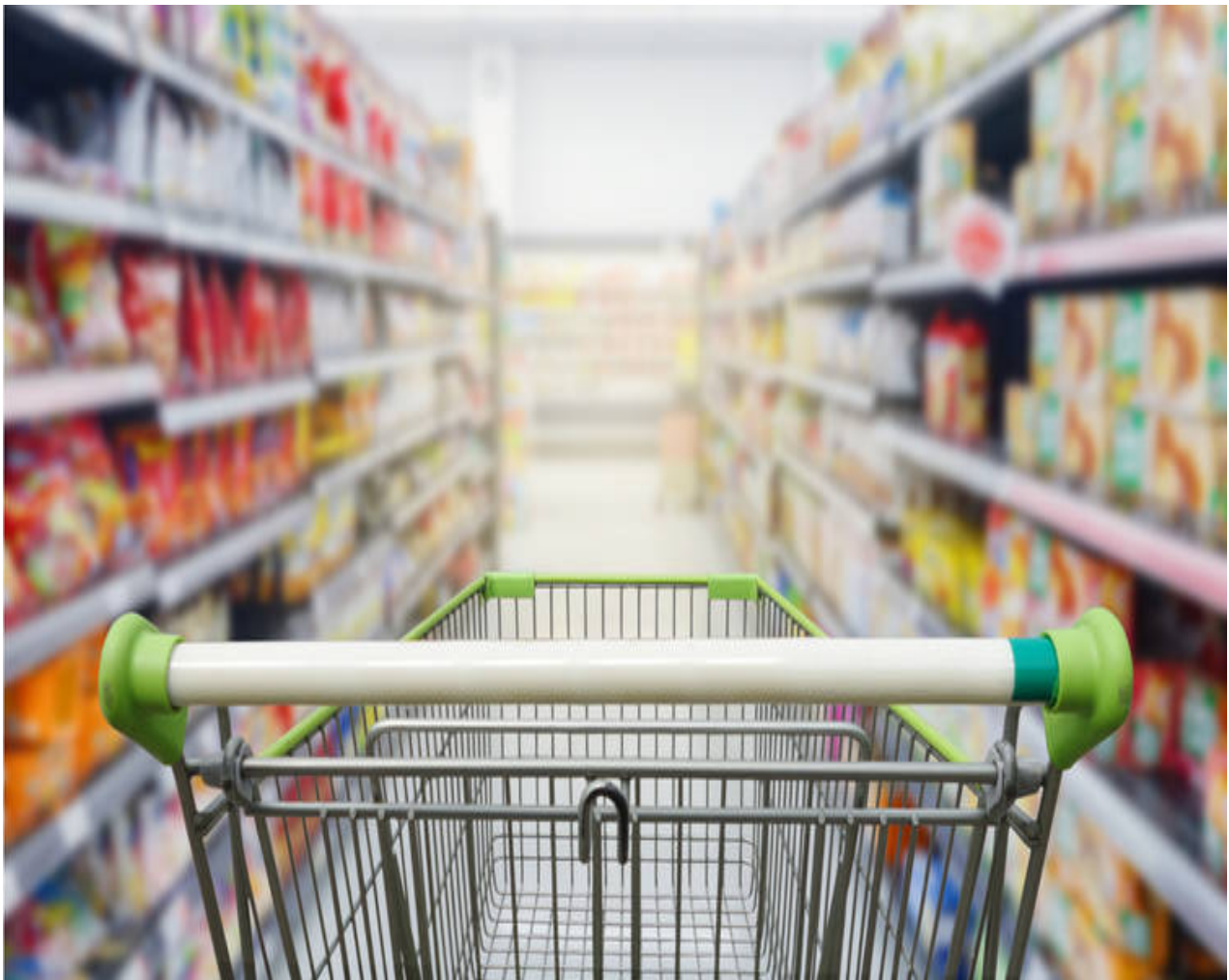


The Virgin Islands Consortium

SNAP Recipients Could Lose Benefits if Recertification Applications Are Not Completed by Due Date, DHS Says

Government / **Published On August 24, 2022 04:33 PM /**

Staff Consortium **August 24, 2022**



The V.I. Dept. of Human Services on Wednesday reminded SNAP recipients who received recertification applications via mail that if the forms are not completed and submitted by the due date identified on their application, their benefits will not rollover.

DHS said SNAP recipients who recently received letters from the Division of Family Assistance requesting that they complete their Recertification Application and Periodic Report, and provide answers to the letter of request for additional information should pay attention to the due dates on each document received.

If the Recertification Application, Periodic Report, or letter requesting additional information are not received by the due dates, then your benefits will not be automatically uploaded to your card. This might also result in your case being closed, the department warned.

For first-time applicants, ensure that your application packets are completed and that all required documents and signatures are included.

Contact your case worker or call the SNAP Certification Offices if you have any questions at:

- St. Croix – (340) 772-7100 Ext. 7159; 7192
- St. Thomas – (340) 774-0930 Ext. 4303 or (340) 774-2399
- St. John – (340) 774-0930 Ext. 4303 or (340) 774-2399 or (340) 776-6334 or (340) 776-6335

Option to return your documents:

St. Croix

- In person at 4102 Mars Hill, Frederiksted, VI 00820 · E-Mail – certoffice.stx@dhs.vi.gov
- Drop box located at 4102 Mars Hill, Frederiksted, VI 00820

St. Thomas and St. John

- In person at 1303 Hospital Ground, St. Thomas, VI 00802 · E-Mail – certoffice.stt@dhs.vi.gov
- Drop Box located at 1303 Hospital Ground, St. Thomas, VI 00802
- Drop Box located at Multipurpose Building, 307 Enighed, Contant, Cruz Bay, VI 00830

Clients can also check their card balance by calling 1-866-884-2868.