

The Virgin Islands Consortium

Urgent Notice for SNAP/CASH Households: Essential Documents Due Soon to Secure September Benefits

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Staff Consortium **August 15, 2023**



The V.I. Department of Human Services on Tuesday issued an important reminder for all SNAP/CASH households: If you have recently received communication from the VIDHS SNAP Office—whether that be a Recertification Application, Periodic Report, or a letter seeking additional information—it is imperative to respond promptly in order to guarantee your benefits for September 1, 2023.

According to DHS, all documents, including the Recertification Application, Periodic Report, and any additional information requests, must be returned by their respective due dates. Failure to do so can result in benefits not being automatically uploaded to your card, and potentially even case closure.

It's essential for first-time applicants to ensure all application packets are filled out completely, accompanied by copies of all mandatory documents, and duly signed.

Points of Contact:

Should you have queries, please reach out to:

- 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

Document Return Options:

St. Croix:

- In-person: 41-B Mars Hill, Frederiksted, VI 00820
- USPS: 4102 Mars Hill, Frederiksted, VI 00840-3376
- Email: certoffice.stx@dhs.vi.gov
- Drop box: 41-B Mars Hill, Frederiksted, VI 00820

St. Thomas & St. John:

- In-person or USPS: 1303 Hospital Ground, St. Thomas, VI 00802
- Email: certoffice.stt@dhs.vi.gov
- Drop Box (St. Thomas): 1303 Hospital Ground, St. Thomas, VI 00802
- Drop Box (St. John): Multipurpose Building, 307 Enighed, Contant, Cruz Bay, VI 00830

Clients can additionally monitor their card balances by calling 1-866-884-2868 or visiting www.fisglobal.com/ebtedgemobile.

The DHS urges all SNAP/CASH households to adhere to the communicated deadlines to avoid disruption in their benefits.