



For Immediate Release

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Press Contact

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**USVI Department of Human Services'
Cash, Food and Energy Assistance Programs Ready to Help Through Uncertain Times
with Telephone Interviews and Relaxed Federal Guidelines**

(US VIRGIN ISLANDS) - In response to the Covid19 Pandemic, the USVI Department of Human Services' (DHS) Division of Family Assistance announced that their Supplemental Nutrition Assistance Program (SNAP - formerly known as Food Stamps), cash, and energy assistance programs are ready to serve existing and new clients through conducting interviews via telephone rather than in person for everyone's health and wellness.

New Clients:

Please call (Monday – Friday between 8 a.m. and 2 p.m.) the Division of Family Assistance offices for information on how to apply:

- **St. Croix: (340) 772-7100**
- **St. Thomas/St. John: (340) 774-2399 or (340)774-0930**

Customers may find applications for the programs on the DHS website: www.dhs.gov.vi. The application packets may also be found at the following locations (Please ask for applications at each store):

St. Croix / St. Thomas:

- Plaza Extra and Pueblo Supermarkets

St. Croix

- Seaside Market & Deli

St. John:

- Star Fish Market
- Dolphin Market
- Pine Peace Mini Mart
- Lily's



Completed applications can be mailed, emailed, faxed or dropped off at drop boxes located at the SNAP office on each island. Details can be found on the DHS website and within the application packet.

Within three to five days of the receipt of the application, The Department of Human Services will schedule telephone interviews and answer questions.

Re-certifying Current Clients for SNAP and Cash Programs:

For current customers whose certification period expires on April 1, 2020, May 1, 2020 and June 1, 2020, the certification period has been extended for two months, considering the Covid19 Pandemic in the Territory. *Customers are not required to go to The Department of Human Services' offices to re-certify at this time.*

What does this mean?

1. Households whose current certification period expires in May 2020 will have their allotment issued to their EBT card on May 1, 2020 and again on June 1, 2020. These households are not required to contact the office to activate this provision. Current clients can disregard the recertification appointment they may have received for April. A new recertification notice will be mailed to the address on file in May.
2. Households whose current certification period expires in June 2020, will have their allotment issued to their EBT card on June 1, 2020 and again on July 1, 2020. These households are not required to contact the office to activate this provision. A new recertification notice will be mailed to the address on file in June.
3. Households that need to report changes to household circumstances are encouraged to contact the local office in your district for assistance.

For more information on Covid19, the new strain of coronavirus, please visit the USVI Department of Health's website, www.doh.vi.gov/coronavirus or text COVID19USVI to 888777.

#COVID19USVI

The Department of Human Services (VIDHS) exists to provide social services to members in our community with diverse needs. In times of national uncertainty and hardship we act as a safety-net and exist to inspire hope and empower change through non-judgmental, quality delivery of needed services and resources. Please visit the Department of Human Services website, www.dhs.gov.vi for more information.