



PUBLIC SERVICE ANNOUNCEMENT

For Immediate Release

March 13, 2020

Press Contact

Michelle Francis

(340) 718-2980

Michelle.Francis@dhs.vi.gov

SNAP EBT Card Glitch Impacting Plaza West

(US Virgin Islands) The Department of Human Services (DHS), Division of Family Assistance is alerting all SNAP EBT card holders about an electronic glitch in the Federal system. At this time, the glitch seems to only be affecting acceptance of the cards at Plaza West (St. Croix). Commissioner Causey-Gomez contacted the federal office and Plaza West to help resolve the issue. She received confirmation from the federal office that the issue will be resolved tomorrow (Saturday, March 14, 2020).

DHS advises EBT customers with questions to contact Plaza West at, (340)719-1870. The Department of Human Services is not directly involved with the EBT Vendor process; however, we have making every effort to help resolve this issue.

The Department of Human Services is committed to providing social services that will enhance the quality of life for individuals and families with diverse needs; and work toward our vision to empower individuals and families towards self-sufficiency through a seamless delivery system.

-END-