



**For Immediate Release**

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Press Contact

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**Department of Human Services’ Knud Hansen Facility Phone System  
Temporarily Down**

U.S. VIRGIN ISLANDS— Please be advised that the VI Department of Human Services’ (DHS) general phone line at the St. Thomas, Knud Hansen facility (340-774-0930), is currently operating with limited access. DHS is working with Viya to troubleshoot the system and identify core issues. DHS will notify the public once Viya is able to restore the main phone line.

**In the meantime, DHS is asking the public to contact the following office-specific numbers:**

	<b>CONTACT NUMBER (340 area code)</b>	<b>OFFICE</b>
1	774-2399	Division of Family Assistance (SNAP, TANF)
2	725-6198	Medical Assistance Program (MAP)
3	244-7861	Disabilities & Vocational Rehabilitation
4	201-2774	Childcare & Regulatory Services
5	244-4360	Head Start – Preschool Services
6	473-5794	Foster Care – Children, Youth, Families
7	714-4397	Protective – Children, Youth, Families
8	725-5661	Senior Citizens Affairs
9	725-6215	Senior I.D.’s / Pharmaceutical Assistance
10	725-6211	Meals on Wheels
11	643-0149	Adult Protective Services
12	774-0930	Department of Human Services

For general information, please visit the Department of Human Services website, [www.dhs.gov.vi](http://www.dhs.gov.vi) or Facebook (<https://www.facebook.com/usvidhs>).

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

The COVID-19 Vaccination Appointment Hotline is now open from 8:30 am until 3:00 pm Monday thru Friday. Operators are available in both English and Spanish. For additional information, including an updated eligibility list as well as vaccine information, call (340)777-8227 or visit [VITEMA.Vi.Gov](http://VITEMA.Vi.Gov).

*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](http://www.dhs.gov.vi) for more information.*

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