

# About CommonHelp

In 2010, Virginia's Governor Bob McDonnell and Secretary of Health and Human Resources, Dr. William Hazel, announced the establishment of a statewide health reform initiative.

As part of the initiative, and to better serve the Commonwealth, the Virginia Department of Social Services (VDSS) was asked to develop and implement an innovative online self-service customer portal.

Working in partnership with technology vendor, Deloitte LLP, state and local employees, community partners and other stakeholders from around the state, CommonHelp was implemented in several local departments of social services in 2012, the statewide soft launch took place in April and the public launch in October.

From improving the delivery of social services and information to Virginians – to streamlining work processes for state and local employees – CommonHelp plays a critical role in transforming how VDSS and other state agencies do business.

CommonHelp provides online access to health and human services information and benefits from any computer via the Internet and can be accessed 24 hours a day, seven days a week, allowing citizens to:

- **Screen for Potential Eligibility for:**

- Child Care
- Energy Assistance
- Medical Assistance
- SNAP (Supplemental Nutrition Assistance Program)
- TANF (Temporary Assistance for Needy Families)

- **Apply for Benefits**

- **Check the Status of Applications**

- **Report Changes**

- **Complete Benefit Renewals**



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