

NEWS RELEASE

FOR IMMEDIATE RELEASE

June 4, 2015



Contact:

Diana L. Klink
757.514.4104
757.359.1845

Tim Kelley
757.514.4103
757.871.3039

SUFFOLK DEPARTMENT OF SOCIAL SERVICES COMMONHELP WEB PORTAL

SUFFOLK, VA (June 4, 2015) The Suffolk Department of Social Services continues to be committed to providing quality service to their valued customers. One of the ways they are achieving that is by offering Commonhelp, which is an online self-service portal to the many offerings by the Department. Commonhelp is a fast and easy way to screen and apply online for various benefit programs. Users can also check benefits, report changes, and renew online to save time.

Through Commonhelp, customers can apply for cash assistance (TANF - Temporary Assistance to Needy Families with Minor Children), child care services, energy assistance (fuel, crisis or cooling), food assistance (SNAP), or medical assistance. If you or a family member are applying for or currently receiving benefits from the Virginia Department of Social Services, you should create an account with CommonHelp. CommonHelp also allows other persons, who may be legal guardians, authorized personnel or those with Power of Attorney to submit an application on someone's behalf.

CommonHelp is secure and will provide access through passwords you create and verification of personal information only you should know. Remember to never share your password with anyone.

Although the use of paper applications is discouraged, this is still an option. You will be encouraged to submit an electronic application when visiting the local agency in person to apply using the CommonHelp Customer Center. Residents may come to the office to pick up an application any time during office hours or the agency can mail you an application on the same day you request it. We encourage you to file an application the same day you contact the agency.

To apply online anytime for benefits, please visit the State website: www.commonhelp.virginia.gov. To apply for Healthcare only, customers can call Cover Virginia directly 1-855-242-8282. The Suffolk Department of Social Services is located in the Health & Human Services Building at 135 Hall Avenue.

###