

# About CommonHelp

## Why Is CommonHelp Important?

- Citizens want the same access to online information and services from Virginia's Social Services System that they're receiving from banks and other industry service providers.
- CommonHelp is available 24 hours a day, seven days a week, anywhere the Internet is available.
- CommonHelp provides advantages to Virginia's Social Services System employees by automating manual processes and increasing the amount of time that can be spent focusing on other work priorities.
- CommonHelp improves the accuracy of data.
- CommonHelp reduces the number of phone calls related to screening for benefit eligibility, processing applications and renewing benefits.



cut here