

For Immediate Release Contact:

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New Enterprise Customer Call Center:

Virginia Department of Social Services Expands Services Through Call Center

Richmond, Va. (April 4, 2017) - The Virginia Department of Social Services (VDSS) announced today that a new Enterprise Customer Service Center is now available to Virginians Monday through Friday from 7:00 a.m. to 6:00 p.m. to provide more streamlined and expanded services. Applications for Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF), and Medical Assistance (MA) can now be accepted over the phone. Applications for the Energy Assistance Program (EAP) will be handled by the call center starting June 2017. All electronic applications will be routed appropriately for interviewing and processing upon completion by the application specialists.

In addition to facilitating telephonic applications, specialists will be able to respond to basic citizen inquiries related to the services they wish to apply for or are currently receiving, including:

- Status of Application or Current Case
- Amount of Benefits Authorized
- Date of Benefit Issuance
- Benefit Eligibility Period
- Appeals Referral
- Verification of Receipt of Benefits

Custodial and non-custodial parents needing information from the Division of Child Support Enforcement will also benefit from new technology enhancements through the call center including interactive voice response, automated and electronic outbound customer notices, web chats and texting.

New Enterprise Customer Service Center Numbers:

Benefit Programs and Child Care & Early Childhood Development: (855) 635-4370

Division of Child Support Enforcement: (800) 468-8894

Citizens requesting to renew their benefits will be directed to <http://commonhelp.virginia.gov/access/> or to the local agency.