

Frequently Asked Questions

Q: Do I have to sign my application electronically?

A: If you submit your application electronically, then you will sign it electronically. If you do not want to sign and submit your application electronically, you can go to the Application for Benefits to download the VDSS application for Benefits. You can print the application, complete it, sign it, and then submit it either via mail, fax or personal drop-off to the local Department of Social Services in your area.

Q: After I submit my application and receive the confirmation, do I need to do anything else?

A: The local agency will contact you with further information on conducting an interview or returning verifications.

Q: Does information I enter in *Am I Eligible* show up automatically for in *Apply for Benefits*?

A: No. Information you enter in the Am I Eligible tool does not carry over to Apply for Benefits. The questions in Am I Eligible are short, to quickly provide you an idea of the type of assistance you might be able to receive. To apply for assistance, CommonHelp needs details and so the short answers in Am I Eligible are not enough.

Q: If I have trouble with my online application, who can I contact with questions?

A: Call 1-855-635-4370

Staff is available to answer your questions between 7 a.m. and 7 p.m., Monday through Friday. However, if your question is about a specific benefit or program, contact your local department of social services or your caseworker.



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