\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Memorandum**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

To: Derek Wu

From: Dylan Craig (RA)

Date: 2/9/2024

Subject: CommonHelp Implementation

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**CommonHelp Leads**

* [Virginia Department of Social Services: What’s new? About CommonHelp](https://www.dss.virginia.gov/files/division/pa/commonhelp_community/guidance_procedures/CommonHelp%20Support%20Document.pdf)
  + “Provides a more streamlined application path to citizens who want to apply for Health Care which creates a more user-friendly experience for the customer.”
* [GovTech: Virginia Launches Online Public Assistance System](https://www.govtech.com/health/virginia-launches-online-public-assistance-system.html)
  + Errors on Medicaid eligibility applications in 2009 drove the decision to create CommonHelp
  + Total development cost was $10,779,739 as of 10/2012
    - Deloitte contract, travel, staff time, training
  + Next steps were to replace the back-end eligibility enrollment process, make the CommonHelp available to correctional facilities, and connect CommonHelp to its Homeless Information Monitoring System as well as the Virginia Department of Veteran Services
  + People of interest
    - Melissa Perdue: Assistant Director of Public Affairs for the Virginia Department of Social Services
    - William A. Hazel: Virginia Secretary of Health and Human Resources
    - Martin D. Brown: Virginia Department of Social Services Commissioner
* [MomsinMotion: Commonwealth Coordinated Care (CCC Plus) Waiver](https://momsinmotion.net/waivers/ccc-plus/)
  + “It’s recommended to use the paper application instead of the Virginia CommonHelp self-service portal as the portal is geared more toward income-based Medicaid benefits.”
* [SNAP Participation Reports Archive](https://www.dss.virginia.gov/geninfo/reports/financial_assistance/snap_participation_archive.cgi)
  + “Participation reports show the number of Virginia households authorized to participate in the Supplemental Nutrition Assistance Program (SNAP) during a calendar month.”
  + 2001-2019
* [Kids Count Data Center: Virginia](https://datacenter.aecf.org/data?location=VA#VA/2/0/char/0)
  + “Statistics on children, youth and families in Virginia from the Annie E. Casey Foundation and Voices for Virginia’s Children”
* [Internet Archive WayBackMachine: Commonhelp Website](https://web.archive.org/web/*/https://commonhelp.virginia.gov/)
  + Saved 840 times between November 6, 2012 and February 7, 2024
  + Can view by “changes” to better understand how the site developed over time
* Reddit Posts referencing CommonHelp
  + [Medicaid Virginia Renewal - How do you do it on CommonHelp?](https://www.reddit.com/r/Virginia/comments/15p76a9/medicaid_virginia_renewal_how_do_you_do_it_on/)
  + [Can't renew Medicaid on CommonHelp website](https://www.reddit.com/r/Virginia/comments/12buwey/cant_renew_medicaid_on_commonhelp_website/)
  + [Commonhelp (site for SNAP ebt/medicaid/etc) giving errors for anyone else?](https://www.reddit.com/r/Virginia/comments/14r9ldl/commonhelp_site_for_snap_ebtmedicaidetc_giving/)\
  + [Problem with virginia commonhelp snap website?](https://www.reddit.com/r/foodstamps/comments/m6qaqt/problem_with_virginia_commonhelp_snap_website/)
  + [Questions about Applying for Medicaid](https://www.reddit.com/r/Virginia/comments/t24obq/questions_about_applying_for_medicaid/)
* AccessWorldNews NewsBank Local VA Articles
  + [Social services offers online applications for benefits](https://infoweb.newsbank.com/apps/news/document-view?p=AWNB&t=&sort=YMD_date%3AA&fld-base-0=alltext&maxresults=20&val-base-0=%22commonhelp%22&docref=news/151A944B1E1E0D70)
  + [Virginia Department of Social Services Launches New Interactive Service](https://infoweb.newsbank.com/apps/news/document-view?p=AWNB&t=&sort=YMD_date%3AA&fld-base-0=alltext&maxresults=20&val-base-0=%22commonhelp%22&docref=news/141DA5B744B00708)
  + [Social Services gets software upgrade - NEW PROGRAMS SAVE TIME AS APPLICATIONS ON THE RISE](https://infoweb.newsbank.com/apps/news/document-view?p=AWNB&t=&sort=YMD_date%3AA&fld-base-0=alltext&maxresults=20&val-base-0=%22commonhelp%22&docref=news/141E822814D6A010)
  + [APPLY FOR PUBLIC ASSISTANCE BENEFITS ANYTIME AND ANYWHERE](https://infoweb.newsbank.com/apps/news/document-view?p=AWNB&t=&sort=YMD_date%3AA&fld-base-0=alltext&maxresults=20&val-base-0=%22commonhelp%22&docref=news/141DFAFC444F35E0)
  + [PG says awards demonstrate commitment to good government](https://infoweb.newsbank.com/apps/news/document-view?p=AWNB&t=&sort=YMD_date%3AA&page=1&fld-base-0=alltext&maxresults=20&val-base-0=%22commonhelp%22&docref=news/14391661E8F7D6B8)
  + [‘CommonHelp’ a time saver](https://infoweb.newsbank.com/apps/news/document-view?p=AWNB&t=&sort=YMD_date%3AA&page=1&fld-base-0=alltext&maxresults=20&val-base-0=%22commonhelp%22&docref=news/151B314211054CC0)
  + [Virginia Department of Social Services Receives Innovation in Utilization Award](https://infoweb.newsbank.com/apps/news/document-view?p=AWNB&t=&sort=YMD_date%3AA&page=1&fld-base-0=alltext&maxresults=20&val-base-0=%22commonhelp%22&docref=news/14652FADFB5E6510)
  + [Va department honored for use of technology](https://infoweb.newsbank.com/apps/news/document-view?p=AWNB&t=&sort=YMD_date%3AA&page=1&fld-base-0=alltext&maxresults=20&val-base-0=%22commonhelp%22&docref=news/146591B8FB51B310)
  + [Deloitte Project with Virginia Department of Social Services Wins Innovation Award](https://infoweb.newsbank.com/apps/news/document-view?p=AWNB&t=&sort=YMD_date%3AA&page=1&fld-base-0=alltext&maxresults=20&val-base-0=%22commonhelp%22&docref=news/146D76B135C820A0)
  + [Deloitte Project with VDSS Receives Innovation Award](https://infoweb.newsbank.com/apps/news/document-view?p=AWNB&t=&sort=YMD_date%3AA&page=1&fld-base-0=alltext&maxresults=20&val-base-0=%22commonhelp%22&docref=news/146EFDAA2F2609B0)
  + [New system means big changes for DSS](https://infoweb.newsbank.com/apps/news/document-view?p=AWNB&t=&sort=YMD_date%3AA&page=1&fld-base-0=alltext&maxresults=20&val-base-0=%22commonhelp%22&docref=news/14B48D9C584378B8)
  + [IMPROVING PERFORMANCE BEYOND THE IT BUDGET - GOVERNMENT AND CITIZEN EFFICIENCIES](https://infoweb.newsbank.com/apps/news/document-view?p=AWNB&t=&sort=YMD_date%3AA&page=2&fld-base-0=alltext&maxresults=20&val-base-0=%22commonhelp%22&docref=news/14F9B0A1C5234EC0)