

ON-DEMAND SUPPORT FOR NEWCOMERS AND COMMUNITY PARTNERS

At Switchboard, we know that timely information is critical. That's why we provide two tailored, on-demand resources designed to meet your needs in real time.

FOR SERVICE PROVIDERS: THE SWITCHBOARD COMMUNITY SUPPORT LINE (SCSL)

The **SCSL** is a **free helpline** and **email service** that connects community partners serving ORR-eligible newcomers (local service providers, community groups, local institutions, etc.) with expert guidance and referrals—**live and on demand**—so you **get answers in minutes**, not days. When cases get complex and you need backup, we're here to help.



- **QUICK CONNECTIONS TO LOCAL OR VIRTUAL SERVICES WHEN YOU NEED REFERRALS**
- **CLEAR GUIDANCE ON PROGRAMS AND RESOURCES FOR COMPLEX CASES**
- **TRAINING AND EXPERT CONSULTATION TO STRENGTHEN YOUR PRACTICE**

CONTACT THE SUPPORT LINE:

CALL (212) 551-3100 | EMAIL SCSL@RESCUE.ORG
MON-FRI, 9 AM-5 PM ET

FOR NEWCOMERS: SETTLE IN



Settle In empowers newcomers to navigate **life in the U.S.** with confidence by providing timely, accurate, and **culturally relevant** information in multiple languages. Newcomers can contact us directly via WhatsApp, Facebook Messenger, Viber, SMS, or Telegram for real-time support.

- **MULTILINGUAL CONTENT IS AVAILABLE IN 10+ LANGUAGES ON THE WEBSITE AND SOCIAL MEDIA**
- **DIRECT MESSAGING SUPPORT PROVIDES REAL-TIME HELP THROUGH WHATSAPP, FACEBOOK, SMS, AND TELEGRAM**
- **RESOURCE LIBRARY CONTAINS 1,000+ MATERIALS FOR NEWCOMERS**
- **LIVE ENGAGEMENT HAPPENS THROUGH FACEBOOK EVENTS, VIDEOS, AND REAL-TIME UPDATES**

ACCESS SETTLE IN: [SETTLEINUS.ORG](https://settlein.us.org) | WHATSAPP, FACEBOOK, SMS, TELEGRAM