



## Mass 2-1-1 Hotline

Mass2-1-1 is providing real-time COVID-19 information, local social services resources, and referrals in 140 languages. You can call the 2-1-1 hotline 24 hours a day, 7 days a week, or visit [mass211.org](https://mass211.org) to learn more about:

- COVID-19 prevention, symptoms, testing and treatment.
- Referral to local services—from food, clothing, and shelter assistance to counseling, legal and financial services, and much more.

You receive **FREE and confidential** assistance by trained counselors, who are fluent in English and Spanish. Support in more than 140 languages is provided through interpreter services. TTY service is also available. You can search local resources by zip code and per service (food, mental health, sexual and domestic violence . . .). Mass211.org offers live chat in English.

### If you don't speak English or Spanish, follow these steps:

Visit the [mass211.org](https://mass211.org) website:

1. Click on the orange **“Translate”** button on the bottom left to select your language.
2. Click on the big red button **“Start your search”** (the text should now appear in your language).
3. Enter your zip code or city and state in the left field with the arrow ▲ and click on the icon/topic about which you seek information (food, mental health . . .). If the page does not automatically translate, scroll down to the bottom right and select your language.

### Call 2-1-1:

1. **Press “4” for English or any other language**, except Spanish (press “8” for Spanish).
2. **As soon as the English recording starts, press “21”.**
  - Once the English message starts, press “#” followed by your zip code. (If you don't know your zip code, press “#” again).
  - Wait for the next available call center agent. This can take a while. Name your language. The call center agent will be joined by a translator to assist you.
  - If the call center agent refers you to a local service provider, ask first whether that provider offers translation services. If so, ask how to navigate the hotline as a foreign language speaker. You can also ask for the website address of the provider and use google translate to translate the web content.

**More information is available at [abu.org/covid19](https://abu.org/covid19).**

May 2, 2020 (English)



**#ABUnitedWay**