



# SWITCHBOARD COMMUNITY SUPPORT LINE FAQ

## Who can access the Switchboard Community Support Line (SCSL), and how?

The SCSL serves community partners working to welcome and support ORR-eligible newcomers. Whether you are a community sponsor or a community service provider assisting newcomers, our team is available to help answer your questions and connect you to available resources. The SCSL can be accessed by calling (212) 551-3100 on weekdays between 9 AM and 5 PM ET or by emailing [SCSL@rescue.org](mailto:SCSL@rescue.org). The SCSL does not field inquiries from newcomers themselves.

## What resources are available through SCSL?

The SCSL offers technical assistance in the form of general resettlement guidance, access to shared learning resources (such as self-paced trainings, information guides, videos, etc.), information about local community supports, and referrals to local Resettlement Agencies and other service providers who may assess newcomers for eligibility to various ORR-funded programs.

## How does the SCSL perform referrals to local programs and services?

During calls, the SCSL team will ask callers about newcomers' basic demographic information and general needs. Liaisons then use this information to determine newcomers' possible eligibility for ORR-funded programs and services. After calls, the SCSL team will then refer callers and newcomers to local service providers, who will complete a full intake and eligibility assessment for relevant programs, including [Preferred Communities](#), [Matching Grant](#), [Refugee Support Services](#), [Refugee Cash Assistance](#), [Refugee Medical Assistance](#), and other ORR-funded programs found [here](#). Ultimately, the local service provider will decide whether to enroll or refer for enrollment based on their direct conversations with and assessments of the newcomers. If local service providers are unavailable, the SCSL team may refer to virtual options.

