

Massachusetts DPH announces that Mass 211 will now provide real-time COVID-19 info, resources, and referrals

With a lot of uncertainties in the upcoming days and weeks, we wanted to remind all service providers about Mass 211, which is the 24/7 statewide information and referral line available in 140+ languages that connects callers with critical social service programs and organizations in their local community year-round.

The Massachusetts Department of Public Health (DPH) has announced that Massachusetts 211 will now provide real-time COVID-19 information, resources, and referrals. Mass 211 is made possible by local United Ways and the state of Massachusetts.

Through this partnership with Mass 211, DPH subject matter experts are expanding access to information 24/7, and empowering call operators to provide the latest information about the status of COVID-19 response efforts in Massachusetts. At peak call times, DPH staff will augment the call team to ensure residents' questions are answered without delay. This new service is in addition to a dedicated site mass.gov/covid19, which is updated daily with information and resources.

Residents across the state can call 2-1-1 to learn more about:

- COVID-19 prevention, symptoms, and treatment
- Information about testing
- Guidance for people planning or returning from travel

Mass 211 also operates the Call2Talk hotline for mental health, emotional support, and suicide prevention. Call2Talk also operates 24/7 and provides confidential, compassionate listening to assist people during stressful times.

Mass 211 can be reached by dialing 2-1-1 from any landline or cell phone in the state.

In addition to the services provided by Mass 211, United Way of Greater New Bedford has launched the Help United Fund to assist those locally affected by Coronavirus. We are currently exploring ways to get financial support to those who need it. We welcome your suggestions and welcome your promotion of this effort. Donations can be made by texting HELPUNITED to 313131 or visiting unitedwayofgnb.org.