

STORY COUNTY EMERGENCY FINANCIAL ASSISTANCE & RESOURCES

2-1-1

Get Connected. Get Help.™

To ensure accuracy of information, we suggest calling/emailing the listed agencies in advance.
For 24-7 resource referrals, contact Iowa 2-1-1 at 2-1-1 (phone), 898211 (text your zip code to this number), or iowa211.org.

ACCESS (ASSAULT CARE CENTER, AMES): Rent and utility assistance. Can provide other supports as well. To be eligible, you must be a survivor of domestic abuse, sexual assault, or violent crime. Housing helpline: 1-855-696-2980

CHRIST COMMUNITY CHURCH (AMES): Rent and utility assistance when funds are available. Must be an Ames resident. Documents required: Rental assistance needs photo ID, lease/rental agreement with landlord's information. Utility assistance needs a utility bill. Appointments are in-person on Wednesdays, 1-3 pm. Call ahead to make sure there are funds: (515) 232-2765 or email info@ccames.org.

LOW-INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)& LOW-INCOME HOME WATER ASSISTANCE PROGRAM (LIHWAP) (AT MICA, AMES): Utility & water assistance. These programs are accepting applications. If you are approved for LIHEAP, a one-time payment will be sent to your heating vendor. You also will be protected from shut-offs. LIHWAP is crisis water assistance for disconnects on your water bill. Story County enrollment phone number: 515-956-3333.

ST. PATRICK'S "GOOD SAMARITAN" FINANCIAL ASSISTANCE PROGRAM (NEVADA): Rent, utility, and gas assistance. This program is for residents of eastern Story County: Must live on east side of I-35 (Cambridge, Collins, Colo, Fernald, Maxwell, McCallsburg, Nevada, Roland, Zearing). Provide rent and utility assistance every 6 months (up to \$200). Provide gas assistance for work or medical appointments only every 3 months. Students are not eligible for the program. Landlord and utility company information is required for those requesting rent or utility assistance; driver's license is required for those requesting gas assistance. 515-382-2974

ST. THOMAS' "LOVE YOUR NEIGHBOR" PROGRAM (AMES): Rent and utility assistance. Limited weekly appointments available on Tuesday or Thursdays, 9 am - noon, call 515-292-3810 or email lyn@staparish.net for questions concerning needed documentation. Please visit the website for detailed information: staparish.net/social-justice/love-your-neighbor-emergency-assistance

THE BRIDGE HOME (FORMERLY EMERGENCY RESIDENCE PROJECT, AMES): Continuum of care includes street outreach, emergency shelter for men, women, and families, supportive housing, rapid rehousing and active case management. Clients qualify by participating in a coordinated entry intake. Examples of assistance for people in TBH programs may include application fees, security and utility deposits, moving costs, case management, connecting to legal assistance, and credit repair. All financial assistance is paid directly to landlords and service providers. Call 515-232-8075, email tbh@thebridgehome.org or apply at website, <https://www.thebridgehome.org/>

STORY COUNTY GENERAL ASSISTANCE (AMES): Rent and utility assistance. Help can be accessed 1 x in 6-month period or up to 3 consecutive months if there is a medical reason an individual is unable to work. The general assistance application is on the Story County website (<https://www.storycountyiowa.gov/345/General-Assistance>). The office is open to the public 8:00 am to 4:30 pm. Appointments to fill out applications are required. Please call 515-663-2930 to schedule an appointment.

Need help with rent or utilities? Story County General Assistance is the intake location for several other local agencies. Please make an appointment for assistance with Story County, and they will reach out to these agencies for rent/utility assistance:

- Good Neighbor Emergency Assistance
- The Salvation Army

GOOD NEIGHBOR EMERGENCY ASSISTANCE (AMES): Emergency assistance with gas, food vouchers, CyRide tickets, phone cards, internet, and phone bills. (Rent and utility assistance too, with intake through Story County.) Good Neighbor takes appointments for assistance applications Monday – Thursday. Call 515-296-1449 or email assistance@gnea.org for more information or to make an appointment. You can also apply for assistance online, 24/7, at gnea.org/services. *Good Neighbor does not have walk-in hours at this time.*

THE SALVATION ARMY (AMES): Food, Representative Payee, other emergency assistance. (Rent and utility assistance too, with intake through Story County.) Assistance is by appointment only. Call 515-233-3567. Email kathy.pinkerton@USC.salvationarmy.org

Other Financial Assistance Resources:

CITY OF AMES – HOME Program Homebuyer Assistance Program: This program is now accepting preliminary applications. To be eligible, households must be at 80 percent or less of the Ames median income limits. Applications and program guidelines (including income limits) are available online at www.cityofames.org/housing or at City Hall, 515 Clark Ave. For more information, call the Housing Division’s Hotline number at 515-239-5380.

IOWA HOMEOWNER ASSISTANCE FUND, IOWA FINANCE AUTHORITY: This program provides assistance to eligible homeowners. Applicant must be at least 30 days **behind on payments for mortgage, contract sale, manufactured home or property taxes**. For information or to apply, go to IowaHousingRecovery.com or call 1-888-668-0927.

IOWA STATE STUDENT ASSISTANCE OFFICE: For currently enrolled Iowa State University students, the Office of Student Assistance helps students achieve academic success, personal growth, and well-being by providing **direct support and connection to appropriate university resources**. The team would be happy to connect with you to discuss options for support and can be reached by calling 515-294-1020 or by emailing studentassistance@iastate.edu.

STORY COUNTY IMMIGRANT AND REFUGEE COLLABORATION: This community collaboration previously ran the Covid-19 Immigrant Fund (at St. Cecilia). Their emergency financial assistance has ended. However, the collaboration is still willing to **provide referrals and support and has encouraged interpretive services** at other financial assistance providers. story.immigrants.fund@gmail.com

Eviction Information & Help:

If you are facing eviction or the threat of eviction, please contact the following organizations.

LEGAL AID SOCIETY OF STORY COUNTY: Housed in Nevada. Open Monday – Friday, 9 am – 5 pm. Call 515-382-2471 or email contact@legalaidstory.org (you will receive a reply within 24 hours). You also may apply for help online: <https://www.legalaidstory.com/intake-form/>

IOWA LEGAL AID HOTLINE: Free advice, Monday through Friday, 9am-4pm, call 1-800-532-1275. Iowans age 60 and over, call 1-800-992-8161. “If you are facing eviction, or receive a notice from your landlord, every minute matters. You may wish to speak to an attorney. If you cannot afford an attorney, you may qualify for free legal assistance from Iowa Legal Aid. To complete an intake, call or apply online at iowalegalaid.org 24/7.” Please also refer to their website for more information: <https://www.iowalegalaid.org/resource/eviction-diversion-help-desks>

Other Community Resources (to help reduce costs, upskill, etc.):

FOOD PANTRIES AND MEAL SITES: Story County is fortunate to have more than 20 food pantries and multiple meal sites. These provide groceries and hot meals free of charge. For a full listing, please stop by United Way at 315 Clark in Ames or visit: <https://www.uwstory.org/story-county-hunger-guide>.

SINGLECARE PRESCRIPTION DISCOUNT CARD: United Way has partnered with SingleCare (formerly FamilyWize) to provide free prescription discount cards. To get a free card, stop by United Way of Story County at 315 Clark in downtown Ames or go online: <https://www.uwstory.org/singlecare> . Everyone is eligible to use this card. Disponible en español.

WHEELS FOR WORK PROGRAM (Ames Ford Lincoln & United Way): Apply to receive a donated vehicle. For Story County residents. Must be working/going to school, be at 150% of poverty level or less and have a child in the home. For more information, please visit www.uwstory.org/wheels-for-work or call one of the referral agencies: Good Neighbor, MICA, The Salvation Army, Story County.

WOMEN UNITED: This program offers free financial management workshops for women in communities throughout Story County, as well as one-on-one mentoring. Free childcare at class sites, transportation assistance (gas cards), and meals provided. To learn more, visit www.uwstory.org/women-united or call Moriah at United Way of Story County, 515-268-5142.

WORKFORCE RETRAINING (Training is available in Manufacturing, Welding, Healthcare Patient Services, C.N.A.-Basic & Advanced, Construction, Maintenance Tech/Electrician, CDL, Phlebotomy, IT Help Desk, Advanced PLC, Dog Grooming, Administrative Support Professional, Sterile Processing Supply Tech.): DMACC, Ames Chamber, and Story County are partnering to offer these retraining programs. **The classes are free for Story County residents 18+ with a diploma or high-school equivalency (GED or HiSET).** Classes take place at DMACC campuses. Classes are 5-15 weeks long depending on the course. Supports available include transportation assistance (gas card each week you attend a class), childcare assistance (case-by-case), and cash stipend (\$150 half way through, \$150 at end of class, \$300 after working a job in Story County for 30 days). For more information, contact Vonda at vfjunck@dmacc.edu or Nikki at nikki@ameschamber.com / 515-232-2310. Apply by scanning the QR code.

