

FINANCIAL ASSISTANCE

| Name of Program/Provider | Focus Population | Phone Number & Hours | Services Provided | Eligibility Requirement, Documents Needed, Fees |
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| Telephone & Internet Assistance Programs CenturyLink 302 S Linn Street Iowa City IA 52240 www.centurylink.com/help/index.php?assetid=11 | General | 319-351-2242 M-F 8-5:00 pm | “Lifeline” a federal assistance program that helps qualified low-income customers save on monthly local phone services. CenturyLink also offers “Telephone Assistance Program (TAP)”, an assistance program offered at the state level. | Eligibility Requirements ~ Contact program Documents ~ Contact program Fees ~ contact program |
| Utility Discount Program The City of Iowa City 410 E Washington St Iowa City IA 52240 https://www.icgov.org/utilitydiscountprogram | General | 319-356-5066 M-F 8-5:00 pm | Eligible Iowa City utility customers can receive a discount of 60% of the minimum water and sewer charges, 60% of the monthly storm water charge, and 75% of the refuse, recycling, and organics charges each month. | Eligibility Requirements ~ eligible customers must participate in one of the following programs: SSI or SSDI; FIP; Child Care Assistance; Food Stamps; receiving Elderly Tax Credit on your real estate tax or State Rent disbursement. All residents of household must be eligible for this program. Documents ~ Signed “Authorization for Release of Information” form available from the Revenue Division of the City of Iowa City. Eligibility must be verified prior to discount going into effect. |
| Basic Needs Program CommUnity Crisis Services and Food Bank (formerly the Crisis Center) 1121 Gilbert Court Iowa City IA 52240 https://builtbycommunity.org/ | General | 319-351-0128 Monday 9-11 am <i>If the Food Bank/ Basic Needs program is closed on a Monday, the sign up will be held the next day they are open.</i> | Emergency financial assistance available for a variety of needs, including housing and utilities, work-enabling items to start a new job, assistance paying for identification, small prescription assistance, and eye exam/eyeglasses assistance. Call for more details about what is available and how to apply. | Eligibility Requirements ~ must live in Johnson County Documents ~ varies by type of assistance is being requested. Fees ~ none |
| Assistance Programs – Food, Child Care, Financial, Refugee and Family Planning Department of Human Services Program 855 S Dubuque Street – Suite 102 Iowa City IA 52240 www.dhs.iowa.gov/how-to-apply | General | 319-356-6050 M-F 8-4:30 pm | Provides numerous financial assistance programs including Food Assistance (SNAP–Supplemental Nutrition Assistance Program), Family Investment Program (FIP), Child Care Assistance, Cash Assistance Family Investment Program or Refugee Cash Assistance, State Supplementary Assistance, Family Planning, and Well-Child & Prenatal Care. | Eligibility Requirements ~ Contact program Documents ~ Contact program Fees ~ contact program |
| Child Support Recovery Department of Human Services Program 855 S Dubuque Street – Suite 102 Iowa City IA 52240 www.childsupport.ia.gov | General | 319-356-6050 Or 1-888-229-9223 M-F 8-4:30 pm | Responsible for assisting families to achieve and maintain economic self-sufficiency by establishing and enforcing child and medical support orders. May assist with establishing paternity and enforcing support orders. | Eligibility Requirements ~ Contact program Documents ~ Contact program Fees ~ contact program |

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| Energy Crisis Intervention Program Hawkeye Area Community Action Program, Inc. (HACAP) 367 Southgate Avenue Iowa City IA 52240 www.hacap.org | General | 319-739-0100 M-F 8-5:00 pm | Works with households who find themselves in an energy crisis due to services being shut off or in jeopardy of being disconnected due to non-payment | Eligibility Requirements ~ Contact program Documents ~ Contact program Fees ~ contact program |
| Financial Literacy and Household Budget Counseling Hawkeye Area Community Action Program, Inc. (HACAP) 367 Southgate Avenue Iowa City IA 52240 www.hacap.org | General | 319-739-0100 M-F 8-5:00 pm | Works with households on basic budget management skills and financial planning. | Eligibility Requirements ~ Contact program Documents ~ Contact program Fees ~ contact program |
| Low-Income Home Energy Assistance Program (LiHEAP) Energy Assistance Hawkeye Area Community Action Program, Inc. (HACAP) 367 Southgate Avenue Iowa City IA 52240 www.hacap.org | General | 319-337-5765 M-F 8-5:00 pm | Assists low-income homeowners and renters pay for a portion of their primary heating costs for the winter heating season. Assistance is based on household income, size, type of fuel and type of housing. The application period is from October 1 (for elderly and disabled households) and November 1 (for rest of households) and runs through April 30. | Eligibility Requirements ~ 175% of the poverty guidelines. Documents ~ income verification for the past 30 days or 12 months, social security cards for everyone in the household, most current heat and electric bill, and birth dates for everyone who lives in the household Fees ~ none |
| Weatherization Hawkeye Area Community Action Program, Inc. (HACAP) 367 Southgate Avenue Iowa City IA 52240 www.hacap.org | General | 319-337-5765 M-F 8-5:00 pm | Provides major energy efficiency services without cost to homeowners or renters who meet guidelines. Installation of work measures are measured by a computerized energy audit. Work includes sealing air filtration leaks, high-density insulation, health and safety check, heating system repair or replacement. | Eligibility Requirements ~ meet income guidelines; must have applied or must complete LiHEAP application Documents ~ income verification for the past 90 days or 12 months, social security cards for everyone in the household, most current heat and electric bill, and birth dates for everyone who lives in the household Fees ~ none |

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| <p>Financial Wellness Center - Debt Management & Bankruptcy Counseling Horizons, A Family Service Alliance 2210 9th St, Ste. 1 Coralville, IA 52241 https://horizonsfamily.org/financial-wellness-center/</p> | <p>General</p> | <p>319-398-3943 Or 877-653-3123</p> | <p>Offers a variety of counseling services to help address financial concerns including such programs as Student Loan Counseling, Budget & Credit Counseling, and Bankruptcy Education & Counseling. *Please note the Financial Wellness Center is through the Cedar Rapids Office*</p> | <p>Eligibility Requirements ~ contact program Documents ~ contact program Fees ~ contact program</p> |
| <p>Security Deposit Loan Program The Housing Fellowship 322 E 2nd Avenue Iowa City IA 52240 http://thehousingfellowship.com/</p> | <p>General</p> | <p>319-358-9212</p> | <p>Provides no-interest loans for security deposits. The program is based on a revolving fund of money, allowing loans to be made as payments are received. Security deposit loan is \$400.00</p> | <p>Eligibility Requirements ~ meet income guidelines Documents ~ contact program Fees ~ \$35.00 non-refundable application fee</p> |
| <p>Rehabilitation / Repair Housing Trust Fund of Johnson County 322 E Second St Iowa City IA 52240 htfc.org</p> | <p>Home Owner</p> | <p>319-358-0212 M-F 8:30-4:00 pm</p> | <p>Income-qualified homeowners with a home in need of minor repair (grant of approx. \$15,000 may qualify for five-year forgivable loan that recedes at a rate of 20 percent per year)</p> | <p>Eligibility Requirements ~ property homeowner in Johnson County (not within city limits of Iowa City) Documents ~ proof of home ownership or buying Fees ~ none</p> |
| <p>ICCompassion Food Pantry/Transportation Assistance ICCompassion 1035 Wade St Iowa City IA 52240 www.iccompassion.org</p> | <p>General</p> | <p>319-330-9883 Wed 9 am-5 pm Thurs 12-6:30 pm</p> | <p>Food assistance and transportation assistance including bus passes and gas vouchers. Transportation assistance drawing occurs once per week. Please call for details.</p> | <p>Eligibility Requirements ~ preference to low income and eastside of Iowa City Documents ~ none Fees ~ none</p> |
| <p>Pet Food Assistance Iowa City Animal Care & Adoption Ctr. 3910 Napoleon Ln Iowa City IA 52240</p> | <p>General</p> | <p>319-356-5295 M-F 10:30 am-5:30 pm Sat 10:30am-3pm</p> | <p>Donated pet food available to those in need.</p> | <p>Eligibility Requirements ~ contact program Documents ~ contact program Fees ~ none</p> |
| <p>Iowa Rent Reimbursement Claim Iowa Department of Revenue PO Box 9187 Des Moines IA 50306 www.state.ia.us/tax</p> | <p>Elderly or Disabled</p> | <p>1-800-367-3388 (choose option 4, then option 1)</p> | <p>Claim a refund for property taxes paid through rent for elderly or disabled Iowans.</p> | <p>Eligibility Requirements ~ Iowa Resident, age 65+ , or disabled and age 18+, household income less than \$24,206. Documents ~ Contact program Fees ~ none</p> |

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| <p>Unemployment Benefits Iowa Workforce Development 1700 S 1st Avenue – Suite 11B Iowa City IA 52240 www.iowaworkforcedevelopment.gov/file-claim-unemployment-insurance-benefits</p> | <p>General</p> | <p>319-351-1035 M,T, Th, F 8:30am-4:30 pm Wed 9am-4:30 pm</p> | <p>The intent of Unemployment Insurance is to pay benefits to eligible individuals during periods of unemployment when suitable work is not available. To be eligible for benefits must be totally or partially unemployed, worked & earned a minimum amount of wages in the last 15 to 18 months, lost job through no fault of their own, be able & available for work, be actively seeking work and be registered for work at the local Iowa Workforce Development office.</p> | <p>Eligibility Requirements ~ must meet all eligibility requirements set by law Documents ~ Contact program Fees ~ Contact program</p> |
| <p>General Assistance Johnson County Social Services 855 S Dubuque St – Suite 202B Iowa City IA 52240 http://johnsoncountyiowa.gov/</p> | <p>General</p> | <p>319-356-6090 M-F 8-4:30 pm</p> | <p>Provides short-term monetary help to Johnson County residents in extreme financial crisis. Offers a safety net for those not eligible for other government programs. Financial assistance is available to address the following needs: rent, utilities, provisions, prescriptions and funeral expenses.</p> | <p>Eligibility Requirements ~ Contact program Documents ~ Contact program Fees ~ none</p> |
| <p>Veterans Affairs Johnson County Veterans Affairs 855 S Dubuque St - Suite 109C Iowa City IA 52240 https://www.johnsoncountyiowa.gov/dept_vets.aspx?id=115</p> | <p>Veteran</p> | <p>319-356-6049 M-F 7:30am-4 pm</p> | <p>Connect Veterans with pertinent programs. May provide short-term monetary help to Johnson County Veterans in extreme financial crisis. Financial assistance is available to address the following needs: shelter, utilities, food, burial and medical/dental expenses.</p> | <p>Eligibility Requirements ~ Veteran status determined upon application Documents ~ DD-214 Discharge papers Fees ~ none</p> |
| <p>Financial Assistance Mercy Iowa City 500 E Market Street Iowa City IA 52245 http://www.mercyiowacity.org/patient-financial-assistance</p> | <p>General</p> | <p>319-339-3616 8-4:30 p.m.</p> | <p>Financial assistance for hospital bills is available based on federal poverty level guidelines</p> | <p>Eligibility Requirements ~ based on income criteria Documents ~ contact program Fees ~ none</p> |
| <p>Disability Benefits Social Security Administration 1100 6th Street - Suite 100 Coralville IA 52241 www.socialsecurity.gov</p> | <p>General</p> | <p>866-964-2039 M- F 9:00-4 pm;</p> | <p>Social Security Disability Insurance (SSD or SSDI) is a government program managed by the Social Security Administration and designed to provide income supplements to people who are restricted in their ability to be employed because of a notable disability.</p> | <p>Eligibility Requirements ~ Contact program Documents ~ Contact program Fees ~ Contact program</p> |
| <p>Supplemental Security Income Social Security Administration 1100 6th Street - Suite 100 Coralville IA 52241 www.socialsecurity.gov</p> | <p>General</p> | <p>866-964-2039 M- F 9:00-4 pm;</p> | <p>Supplemental Security Income (SSI) program pays benefits to disabled adults and children who have limited income and resources. SSI benefits also are payable to people 65 and older without disabilities who meet the financial limits.</p> | <p>Eligibility Requirements ~ Contact program Documents ~ Contact program Fees ~ Contact program</p> |

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