

Story County Emergency Financial Assistance & Resources



To ensure accuracy of information, we suggest calling/emailing the listed agencies in advance. Also, please note that Iowa 2-1-1 is a number you can call 24-7 for resource referrals.

AMES UNITED CHURCH OF CHRIST: Rent, utilities, medical bill assistance for those experiencing income or job loss due to COVID-19 when funds are available. The payee needs to be able to accept a credit card via phone or the internet. Payments by check are also available but only on a monthly basis. Email emergencyfund@amesucc.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.

COVID-19 EMERGENCY FUND FOR STORY COUNTY IMMIGRANTS (AT ST. CECILIA, AMES): Emergency assistance for rent, utilities, and other necessities. Rent dollars will be provided directly to the landlord, and utility payments will be provided directly to the utility company. You can apply online in Spanish or English at: <https://tinyurl.com/storyimmigrantfund>. If you have been helped before but need assistance again, please fill out our [Re-application Form](#) / [Forma Corta para Solicitar Fondos de Nuevo](#). Se habla español (515-233-1664). We also speak Dinka and Arabic (515-203-5131). ***Note: this Fund will end December 2021.***

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 interstate (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. Assistance is currently by phone only, please call! Denials are not currently required; landlord and utility company information is still 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. Tuesday or Thursdays, 9am - noon, call 515-292-3810 or email lyn@staparish.net for questions concerning needed documentation. Please read the link 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, homelessness prevention, 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 may include legal assistance, application fees, security and utility deposits, moving costs, case management and credit repair. All financial assistance is paid directly to landlords and service providers. We also continue to offer assistance to those affected in any way by Covid. Call 515-232-8075, email us at tbh@thebridgehome.org or apply at our website, <https://www.thebridgehome.org/>

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

Effective July 6, 2021, Story County Community Services is functioning as the Centralized Intake location for several 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 rent, utilities, gas, food vouchers, CyRide tickets, phone cards, internet, and phone bills. 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): Rent, utility, food, Representative Payee, other emergency assistance. Assistance is by appointment only. Call 515-233-3567. Email cari.mcpartland@USC.salvationarmy.org

Other Financial Assistance Resources:

CITY OF AMES RENT, MORTGAGE AND UTILITY RELIEF ASSISTANCE PROGRAM (temporary program): This program is for low-income households impacted by loss of income due to the COVID-19 pandemic to assist with their mortgage, rent, and utilities. Funds may only be used to prevent, prepare for, and respond to coronavirus for households 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 in the “What’s New Box,” or for pick-up in the front corridor (east side of building) of City Hall, 515 Clark Ave. For more information, call the Housing Division’s Hotline number at 515-239-5380.

IOWA RENT AND UTILITY ASSISTANCE PROGRAM, IOWA FINANCE AUTHORITY: This program offers short-term relief to income-eligible renters who are at risk of eviction or foreclosure. Rental and utility assistance for multiple months available. For information or to apply, go to IowaHousingRecovery.com

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 Office of Student Assistance team would be happy to connect with you to discuss options for support and can be reached by calling 515-294-1020 or by email at studentassistance@iastate.edu.

Eviction Information & Help: If you are facing eviction or the threat of eviction, please contact:

LEGAL AID SOCIETY OF STORY COUNTY: Housed in Nevada. Eviction cases are being treated as "crisis" cases and will receive prompt assistance. Call 515-382-2471

IOWA LEGAL AID HOTLINE. Free advice, Monday through Friday, 9am-4pm. 1-800-332-0419. Please also refer to [their website \(https://www.iowalegalaid.org/resource/2020-coronavirus-outbreak-what-you-need-to-know\)](https://www.iowalegalaid.org/resource/2020-coronavirus-outbreak-what-you-need-to-know) for information.

Other Resources to Help Reduce Costs:

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 at 315 Clark in Ames or go online: <https://www.uwstory.org/singlecare>. Everyone is eligible to use this card. Disponible en español.

WOMEN UNITED: This program offers free financial management workshops for women and one-on-one mentoring. To learn more, visit: www.uwstory.org/women-united or call 515-268-5142.