

Iowa: State & Local Level Referrals 2020			
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Category	Web Link	Assistance Description	Telephone
Access and Functional Needs and Disabilities	Iowa Compass - Disability Information & Referral Helpline	Information on state and public resources for citizens with disabilities.	800-779-2001 Text "Compass" to 85511 Live Chat
Access and Functional Needs and Disabilities	Iowa Office of Deaf Services	Counseling, training, communications devices, and interpreter services.	515-242-5655
Aging Services	Iowa Department on Aging	This service links those who need assistance with state and local area agencies on aging and community-based organization.	515-725-3333 800-532-3213
Aging Services	Northeast Iowa Area Agency on Aging	This service links those who need assistance with state and local area agencies on aging and community-based organization.	866-468-7887
Aging Services	Connections: Area Agency on Aging - Southwest Iowa	Older adults and their caregivers affected by the disaster. Serves Adair, Adams, Cass, Cherokee, Clarke, Decatur, Fremont, Harrison, Ida, Mills, Monona, Montgomery, Page, Plymouth, Pottawattamie, Ringgold, Shelby, Taylor, Union, and Woodbury Counties	800-432-9209
Aging Services	Elderbridge Area Agency on Aging - North Central Iowa	Older adults and their caregivers affected by the disaster. Serves Lyon, Osceola, Dickinson, Emmet, Sioux, O'Brien, Clay, Palo Alto, Kossuth, Winnebago, Worth, Mitchell, Hancock, Cerro Gordo, Floyd, Buena Vista, Pocahontas, Humboldt, Wright, Franklin, Sac, Calhoun, Webster,	800-243-0678

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		Hamilton, Crawford, Carroll, Green, Audobon, Guthrie counties.	
Aging Services	Northwest Aging Association	Older adults and their caregivers affected by the disaster. Serves Buena Vista, Clay, Dickinson, Emmet, Lyon, O'Brien, Osceola, Palo Alto and Sioux counties.	800-242-5033 712-262-1775
Aging Services	Heritage Area Agency on Aging	Older adults and their caregivers affected by the disaster. Serves Benton, Cedar, Iowa, Johnson, Jones, Linn, Washington counties.	800-332-5934 319-398-5559
Aging Services	Aging Resources of Central Iowa	Older adults and their caregivers affected by the disaster. Serves Polk, Boone, Dallas, Jasper, Madison, Marion, Story, and Warren counties.	800-747-5352 515-255-1310
Agricultural Aid	Iowa USDA Farm Service	USDA's Farm Service Agency (FSA) provides emergency loans to help producers recover from production and physical losses due to drought, flooding, other natural disasters, or quarantine.	515-254-1540
Agricultural Aid	Iowa Rural Development Agency	USDA Rural Development provides low interest mortgages, guaranteed mortgages, 1% interest mortgages for seniors, loans for repairs and mortgage payment assistance for families living in rural areas.	800-670-6553 515-284-4663

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Category	Web Link	Assistance Description	Telephone
Animals/Pets	Iowa Department of Agriculture: Animals and Livestock	Information on animals during evacuation, shelter, strays, disease, disposal	515-281-5321
Consumer Services	Iowa Attorney General's Office - Consumer Protection	Information on price gouging and consumer complaint services.	515-281-5926 888-777-4590
Contractors	Iowa does not require the licensure of general contractors. Contractors must register with state.	-	
Contractors	Licensing for plumbers & electricians is done at the local level.	-	
Crisis Counseling	Iowa Suicide & Crisis Hotlines	24-hour and toll-free suicide prevention service available to all those in suicidal crisis who are seeking help. Directory of crisis lines and mental health services.	Emergency: 911 800-784-2433 800-273-8255 Online directory for local hotlines and offices
Crisis Counseling	Foundation 2 Crisis Counseling	24-hour and toll-free suicide prevention service available to all those in suicidal crisis who are seeking help.	Emergency: 911 800-332-4224 319-362-2174
Crisis Counseling	Iowa Concern Hotline-Mental Health	24-hour and toll-free suicide prevention service available to all those in suicidal crisis who are seeking help. Iowa State University Extension and Outreach. Help with legal, finance, stress and crisis or disaster.	Emergency: 911 800-447-1985 Online live chat available

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Disaster Unemployment Assistance	Iowa Workforce Department - Unemployment Division (Customer Assistance Service Ctr)	When Disaster Unemployment Assistance is activated, the agency will provide disaster information. This assistance provides weekly benefit payments to those out of work due to the disaster, including self-employed persons, farm and ranch owners, and others not covered under regular unemployment insurance programs.	866-239-0843
Disaster Unemployment Assistance	Iowa Workforce Development Offices - IowaWORKS Centers	Directory of IowaWORKS Centers. IowaWORKS Centers located throughout the state provide services for individuals, like unemployment and career exploration, and services for businesses, like labor market information and job fairs	See directory for local centers
Environment	Iowa Attorney General: Environment Law Division	The Environmental Law Division represents the State of Iowa in issues affecting the environment. The majority of the division's work involves representing the Department of Natural Resources, the Department of Agriculture and Land Stewardship, and the Iowa Comprehensive Petroleum Underground Storage Tank Fund Board	515-281-5164
Environment	Iowa Department of Natural Resources: Environmental Protection	Information about protection of natural resources, conservation, septic tank inspection, field services and directory of field locations.	515-725-8200 Report a spill: 515-725-8694

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Essential Needs	Iowa Department of Human Services - Food Assistance	Application assistance for public assistance benefits such as food assistance.	800-972-2017 TTY: 800-735-2942
Essential Needs	Iowa Department of Public Health - WIC Program	WIC (Women Infants, & Children) is a supplemental nutrition program for babies, children under the age of 5, pregnant women, breastfeeding women, and women who have had a baby in the last 6 months. Nutrition evaluation and monthly vouchers to receive free supplemental, highly nutritious foods such as cereal, cheese, milk, eggs, peanut butter and dried beans.	800-532-1579 515-281-6650
Essential Needs	Northeast Iowa Food Bank	Disaster survivors seeking emergency food assistance. Serves Mitchell, Howard, Winneshiek, Allamakee, Floyd, Chickasaw, Fayette, Clayton, Butler, Bremer, Grundy, Black Hawk, Buchanan, Delaware, Tama, Poweshiek counties	319-235-0507
Essential Needs	Food Bank of Iowa	Disaster survivors seeking emergency food assistance. Serves Osceola, Dickinson, Emmet, Kossuth, Winnebago, Worth, O'Brien, Clay, Palo Alto, Hancock, Cerro Gordo, Buena Vista, Pocahontas, Cherokee, Humboldt, Wright, Franklin, Sac, Calhoun, Webster, Hamilton, Hardin, Carroll, Green, Boone, Story, Marshall, Audubon, Guthrie, Dallas, Polk, Jasper, Adair, Madison, Warren, Marion, Adams, Union, Clarke, Lucas, Taylor, Ringgold, Decatur counties.	515-564-0330

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Essential Needs	HACAP Food Reservoir	Disaster survivors seeking emergency food assistance. Serves Benton, Linn, Iowa, Johnson, Jones, Cedar, Muscatine, Washington, Henry counties	319-393-7811
Essential Needs	River Bend Food Bank	Disaster survivors seeking emergency food assistance. Serves Dubuque, Jackson, Clinton, Scott, Muscatine	563-345-6490
Essential Needs	Food Bank of Siouxland	Disaster survivors seeking emergency food assistance. Serves Lyon, Sioux, Plymouth, Woodbury, Monona, Cherokee, Ida, Crawford,	712-255-9741
Essential Needs	Heartland Food Bank (Omaha Nebraska)	Disaster survivors seeking emergency food assistance. Serves Harrison, Shelby, Pottawattamie, Cass, Mills, Montgomery, Freemont, Page	402-331-1213
Essential Needs	Mid-Iowa Community Action	Disaster survivors seeking emergency food, shelter, clothing, medical, crisis counseling, rental, or utility assistance. Serving Hardin, Marshall, Powshiak, Jasper, Story, Tama Co	641-752-7162
Essential Needs	Center for Siouxland	Disaster survivors seeking emergency food, shelter, clothing, medical, crisis counseling, rental, or utility assistance. Serving Cherokee, Ida, Lyon, Monona, O'Brien, Osceola, Plymouth, Sioux, Woodbury Counties	877-580-5526 712-252-1861

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Family & Protective Services	Iowa Department of Human Services - Abuse Hotline	Individuals concerned with children at risk for abuse and neglect.	Emergency: 911 800-362-2178
Family & Protective Services	Iowa Department of Human Services: Dependent Adult Protective Services	Individuals concerned with possible elder abuse, neglect, or exploitation.	Emergency: 911 800-362-2178
Family & Protective Services	Iowa Child Care Client Portal	Search database for child care providers.	Online search
Financial Assistance	Iowa Department of Human Services: Family Investment Program (FIP)	The Family Investment Program (FIP) is Iowa's Temporary Assistance to Needy Families (TANF) program. FIP provides cash assistance to needy families as they become self-supporting so that children may be cared for in their own homes or in the homes of relatives	800-972-2017 TTY: 800-735-2942 Report a change: 877-347-5678
Financial Assistance	Iowa Department of Human Services - General Information	Information and application assistance in filing for state financial assistance programs.	800-972-2017 TTY: 800-735-2942
	Consumer Complaint	Online and printable complaint forms available.	515-281-5926 888-777-4590
Fraud			

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Category	Web Link	Assistance Description	Telephone
Health Care Services	Iowa Department of Human Services - Medicaid	Information and application assistance in filing for state financial assistance programs including Medicaid.	800-972-2017 TTY: 800-735-2942 Report a change: 877-347-5678
Health Care Services	Iowa Department of Human Services - HAWK-I (Healthy & Well Kids In IA)	Information and application assistance in applying for the State Children's Health Insurance Program (S-CHIPS) which provides free or low cost medical insurance for children.	800-257-8563 TTY: 800-735-2942
Housing	Iowa Rural Development Agency	USDA Rural Development provides low interest mortgages, guaranteed mortgages, 1% interest mortgages for seniors, loans for repairs and mortgage payment assistance for families living in rural areas.	515-284-4663
Housing	Iowa Housing Search	Socialserve.com staff will assist callers. Resource to help you find a rental home that fits your needs and budget	877-428-8844
Identity Theft	Consumer Complaint	Identity Theft resources & information	515-281-5926
Insurance	Iowa Insurance Division	General insurance information and fraud reporting services.	877-955-1212 515-281-5705
Legal Services	The Iowa State Bar Association - Lawyer Referral Service	Information and referrals to attorneys providing legal services to individuals affected by a disaster.	800-457-3729 515-243-3179

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Legal Services	Iowa Legal Aid	Information and referrals to attorneys providing free and reduced fee legal services to individuals affected by a disaster.	800-532-1275
Legal Services	Iowa Legal Hotline for Older Iowans (60 and older)	Information and referrals to attorneys providing free and reduced fee legal services to individuals affected by a disaster.	800-992-8161
Roadside Assistance	Iowa Department of Transportation: Automated Road Conditions and Travel Information	Recorded road condition information	511 800-288-1047
Tax Preparation	Iowa Department of Revenue	State tax information assistance	800-367-3388 515-281-3114
Veterans Services	Iowa Department of Veteran Affairs	Information regarding veteran benefits including pensions, medical care, home loans, burial, and life insurance.	800-838-4692 515-252-4698 Crisis: 800-273-8255
Vital Statistics	Iowa Department of Transportation - Motor Vehicle Division	Duplicate drivers licenses, auto registration and title services. Online services available.	General: 515-239-1101 Drivers License: 515-244-8725
Vital Statistics	Vital Records Department of Iowa	Replacement birth/death/marriage certificates and other vital document services.	515-281-4944
Volunteer	VOLUNTEERS SHOULD NOT SELF-DEPLOY		

