

Current Programs:

Eligibility guidelines apply for programs and services:

Aging Resources

A&R Planning Services (Utility Resource & Referrals)

Emergency Home Repair Program

Financial Wise/ Energy Wise Classes

Food Pantry

Furnace Repairs

Holiday Basket / Holiday Toys

Home Weatherization Kit

LIHEAP

Personal Pantry

Special Fee for Solid Waste

Reduced Bus Pass (Opportunities thru Transit) OTT

Telephone Assistance Program (Link-Up & Lifeline)

Food Pantry

The Food Pantry is open to all residents of the City of Des Moines.

Monday—Friday: 11:00 am—12:45 pm

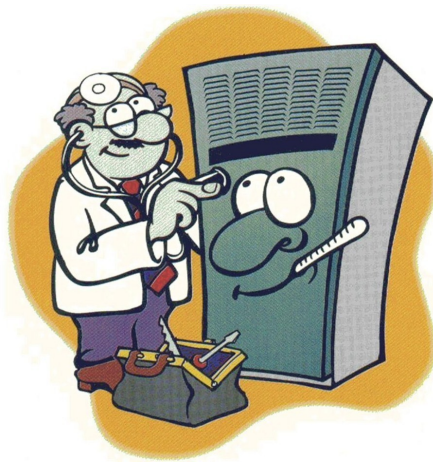
Monday, Wednesday, Friday: 3:00 pm—4:45 pm

Furnace Repair Program

Furnace repairs are provided (at no cost to the client) for eligible homeowners **if their furnace is malfunctioning**. The program does not do furnace checks, light pilots or replace filters. Applications are accepted on a year-round basis, contingent on funding availability.

Guidelines:

- Household must be LIHEAP eligible (150% of Federal Poverty Level) and meet other program guidelines.
- Households must reside within the City of Des Moines corporate limits.
- Homeowner must be listed as the owner on the Polk County Assessors Page and currently live in the home.



Des Moines Community Action Agency

Hours of Operation

Monday, Wednesday, Friday: 8:00 am—5:00 pm

Tuesday & Thursday: 8:00 am—7:00 pm



Low Income Home Energy Assistance Program (LIHEAP)

LIHEAP applications cannot be processed without all the following required information:

- **Social Security cards or I-94 cards** are required for **all** household members.
- **Households that rent:**
 - and utilities are included in the rent, must have a completed Landlord or Facility Manager's Statement (available at DMCAA).
 - and heat is included in the rent, will be required to have a current rent receipt or lease agreement.
- **If the rent is subsidized and heat is included in the rent, households are not eligible for this program.**
- Proof of **gross income** for **all** household members is required. A household may choose to prove income for the past 30 days, past 90 days, past 12 months (the income verification period, for all members of the household, must be in the same time frame). Acceptable forms of income include: recent pay stubs in continuous order or 2010 or 2011 Federal Income Tax 1040 form with W2's attached and verification of filing.
- If any member of the household 19 years of age or older is or has had periods of unemployment or no income in the income verification period:
 - must bring the current **unemployment approval/denial letter** from Iowa Workforce Development (IWD), located at 430 E. Grand Avenue, or 13 week printout from IWD (available Thursday's only).
 - will also need a signed Verification of Minimal Income form, for each unemployed individual, available at DMCAA.

The Low Income Home Energy Assistance Program (LIHEAP) is designed to assist low-income families meet the cost of home heating. This program is not intended to pay a household's total energy costs, but to pay a portion of residential heating costs for eligible households, which will be applied to your heating bill. A one-time benefit will be in the form of a credit applied to your heating bill. Households applying for this program will simultaneously be making an application for Weatherization Assistance administered by Polk County Public Works.

Applications are accepted on a first come, first served basis from November 1 through April 30 (October 1-October 30 for households with an elderly or disabled member). The initial determination of eligibility and benefit amount is subject to review, and payments are dependent on the availability of federal funds.

To qualify for assistance during the 2011-2012 LIHEAP Season, household income must be at 150% poverty. Households who are over LIHEAP regular income guidelines may be eligible for LIHEAP benefits through our medical waiver component. Medical expenses must be documented, paid and non-reimbursable.

150% Federal Poverty Guidelines

Household Size	3 Months (90 days)	Annual
1	\$4,084	\$16,335
2	\$5,516	\$22,065
3	\$6,949	\$27,795
4	\$8,381	\$33,525
5	\$9,814	\$39,255
6	\$11,246	\$44,985
For each additional member add: \$1,433/3 Mo.; \$5,730/Annual		

Assessment and Resolution (A&R)

For help with reconnection of gas or electric services, households in the City of Des Moines will apply for the Low Income Home Energy Assistance Program (LIHEAP) at the same time they apply for A&R assistance (please read previous page on LIHEAP).

After applying for LIHEAP, staff will assess the financial situation and MidAmerican Energy by exploring payment options to avoid disconnection or reestablish their services.

Staff will do a complete review of the household income and expenses.

If funding is available households may receive financial assistance; eligibility will be determined through established guidelines.

If a household lives in subsidized housing and heat is included in the rent, the household may still be eligible for the Assessment & Resolution program.

The City of Des Moines requires:

- An adult member of the household to attend a Financial/Energy Wise class.
- A minimum payment of 10% of the money needed to reestablish or maintain services.
- Payment and/or agency vouchers or additional funds needed to restore services must be made or guaranteed to MidAmerican Energy before Des Moines Community Action Agency will guarantee funds.

Funds for utility assistance are limited and are not always available.

We will provide referrals to other assistance agencies in the Des Moines area.

For more information visit our web site at www.dmgov.org

Employee Spotlight



Yvonne Francis works in our Administrative Office as an Energy Worker with the Low Income Home Energy Assistance Program (LIHEAP). Yvonne has been part of DMCAA for over 20 years.

Thanks Yvonne for all you do!

Garden Program (Application Period: April 1, 2012—June 30, 2012)

The Garden Program helps families grow food in their personal gardens. Applications will be taken beginning Monday, April 2, 2012 and will run through June 30, 2012 or until funds are exhausted (a limited number of certificates are available and they are distributed on a first come first served basis). The \$25.00 certificate from Hy-Vee Garden Centers is for vegetable and fruit seeds and plants.



Residents are eligible if they are:

- Under 150% of the Federal poverty level.
- Household income must be verified for all household members in the past 90 days or LIHEAP approval.

Would you be interested in hosting a 'Make a Difference Day'? We are in need of Personal Pantry items: shampoo, cream rinse, bar soap, laundry soap, deodorant, toothpaste, toothbrushes, etc. If you are interested please click [OPEN](#)

Contact Information

Des Moines Community Action Agency

1618 6th Avenue ♦ Des Moines Iowa, 50314
Phone: 515.248.6216 ♦ Fax: 515.242.2606

City of Des Moines Website

www.dmgov.org

DMCAA on the Web

[Des Moines Community Action. Agency](#)

Email: caa@dmgov.org



Other Links

[Aging Resources](#)

[Habitat Restore](#)

[Home Inc.](#)

[Iowa Community Action Agency](#)

[Iowa Rental Help](#)

[IA Dept. of Veterans Affairs](#)

[Neighborhood Associations](#)

[2-1-1](#)

[Vita Tax Sites](#)