



# COUNTY OF POLK

## Community, Family & Youth Services

General Assistance  
2309 Euclid Avenue, Des Moines, IA 50310  
Phone: 515.286.2088 / Fax: 515.323.5220  
[www.polkcountyiowa.gov](http://www.polkcountyiowa.gov)

### Application Guidelines

In order to be eligible for General Assistance you must:

- Reside in Polk County
- Be over 18 or an emancipated minor
- Meet income and eligibility guidelines
- Apply first for any state or federal programs for which you may be eligible (FIP, food stamps, etc.)

**Note: If you are a veteran, you must provide a Polk County Veteran Affairs Notice of Decision. This can be obtained from Polk County Veteran Affairs, 2309 Euclid, 286-3670.**

#### Requirements

- General Assistance application
- Photo Identification for all adults in the home. If any adult is a high school student they must provide their current class schedule and current high school ID.
- Documentation of **income** and **expenses** (receipts, pay stubs, bank statements or printouts, Social Security award letter, FIP Notice of Decision, etc.) for the past 30 days (in some cases, for the past 90 days- tax refunds and financial aid).
- If unemployed, have a pending unemployment claim and/or are currently receiving unemployment benefits, you will need an informational form (White Sheet) from the Iowa Workforce Development Center located at 430 E Grand Ave.
- If unable to work due to medical incapacity, a Polk County “Medical Incapacity Report” completed by a physician or licensed professional. If permanently disabled and applying for SSI or SSDI you must also provide, verification of your SSI / SSDI application and current status of that claim.

#### Additional Requirements

**Rent Assistance:** A completed Polk County Landlord Statement (the form will be given to you at the General Assistance office with your maximum eligibility amount noted).

**Mortgage Assistance:** A completed Polk County Mortgage Holder Assistance Statement (the form will be given to you at the General Assistance office).



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- Please make sure the company includes your loan account # for the mortgage (question 9 on the form).
- Provide verification of ability to satisfy the balance at the time of interview (i.e money order, cashier's check etc) OR pending to seek assistance from other agencies for the remainder of the balance.
- If you are behind on your mortgage and/or facing foreclosure it may also be beneficial for you to contact Iowa Mortgage Help Hotline @ 1-877-622-4866.

**For Utility Assistance:** Utility assistance includes payments for electricity, gas for heating/cooking, propane for heating/cooking or water. The applicant must be the individual whose name is on the bill and they must reside at the address where utility service assistance is being requested.

- Electricity/gas disconnect notice (or bill verifying you are in threat of breaking a payment agreement. *If your electricity and/or gas are supplied by Mid-American Energy then G.A. can look up your account information on a shared agency website with your account number.*
- Water utility disconnect notice. Please call your water company & ask them to fax your 12 month billing and payment history to Polk County General Assistance @ 515-323-5220.

**For Bed, Crib, Stove and/or Refrigerator Assistance** (maximum assistance = \$200):

- Written estimate from the store verifying item and the cost.
- Written verification the store will accept a Polk County General Assistance voucher.
- Written verification from the property owner that the applicant is responsible for supplying their own stove and/or refrigerator because one is not supplied for them.

**For work clothing assistance** (maximum assistance \$100):

- Completed employer statement.
- Written verification from your employer specifying exactly what clothing / boots are required.
- Written estimate from the store specifying item(s) and cost.
- Written verification the store will accept a Polk County General Assistance voucher.

***Polk County General Assistance does not assist with rental deposits, utility deposits or back rent. Furthermore, General Assistance is not available for old utility bills, utility bills in***



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*someone else's name, utility reconnect fees, utility repairs and/or miscellaneous equipment related costs.*

### **Right of Appeal**

If you do not agree with the decision that is made, you have the right to appeal. You must file the appeal within ten calendar days of the decision. To receive the necessary forms, you may ask any staff member while you are at the General Assistance office or call 515-286-2088 and ask that the forms be mailed to you.

**PLEASE COMPLETE YOUR APPLICATION IN BLACK OR BLUE INK**

**Hours of operation: Monday – Friday, 7:30am – 4:30pm**

**If you are in need of emergency assistance after regular business hours please call 211 to be connected with the local Red Cross answering service.**

I received a HIPAA brochure: \_\_\_\_\_



**Office Use Only:**  
GA #: \_\_\_\_\_  
ID TYPE: \_\_\_\_\_  
SSN: \_\_\_\_\_

**POLK COUNTY DEPARTMENT OF COMMUNITY, FAMILY AND YOUTH SERVICES**  
**Application for General Assistance**

**\*\*Please use Blue or Black ink to complete this form.**

- Client Name: \_\_\_\_\_ Social Security #: \_\_\_\_\_
- Date of Birth: \_\_\_\_\_ Gender: M or F Marital Status: \_\_\_\_\_ Race/Ethnicity: \_\_\_\_\_
- Current address: \_\_\_\_\_ Street/Apt.#: \_\_\_\_\_  
City/State: \_\_\_\_\_ Zip Code: \_\_\_\_\_ County: \_\_\_\_\_
- When was the move-in date of your current address? Please list month & year: \_\_\_\_\_
- Mailing address: \_\_\_\_\_
- Phone number: \_\_\_\_\_ or Contact number: \_\_\_\_\_

**LIST ALL MEMBERS OF THE HOUSEHOLD (children in the home full-time, relatives, roommates, etc.)**

NAME	SSN	BIRTHDATE	RELATIONSHIP	RACE	Gender	Marital Status
	- -	MM / DD / YY				
	- -	MM / DD / YY				
	- -	MM / DD / YY				
	- -	MM / DD / YY				
	- -	MM / DD / YY				
	- -	MM / DD / YY				

- Please list separated spouse or divorced spouse/s & dates: \_\_\_\_\_
- Please list maiden name: \_\_\_\_\_
- Please list your **previous** addresses for the last 12 months:

Moved in	Moved out	Street/Apt. #	City/State	County	Zip Code	Evicted?

- Have you ever been in the military? YES or NO
- Has your spouse ever been in the military? YES or NO
- Is there anyone else in the home that has been in the military? YES or NO
- Are there minor children in the home whose parent was in the military? YES or NO
- Is anyone in the household a college student (university, community college, trade/technical school or online)?  
YES or NO. Did anyone receive Financial Aid? YES, or NO Amount of Financial Aid? \_\_\_\_\_
- What assistance are you requesting (if rent or mortgage, please list the month you are requesting assistance)?  
\_\_\_\_\_
- Do you receive assistance with your rent/mortgage/utility payments? (Section 8, HUD, CIRHA, Student housing, DMMHA, Anawim, Capax Infinity, etc.)? YES or NO ***\*If yes, please list the agency & amount provided:***  
\_\_\_\_\_
- Do you own or rent your home? OWN; monthly house payment: \$ \_\_\_\_\_ trailer payment: \$ \_\_\_\_\_  
RENT; monthly rent: \$ \_\_\_\_\_ lot rent: \$ \_\_\_\_\_

**\*\*\*Please complete opposite side**

Name of Utility Company:	Name on Account:	Account #	Pay arrangement?	Disconnection notice?
Electric:				
Gas:				
Water:				
Propane:				

Household net income (take home pay) for the last 30 days:	Head of Household	Other in household Name:	Other in household Name:
Monthly Employment wages & tips:	\$	\$	\$
Family Investment Program (FIP):	\$	\$	\$
Food Assistance (SNAP):	\$	\$	\$
Retirement Social Security:	\$	\$	\$
Social Security Disability Insurance (SSDI):	\$	\$	\$
Supplemental Security Income (SSI):	\$	\$	\$
Survivor Benefits:	\$	\$	\$
Veterans Benefits:	\$	\$	\$
Retirement Pension:	\$	\$	\$
Unemployment Insurance Benefits (UIB):	\$	\$	\$
Child Support/Alimony:	\$	\$	\$
Workers Compensation:	\$	\$	\$
Short/Long Term Disability:	\$	\$	\$
Tax refund (90 days):	\$	\$	\$
Balance on Checking/Savings/Prepaid card:	\$	\$	\$
Other:	\$	\$	\$

I understand that the information I provide to Polk County Department of Community; Family & Youth Services is used to determine my household's eligibility for General Assistance. This information will be kept confidential as it is required by Iowa law except to the extent that I authorize its use. I hereby authorize the Polk County Department of Community, Family & Youth Services to release the information I have provided, including use of my social security number, for the purpose of checking the accuracy of the information I have provided, to verify my income as reported by the Workforce Development Center, and to determine my eligibility for General Assistance. I also authorize the Polk County Department of Community, Family & Youth Services to inform vendors to who assistance would be paid on my behalf, including my landlord, whether my application for assistance has been approved or denied.

**I solemnly swear that the statements I made are true and correct to the best of my knowledge and belief. I am aware that it is unlawful to give false information.**

**I understand that any willful misrepresentation of the information provided may result in a court action against those persons who have fraudulently participated in the General Assistance Program.**

Signature/s of adults in household applying for assistance

Date (Month/Day/Year)

***Polk County Department of CFYS shall not discriminate against any person because of race, color, religion, creed, sex, sexual orientation, gender identity, age, national origin, genetic information, disability, or veteran or military status.***

**\*\*\* The Polk County General Assistance Denial is valid for any and all requests within the month of which you have applied for assistance.**