



Rental Assistance Programs

How Do I Get Started?

Are you Eligible?

The UDMO Housing Program uses the **Coordinated Entry** system for the State of Iowa. All of the UDMO Housing Program Rental Assistance programs are meant for **Emergency Situations**. Only individuals and families experiencing homelessness or facing eviction will be considered for our programs.

Getting Started:

1. Call the State of Iowa Crisis Line call center at **1-833-739-0065**.
2. Leave your **name** and **contact information** and wait for a **callback**.
 - If you need a callback at a certain time, please leave this information in your message.
 - Waiting times for callbacks vary and may take 1-10 business days.
3. The call center will **only call you 2 - 3 times** and if you do not answer they will stop calling.
 - It is important that you **answer every phone call** you receive after you contact the Iowa Crisis Line. Please **do not attempt to screen calls**.
4. If you think you missed the callback from the State of Iowa Crisis Line, call **1-833-739-0065** and **start over**.

Next Steps:

1. After the **State of Iowa Crisis Line staff** calls you back, they will tell you if you are on the Wait List.
2. Once added to the Wait List, you will wait for the **UDMO Housing Program Case Manager** to call you.
3. Wait times for rental assistance vary so you need to continue to try to pay your rent.
4. Being on the Wait List is **not a guarantee** of rental assistance.

Other Important Information:

You may call the Iowa Crisis Line call center anytime 24/7 and leave a message.

- The call center is only operational **Monday through Friday from 7 AM to 8 PM**.
- Please keep this in mind as you await your callback.

The Iowa Crisis Line call center will only be able to **contact you at the number that you provided**.

- If you lose your phone, get a new phone, or change your number, you need to call again and leave a message with your **new contact information**.

If you do not have access to a telephone, you may visit <https://www.iowahousinghelp.com/>

- This is not the most efficient means of access.
- This method should only be used when a phone is not available to receive a call back.
- **Slower response times should be expected if you use this method.**

Upper Des Moines Opportunity, Inc.

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