



# NORTH IOWA COMMUNITY ACTION ORGANIZATION ENERGY ASSISTANCE PROGRAM 2019-2020

Due to COVID-19, we are taking steps to ensure continued service to households while maintaining the health and safety of staff and customers. Therefore, the following changes have been made to the operation of the LIHEAP program effective immediately and until further notice.

- 1) Winter moratorium has been extended to May 1, 2020 by the Iowa Utility Board.
- 2) The regular LIHEAP season has been extended to May 31, 2020.
- 3) The in-person requirement for first time applicants and household with the last name beginning with H-N, has been waived. Applications are accepted by mail, email, online, or by telephone. Please contact an Outreach office below for the application process.

**Richard W. Goerd, CPA**  
Executive Director  
Telephone: (641) 423-8993  
FAX: (641) 494-1716

### PROGRAMS

**Disaster Assistance**  
1-800-873-1899

**Family Health Center**  
(641) 423-5406  
FAX: (641) 423-0994  
Toll Free: 800-657-5856  
Family Planning, WIC,  
Maternal & Child Health

**Head Start**  
(641) 494-1891  
FAX: (641) 494-1894  
Toll Free: 866-836-3124

**Energy Assistance**  
(641) 423-9028  
FAX: (641) 423-9046

**Outreach**  
(641) 423-7766  
FAX: (641) 423-7767  
Toll Free: 800-873-1899  
Community Partners, FaDSS,  
Family Resource Center

**ANNUAL HOUSEHOLD INCOME GUIDELINES**

<b>1 Household Member</b>	<b>\$ 21,858</b>
<b>2 Household Members</b>	<b>\$ 29,593</b>
<b>3 Household Members</b>	<b>\$ 37,328</b>
<b>4 Household Members</b>	<b>\$ 45,063</b>
<b>5 Household Members</b>	<b>\$ 52,798</b>
<b>6 Household Members</b>	<b>\$ 60,533</b>

**PRINTABLE APPLICATIONS AVAILABLE ON OUR WEBSITE AT:**  
[www.nicao-online.org](http://www.nicao-online.org)  
 Visit us at <https://www.facebook.com/nicaoliheap>  
 Apply online at <https://portal.liheapia.net/>

**REQUIREMENTS FOR SERVICE**

**Proof of income** – all income must be from the same time period.

- Most recent 30 days of income or most recent federal income tax return.
- Include check stubs, award letters from social security, etc.
- FIP / child support / pension / dividends / all other income sources.

**Social security number verification**  
**Names & dates of birth for all household members**  
**Most recent heat & electric bill**

(Closed on Major Holidays)

COUNTY AND OFFICE NUMBERS	PHONE
BUTLER AND FRANKLIN	319-278-4606
CERRO GORDO	641-423-7766 800-873-1899
FLOYD, MITCHELL, AND WORTH	641-228-2893
HANCOCK, KOSSUTH, WINNEBAGO	641-585-5863