

DISASTER RECOVERY

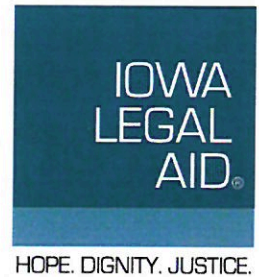
Is a Legal Problem



Beneath the Surface?

- Did the disaster impact your housing situation?
- Has your landlord tried to take advantage of you as a result of the disaster?
- Is your mortgage lender working with you to help you deal with the disaster-related hardships?
- Did you have personal property damage due to the disaster?
- Did you have any other expenses due to the disaster?
- Do/did you have any type of insurance? If so, did you notify your insurance company in writing about your damages? Did you get any approvals or denials from your insurance company? Should you appeal?
- Has the disaster impacted your job?
- Did you apply for any type of government assistance? If so, did you get approvals or denials for any of these programs? Where are you at in the process? Should you appeal?
- Have you had to hire a contractor to repair your home? Were the repairs completed? Were the repairs done properly?

Iowa Legal Aid helps low-income and senior Iowans with “civil” or non-criminal problems. Many of the issues disaster victims face involve legal problems on which Iowa Legal Aid and other lawyers can provide assistance. If you have further questions and need legal help, call Iowa Legal Aid at



1-800-532-1275



Asistencia Legal de Iowa les ayuda a clientes elegibles con problemas “civiles” o no-criminales. Muchos de los asuntos que se enfrentan las víctimas de desastre involucran problemas legales en que Asistencia Legal de Iowa y otros abogados pueden proveer asistencia. Si tiene preguntas adicionales y necesita ayuda legal, llame Asistencia Legal de Iowa al

1-800-532-1275

**Legal Information on Disaster Recovery
Topics on the Iowa Legal Aid Website**

Rucursos Legales en Espanol

Visit us on the Web at iowalegalaid.org



1111 9TH STREET, SUITE 230
DES MOINES, IOWA 50314-2527

515-243-1193 OR 800-532-1503
SE HABLA ESPAÑOL
FAX: 515-244-4618
WWW.IOWALEGALAID.ORG

HOW TO REFER A CLIENT TO IOWA LEGAL AID

Disaster survivors can face a wide variety of legal problems. Access to an attorney can help them to recover more quickly. Unfortunately many disaster survivors are not able to afford an attorney to assist them. Iowa Legal Aid offers free legal assistance to low-income Iowans affected by disasters.

There are several ways that you can refer someone to Iowa Legal Aid:

➤ The person contacts us directly:

- The person can **call Iowa Legal Aid at 1-800-532-1275**. Our phones are answered state-wide. When a person calls in with a disaster-related legal problem, the person will first speak with an intake worker who will determine if they are eligible for Iowa Legal Aid's services.* If they are, they will then speak with an intake attorney. If the person needs additional assistance, the intake attorney will refer the case to the Iowa Legal Aid regional office that services the county where the caller resides.
- The person can **complete an on-line intake** through our website at: <http://www.iowalegalaid.org/>. The person will then be contacted by an intake worker who will determine if they are eligible for Iowa Legal Aid's service. If they are, they will then speak with an intake attorney as outlined above.
- The person can **go directly to the Iowa Legal Aid Office** that serves their county. A list of the regional Iowa Legal offices and their addresses can be found at: <http://www.iowalegalaid.org/>. An intake worker will then determine if the person is eligible for Iowa Legal Aid's services. If they are, they will speak to an intake attorney as outlined above.

➤ A disaster responder or volunteer refers the client to Iowa Legal Aid:

- You can contact **Lisa Gavin** or **Josh Gaul** directly. Lisa can be contacted at (319) 364-6108, ext. 1306 and lgavin@iowalaw.org. Josh can be contacted at (515) 243-1198 or jgaul@iowalaw.org. Please provide the person's name and contact information. A brief description of the problem (if available) is helpful. An intake worker will then follow up with the person to determine if the person is eligible for Iowa Legal Aid's services. If they are, they will speak to an intake attorney as outlined above.

Iowa Legal Aid's telephones are answered in both English and Spanish. If an applicant speaks another language, Iowa Legal Aid can provide immediate telephonic interpretation services through Pacific Interpreters.

*Iowa Legal Aid's eligibility guidelines vary depending on our grant funding sources. We are therefore not able to provide specific eligibility guidelines for every situation.



IOWA LEGAL AID

CRITICAL NATURE OF SERVICES PROVIDED

Access to our court system is important for everyone, but especially to low-income people. Every day, the courts and state and federal agencies decide crucial issues affecting the safety, security and stability of low-income families. Court decisions involving domestic abuse protection orders, evictions, and home foreclosures have a major impact on whether low-income families will be safe or in danger of violence, housed or homeless. Agency decisions about food, medical, disaster assistance, disability and unemployment benefits, and cash support for children may be the difference between being fed or going hungry.



SERVICES FOR VULNERABLE IOWANS

- Iowa Legal Aid is the only statewide provider of free, civil legal assistance to low-income Iowans, providing services out of 10 regional offices that allow low-income residents of all 99 counties to access and receive the critical, legal representation they need to protect their rights.
- Iowa Legal Aid's services include providing advice, representation in court, information and materials on Iowa Legal Aid's website, presentations on legal matters, and referrals to volunteer attorneys signed up with one of Iowa's Volunteer Lawyers Projects.
- Iowa Legal Aid helps people with critical legal needs that affect safety, shelter, sustenance and health, such as:
 - Protecting victims of domestic violence,
 - Protecting families from unsafe housing and illegal evictions,
 - Protecting elderly Iowans from consumer fraud, elder abuse and financial exploitation,
 - Securing health care, SSI and basic public benefits for low-income Iowans,
 - Helping disaster survivors recover by assisting with housing, insurance, contractor, and government assistance issues, and
 - Helping Iowans understand their legal rights and responsibilities.
- Iowa Legal Aid does not provide assistance with criminal law cases which are handled by state public defenders and contract attorneys.
- To apply for help, call 1-800-532-1275 Monday-Friday from 9 to 11 a.m. or from 1:30 to 3:30 p.m. (except Thursday). Offices are open from 8:30 to 4:30 (emergencies taken when open). Apply online any time at www.iowalegalaid.org.

WHAT CLIENTS SAY ABOUT IOWA LEGAL AID

Without the help from Iowa Legal Aid we would have lost our home. We can't thank Iowa Legal Aid enough. (Foreclosure)

Iowa Legal Aid helped me to finally be free from an abusive relationship and keep my daughter safe. (Domestic Abuse)

My very ill daughter received the item she needed. (Medicaid)

