Housing Hotline FAQs

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Everyone Has A Home

What is the correct number to call for services through FOF?

- For housing assistance, utility assistance, eviction notices, back due payments or general programming questions: Please call our Housing Services Hotline at 319-233-3094.
- If you are seeking emergency shelter due to experiencing domestic violence, sexual assault, human trafficking or other violent crimes, please call 319-352-0037 or 1-800-710-7233.

I left a voicemail or email for FOF, now what?

- FOF will strive to return your call within 2 to 4 business days. We assure you that your message has been received and that **we do return ALL calls.**
- Please make sure your voicemail is set up to receive messages.
- All calls from FOF come from a private or blocked number for safety.
- We will not leave you a voicemail unless you have indicated to us in your message that it is safe to leave one.

I've called the housing hotline and done an assessment. What happens next?

- You will be placed on a statewide community list that multiple agencies participate in called Coordinated Entry.
- This list is not first come first served, it is based on those with the highest need.
- You will remain on this list until you are selected for a housing program, or until your situation changes, or if we are unable to contact you.
- **FOF staff will only reach out if we have a question OR if you are being pulled into a program.**

Important things to note about the Housing Services Hotline

- Hotline is not answered live, you will need to leave a voicemail by following the instructions on the recording.
- The hotline averages 250 calls/week or around 1,000/month.
- The hotline is staffed by 2 individuals.
- All services are confidential, we cannot confirm or deny if you are inquiring on behalf of a third party.
- Reminder, the list is constantly changing, so we are not able to let individuals know where they are on the list.
- FOF operates as an access point to the list, working alongside several agencies who also complete assessments and is not the sole holder of the list.