

Immigrant & Refugee Resources

GET THERE YOUR WAY – CONVENIENT PERSONALIZED TRAVEL

We recognize that obtaining identity (identification card or driver's license) and getting where you need to go is critical to your success and vitality within your new community. We want to make that process as easy as possible.

UNDERSTANDING WHAT YOUR CARD CAN DO

The first step is understanding the differences between the card types, and what each type allows you to do, such as driving. Not understanding this information and driving when you don't have the correct card type may lead to receiving tickets or citations from law enforcement, an expensive process we want to help you avoid.

WHAT CAN YOUR DRIVER'S LICENSE OR ID BE USED FOR?



ID CARD



INSTRUCTION PERMIT



DRIVER'S LICENSE

 <p>Banking/Financial Purposes</p>			
 <p>Retail Purchases (buying a car, alcohol, etc.) <i>*Must be 21 to purchase alcohol</i></p>			
 <p>Buying/Renting a Home</p>			
 <p>Medical Appointments</p>			
 <p>State or Federal Government Appointments <i>(see REAL ID for more information)</i></p>			
 <p>Boarding a Plane (domestic flights only) <i>After Oct. 1, 2020 your card must have a REAL ID gold star to fly or you need a document listed at this website: www.tsa.gov/travel/security-screening/identification.</i></p>			
 <p>Driving</p>		 <p><i>*You cannot drive alone. You can drive with a licensed family member over 21 or any licensed driver over 25.</i></p>	 <p><i>*Make sure you have your driver's license along with your vehicle registration and insurance card in the vehicle with you.</i></p>

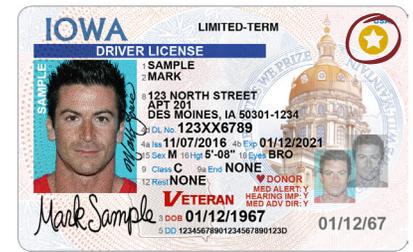
GETTING A DRIVER'S LICENSE OR ID CARD

THE FIRST TIME OR GETTING A REAL ID GOLD STAR ON YOUR CARD

When applying for a driver's license or ID card for the first time, or if you already have a driver's license or ID card, but need a REAL ID gold star on your license you'll need to complete the following steps.

Beginning Oct. 1, 2020, if you're planning to travel by commercial plane, you must show a REAL ID compliant driver's license or ID card at the airport. A REAL ID card has a gold star in the top right corner. If you do not have a REAL ID, you will need to show a different TSA-approved identity document (like a passport or military ID) to fly.

Federal and nuclear facilities that screen your identity when you enter will also require you to show a REAL ID compliant card. If you do not have one, other identification and/or screening may be required.



STEP 1 PROOF OF IDENTITY

Bring your most recent U.S. Citizenship and Immigration Services (USCIS) immigration or refugee document. If your current legal name is different from the name listed on your USCIS document, you must also bring the legal name change document.

Examples: Temporary I-551 in passport, Permanent I-551, Temporary visa (with passport), I-94 card (with temporary) or without (Refugee D/S) passport, electronic I-94, Employment Authorization Card (I-766)



STEP 2 SOCIAL SECURITY NUMBER

If you have been issued a social security number (SSN), bring a document that contains your current name and SSN.

Examples: Social Security Card, W-2 tax form

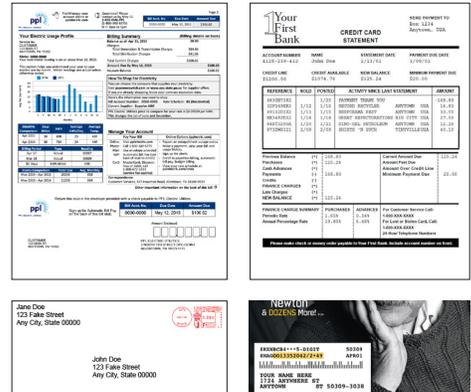


SSN *If you don't have a SSN, skip this step.

STEP 3 IOWA RESIDENCY & ADDRESS

Bring **two (2)** documents that show your current name and the Iowa address where you live.

Examples: Utility bill, bank statement, credit card statement, mortgage, lease or rental agreement, valid insurance card or certificate of coverage, mail with your address (envelope, box, postcard, or magazine that includes a postmark or stamped date)



For a complete list of acceptable documents, visit iowadot.gov/mvd/realid/success.aspx

ALTERNATIVE TRANSPORTATION OPTIONS

Whether temporary or for a longer period of time, there are alternative transportation options to get where you need to go, when you need to go without sacrificing your freedom and mobility.

Visit our website (iowadot.gov/GETTHEREYOURWAY) to learn more about the following transportation options.



PUBLIC TRANSIT

Available in all 99 counties in Iowa, either by large bus, small bus, or van.



IOWA RIDESHARE

Our ride matching system will help you quickly, and securely, find a carpool or vanpool.



TAXI SERVICES

Just search “taxi services in (your town)” online for your available options.



UBER/LYFT

Available in much of Iowa and can be accessed online and through the mobile app.



NON-EMERGENCY MEDICAL TRANSPORTATION

Available to qualifying Iowa Medicaid members. To determine if you qualify, contact your Medicaid Managed Care Organization (MCO).

RESOURCES FOR LIMITED ENGLISH PROFICIENT (LEP) CUSTOMERS

We recognize that our services, information, and products often refer to technical and legal language. This can make it difficult to understand, regardless of someone’s understanding of the English language. In addition to explaining information in a way that someone without a technical background can understand, we strive to create resources that utilize images or graphics to help better explain important information.

We also utilize a contracted language provider for translation and interpretation services. Our staff and you (yes you!) can request language assistance for,

- Conversations in-person at our driver’s license service centers;
- Conversations by phone;
- Instructions prior to taking an on-the-road driving test (not available for commercial skills testing as Federal regulations require these testing portions be completed in English only)

WHAT IF I NEED A LANGUAGE OR DIALECT THAT IS NOT OFFERED?

- We do offer additional opportunities to take the operator’s knowledge test using an interpreter. These opportunities are by appointment only, so please be sure to speak with a driver’s license service consultant to request an appointment.

PARTNER AGENCY RESOURCES

U.S. Committee for Refugees and Immigrants (USCRI)

<https://refugees.org/field-office/des-moines>
515-528-7525 (USCRI Des Moines)

Catholic Charities Diocese of Des Moines

<https://www.catholiccharitiesdm.org/>
515-244-3761 (main office)

Iowa Bureau of Refugee Services

<https://dhs.iowa.gov/refugee-services>
515-875-5600

Office of Asian and Pacific Islander Affairs, Iowa Department of Human Rights

<https://humanrights.iowa.gov/cas/capi>
515-242-5655 (general number)

Office of Latino Affairs, Iowa Department of Human Rights

<https://humanrights.iowa.gov/cas/la>
515-242-5655 (general number)

Iowa Legal Aid

<https://www.iowalegalaid.org>
1-800-532-1275

