



Emergency Assistance Guidelines: Financial Support for Car Repair

To request assistance please send an email to:

EA@ccda.net

Once you send an email you will receive a screening questionnaire which must be completed entirely to receive a response.

Catholic Charities' (CCDA) Emergency Assistance program helps people experiencing a temporary financial crisis, who require an essential car repair. Catholic Charities serves residents of the Diocese of Arlington regardless of their race, creed, religion, or national origin. The Counties and Cities of the Diocese include: Arlington County, City of Alexandria, City of Falls Church, City of Fredericksburg, City of Manassas, City of Manassas Park, Fairfax County, Prince William County, Spotsylvania County, Stafford County, King George County, Lancaster County, Northumberland County, Richmond County, Westmoreland County, City of Winchester, Clarke County, Culpeper, Fauquier County, Frederick County, Loudoun County, Madison County, Orange County, Page County, Rappahannock County, Shenandoah County and Warren County.

Eligibility

Eligible clients may receive Emergency Assistance once in a 12-month period and up to two times in a 10-year period. To be eligible, the client must be a resident of the Diocese of Arlington and must be able to provide proof of income (see below under Required Documents). Client must provide an outside independent repair estimate, and sign the Emergency Assistance Car Repair Guidelines, Client Rights and Responsibilities and Consent to Exchange Information forms within 24 hours to start the process. If these documents are not received within 24 hours, your application will be automatically closed, and client will need to reapply. Must be able to communicate via email and phone for the appointment with the Case Manager. Your current government-issued driver's license, current State of Virginia vehicle registration in your name, and proof of auto insurance in your name with address that matches the vehicle registration, must be attached for the forms to validate. **IMPORTANT:** Your printed name and signature must match the name on your driver's license.

The demand for our services is extremely high and we have limited funds, so assistance is given on a first-come, first-served basis. **A current copy of all documents and a signature acknowledgement of Catholic Charities forms are required within three days from initial contact, or the client must re-apply for assistance. *Note: The Case Manager may request additional documents not included in the list below. In addition, should the Case Manager determine that there are irregularities in the client documents, they may request an in-person interview with the client, at the CCDA office.**

Assistance Process

Once CCDA receives the repair estimate and all signed forms, the client meets with CCDA for an intake to determine eligibility requirements, and if eligible will receive a Voucher Estimate Request. Please note the following:

- Car must be drivable.
- The repair estimate from the partner cannot exceed the “Kelley blue book” value of the car. This value is not available for cars older than 1992.
- For cars older than 1992 we cannot assist unless the client pays the upfront diagnostic fees charged by the car partner and the estimated repairs must be \$2,000 or less.
- Tire replacement must be necessary due to an inspection failure and tire cost not to exceed \$800.00.

The dated Voucher Estimate Request is signed by CCDA and must be presented to one of the CCDA partner car repair stores within 7 days from the Voucher Estimate Request date and the car repair must be completed within 2 weeks from the date of the written estimate otherwise it is void. CCDA calls the store and informs them that we are sending a client for a repair estimate, with the client’s name and the car year/make/model. The client presents a properly authorized Voucher Estimate Request and a valid photo ID to the store. Once the repair estimate is completed and authorized by CCDA the work can begin.

*CCDA is closed on Federal holidays and weekends.

Required Documents:

A **current copy of all required documents** must be sent by client via email prior to scheduling of an intake appointment. Note: The Case Manager may request additional documents not included in the list below. No documents are accepted by fax or mail. Re-application for assistance is required if all documents are not provided within the period of time given by the Case Manager. Assistance funds are limited and cannot be set aside for any caller pending the receipt of documents listed below:

- Proof of income (see below).
- Outside independent repair estimate.
- Current government-issued driver's license.
- Temporary or current State of Virginia vehicle registration in your name and address must match proof of auto insurance.
- Proof of auto insurance in your name and address must match the registration.

Proof of income can include one or all of the following: two current pay stubs, a current benefits statement or proof of bank statement deposits for: court-ordered child support, pension, disability, Social Security, Supplemental Security Income (SSI), Worker's Compensation, Unemployment Compensation, and TANF (Temporary Assistance for Needy Families). We will not accept Venmo, Cash App or Pay Pal statements as proof of income. An employment offer letter is not acceptable proof of income. For employers such as Uber, Lyft and/or Instacart, the employer must provide a statement of earnings. We are unable to assist self-employed individuals including those employed by spouse or the family business. Those employed as landscape, house cleaning and childcare/eldercare providers must provide 3 months of current bank statements with consistent deposits and copies of deposited checks. We will not accept cash deposits.