



## **Emergency Assistance Guidelines: Financial Support for Car Repair**

To request assistance please send an email to:

[EA@ccda.net](mailto: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 a car repair due to a failed Virginia Emissions and/or Safety Inspection. 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. Client must be able to communicate via email and phone and attend a Zoom video appointment with the Case Manager. 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 image of the rejection sticker on windshield, a motor vehicle inspection report indicating the inspection failures, 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. Client must provide a current government-issued driver's license, current State of Virginia vehicle registration in their name, proof of auto insurance in their name with name and address matching the vehicle registration. These documents must be uploaded with the signature forms, or the signature forms will not be accepted. If these documents are not received within 24 hours, the application will be automatically closed, and client will need to reapply after 60 days. **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. **All required documents are required within the time frame specified by the assigned Case Manager, or 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.
- We only approve the repair of items necessary to pass a Virginia Vehicle Emissions and Safety Inspection.
- We cannot repair air conditioning and auto body repairs.
- Tire replacement must be necessary due to an inspection failure and total tire cost is not to exceed \$1,000.00.
- We will not assist if repairs of any type are over \$2,000.

The dated Voucher Estimate Request is signed by CCDA and must be presented to one of the CCDA partner car repair stores within 3 days from the Voucher Estimate Request date and the car repair must be completed within 10 days 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 uploaded with the signature forms or 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).
- Image of the inspection rejection sticker on your windshield
- Motor vehicle inspection report indicating the inspection failures
- Current government-issued driver's license.
- Temporary or current State of Virginia vehicle registration in your name and with an address located within the Diocese of Arlington. Must match proof of auto insurance.
- Proof of auto insurance in your name and with an address located within the Diocese of Arlington. Must match the registration.

Proof of income can include one or all of the following: All pay stubs received within the last thirty days, 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, Zelle, 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, a statement of earnings must be provided by the employer. We are unable to assist self-employed individuals including those employed by spouse or the family business. We will accept 3 months of current bank statements with consistent EFT entries (Electronic Fund Transfers) as proof of income which indicate that the source of payment is from employer's business, unemployment insurance, social security etc. EFT entries from individuals will not be accepted. We will not accept cash deposits.

*CCDA does not guarantee the work performed by the auto repair shop will only provide monetary assistance for this repair if all eligibility requirements are met.*