



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 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

The demand for our services is extremely high and we have limited funds, so assistance is given on a first-come, first-served basis. 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 Coordinator. To be eligible, the client must reside within the boundaries 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 Virginia 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 Virginia driver's license, current Virginia vehicle registration in their name, proof of auto insurance in their name with name and address matching the vehicle registration. **IMPORTANT: Your printed name and signature on all documents must match the name on your driver's license. 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 may re-apply after 60 days. Note: The Case Coordinator may request additional documents not included in the list below. In addition, should the Case Coordinator 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 all signed forms and required documents, the client meets with CCDA Case Coordinator for a Zoom intake to determine eligibility. If eligible, client receives 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, windshields 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.
- We may pay diagnostic fees to our authorized car repair partner on your behalf; however, if the car is not eligible to be repaired, this paid diagnostic fee will count toward your financial assistance for the year.

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, providing the client's name and the car year/make/model. The client presents a properly authorized Voucher Estimate Request and a valid Virginia driver's license to the store. Once the repair estimate is completed and authorized by the CCDA Case Coordinator, 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 an intake appointment. Additional documents may be requested. Reapplication for assistance is required if all documents are not provided within the time frame given by the Case Coordinator. Assistance funds are limited and cannot be set aside for any applicant pending the receipt of documents listed below:

- Proof of income (see below).
- Image of the Virginia inspection rejection sticker on your windshield.
- Motor vehicle inspection report indicating the inspection failures.
- Current Virginia driver's license.
- Temporary or current Virginia vehicle registration in client's name and with an address located within the Diocese of Arlington. Must match proof of auto insurance.
- Proof of auto insurance in client's 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 current proof of income. An employment offer letter is not an acceptable proof of income. For employers such as Uber, Spark, Lyft and/or Instacart, a current statement of earnings must be provided by the employer. We are unable to assist self-employed individuals including those employed by a spouse or by the family business. We will accept 3 months of current bank statements with consistent EFT entries (Electronic Fund Transfers) as proof of current 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.

I have read and understand the Emergency Assistance Guidelines. I also understand and agree that CCDA does not guarantee the work performed by the auto repair shop. I take total responsibility for this car repair process and recognize that CCDA is only providing monetary assistance for this repair. Any future repairs to my vehicle are my responsibility.

Date _____ **Client Signature** _____