



United Way
of the Tri-Valley Area

Don't Despair Car Repair Policy

Don't Despair Car Repair Program

The purpose of *The Don't Despair Car Repair Program* is to provide assistance for individuals in need of car repairs in Greater Franklin County Maine, which includes Livermore, and Livermore Falls, Maine.

Assistance through *The Don't Despair Car Repair Program*, an internal program at United Way of the Tri-Valley Area (UWTVA), is determined by an application process which is available on the United Way website (uwtva.org) and at the United Way office, 218 Fairbanks Rd., Farmington, Maine.

- Applications must be completed and then reviewed by a United Way office staff to confirm that it is complete, and the applicant is eligible. The application will then be considered 'pre-authorized,' and the applicant will receive the list of participating garages to schedule an appointment for an estimate to be completed.
- Proof of income is required with your application. Proof of income could include:
 - A copy of the most recent pay stub/s for all income in the household
 - A copy of your Social Security award letter
 - Copy of the most recent W2, etc.
- If approved by the Don't Despair Car Repair Committee, assistance will be provided up to \$1,000 per applicant. There is a possibility of a co-payment from the applicant.
- There can be only one applicant per household and an applicant may be funded only one time.
- Eligible households may not have more than one vehicle as the goal of this program is to get as many households on the road as possible.
- This program funds repairs that are inspectable only.
- Funding for this program currently includes getting people to/from work and older adults to out of town medical appointments.
- If repair exceeds \$1,000, the payment of the customer portion must be paid to the garage prior to UWTVA sending payment. Confirmation of payment from the garage must be provided to UWTVA.
- Applicants **must** be residents of Franklin County, Livermore, or Livermore Falls, Maine.
- By submitting an application, the applicant understands that a committee of community members will be reviewing the application, and the selected garage may be contacted for additional information or clarification.
- The garage either completes their own estimate or page two of the form, which includes an itemization of work to be done to be submitted to UWTVA with the pre-authorized application.

- Once the estimate is complete, applications and the garage's itemized estimate are submitted to a designated United Way representative. The documents will then be reviewed for completeness and accuracy and uploaded to a Google Drive. The United Way representative will then let the review committee know a decision needs to be made. Applications will then be reviewed within a 48-hour turnaround time.
- Once the work is confirmed by the garage to be complete, and any applicant amount due, payment for the cost of the repair is sent directly to the garage, not the applicant.
- The United Way of the Tri-Valley Area provides funding only and is not responsible for any future maintenance issues, damage, or unfinished work.
- A review committee made up of a maximum of five community members will review applications. The Chair of the Don't Despair Car Repair Committee must be a Board member.
- At least a quorum of voting members must be available to vote on applications.
- Reviewers must have access to email, familiarity with Google Docs and be available to review applications within two business days of notification that there is an application.
- There will be no limit to the number of garages that can participate, however, United Way will determine participating garages.
- If the garage knows a potential applicant would not be a suitable candidate, the garage may choose not to refer the individual for assistance.
- Participating garages will receive public recognition for their participation if they choose.
- United Way will not reimburse expenses already paid.
- United Way will not accept estimates from garages not officially affiliated with this program.