

NM Computer Loan Program

Using Technology as a
Tool for Recovery



Its Inception And Philosophy

- In the Beginning...
- How to serve consumers in a rural state
- Connect them with technology!
- Provide PC's and Internet access
- Original equipment was bought new



Its Growth and Evolution

- Donations by State Departments
- Move program outside of contractors
- Addition of Tech Support
- The Recycler
- The Movers
- Training



Program Process Flow

- Program Marketing
- CLP Computer Requests received
- Request evaluation and approval
- PC Builds
- Installs/Maintenance
- Ongoing Tech Support
- Training – Personal and Group



How it Works

- Computers are donated to CLP by State Agencies
- Donations picked up by Movers, sorted by usability
- Usable PC's are stored in warehouse, then built for users
- PC's are installed, configured for users
- Unusable PC's, equipment are sent to Recycler



How Computers are Used

- As an aid in attending school (homework, research)
- As a tool to research meds, medical info
- As a means to develop computer skills for employment
- For communication with family, friends, others
- As a means to be paid (OCA contractor's timesheets)



My Story

- Who Am I anyway?
- 2003 – I join the Program
- OMG – The Beginning
- Fine-tuning the Program
- Getting Help – Building the Team
- Program Logistics
- Current Challenges



Some Challenges

- Limited funds for hardware, software, Internet access
- Need for continuing skills training for users
- Need for additional team members to meet demand
- Need for continued training for Technical personnel



CLP Successes

- Many users 'Cannot live without' their PC
- Growth from 20+ to 60+ PC's in 5 years
- Establishment of 4 computer labs throughout the State with others to follow
- Computers on 'The Rez'
- Many users connect with family on a regular basis (email)
- From 'Don't move that icon' to multiple emails, MySpace page



CLP Successes Cont'd

- Program has saved over \$40K by changing ISP, ongoing hardware and software savings
- Program has users in all four corners of the State
- Program has its own email address, has its own 800 number for info, requests
- Has expanded from One to Three Team Members



The Future

- Regional Field Technicians
- Intern Program
- Collaboration with PSR, Drop in Centers
- Training, Training, Training
- Broadband Internet access where available



Questions?

- How to Reach Us:
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Thank You For Coming!

