

Connecting people with resources

Want to connect to those people you know that are far away? Would you like access to internet resources like Web MD, SAMHSA and others?

For several years, the NM Office of Consumer Affairs has provided computers, internet access, and training to mental health consumers Statewide.

Imagine being able to email your friends far away, to share ideas, to keep in touch with the ones you love.

Imagine being able to find out about medications, treatments, side effects, about conferences all over the US.

- Want to go to school, or return to school?
- Need information that you can't get other than on the internet?
- What about starting an at home-based business?
- Writing letters to friends and family out-of-state.
- Better yourself with the assistance of technology

Computer Loan Program
PO Box 30363
Albuquerque, NM 87190
Address Correction Required



Computer Loan Program

*New Mexico Office
of Consumer Affairs*



Providing Technology and
Training to Consumers

Phone: (877)835-2994
Email: clpnm@copper.net





How it Works

A request for a computer or services is needed for us to properly evaluate your needs and compatibility with the Program.

This request can be sent to us at the email address located on the front page of this brochure. You can also call us at the number listed on this brochure, and we will be happy to assist you in getting a request together. You may also snail mail your request to our PO Box address.

Once a request is received, it is reviewed by our management team for its fit with the Program, and then forwarded for approval to Santa Fe.

Upon approval, the requester is notified, and a schedule is set for the PC installation. Program technicians contact the recipient, get directions if necessary, and perform the install, Internet setup, and email configuration. Some basic skills training is provided, and any questions are answered.

Some technical follow up is provided for maintenance, or anti-virus upgrades. The Computer Loan Agreement is signed at this time.

The recipient does Not pay for the PC, the installation or maintenance or the Internet access.

Program Limitations

This program has a business-based outlook, and, therefore, does not support PC's for gaming or strictly for entertainment. Also at this time we are unable to provide PC's to children. As this is a loaner program, PC's should not leave New Mexico.

The Program is not in the business of providing computers for the use of giving a recipient a better PC than the one they own.

Per our Loan Agreement, there is no changing of programs that are on this computer without alerting us first to see if is compatible to the computer that is on loan. For example, changing from dial-up to high speed internet or deleting the anti virus.

The Program provides mostly Desktop computers. We have a Very Limited supply of laptops. They will require a small cash deposit when and if they are available.

We request that the recipients treat the loaner PC's as they would their own. Repeated repair calls use valuable Program money, and limit the amount of recipients we can serve. Per the Loan Agreement, the PC will be returned if we have to perform otherwise unneeded maintenance on a PC.

Who We Are

Chris Shantz

Chris has been the Program Manager since 2003. He wore all of the Program hats from 2003 until 2007, when he found Bruce. Marcia joined the team this July.

Chris has over 20 years of PC hardware, software and networking experience, and has run his business, Advanced Computing Services, since 1994.

Chris is an RBHS, a Recipient of Behavioral Health Services, and was diagnosed Bipolar in 1999. He believes in giving something back to the larger community, and this led to his involvement with the Program.

Marcia Hawthorne

Marcia has worked with OCA for 4 years as a citizen organizer. As of July she became Program Coordinator after Chris bugged her until she said 'yes'.

Marcia has extensive business organization and management skills, and brings a love of documentation management to the Program.

Marcia has been closely involved in the re-writing of the Loan Agreement, in cleaning up Chris' mess of the Program docs, and is the central focal point for all Program requests for computers and information.

Bruce England

Bruce joined the program last year as the Integration Tech, and has completely changed the way the computers are built. Naturally curious, Bruce found ways to save time and money, found great vendors, and has been a great research person.

Bruce lives with his Service Dog, Muttsy, and watches the occasional cartoon for relaxation.