

Helping Hands Computers

An ACTIVE community based ministry for getting computers into the hands of the users that need them. That each person has God given talents that are to be utilized for the good of others. We encourage the use of these talents.

Co-located at the:
Coleman James Learning Center
151 Orange Grove
Pasadena, California

Proposal of Charitable Intent
April, 2017

1.0 EXECUTIVE SUMMARY

It is our honor to introduce a charity within the community, that seeks growth and advancement through their talents and abilities. The Helping Hands ministry seeks to support this growth through the transfer of personal computer technology from donors – for use by those who need a computer but cannot afford it. We are dedicated to supplying free or low cost refurbished computers and laptops to any person or charitable organization that is in need. Each computer is fully re-purposed with the latest free and open source capital GNU/Linux software is fully optimized for day-to-day computing.

The Helping Hands approach is a community-based ministry for providing computers and learning, applying a charitable method for providing renewable computer technology to those who need it. At present, we have found this through the support of the Coleman James learning Center, so we are able to provide these technological resources for the members of our community. Our team has recycled and returned to service over 1000 computers to end-users in the area. We have encountered any number of difficulties in reaching our mission, and still have ensured that donated computers are refurbished and ready to go.

Vision: We believe each person has God-given talents that are to be utilized for the good of others, using our talents to fulfill what few people can do: to get computers into the hands of those who need them.

Help those in Need -- Promote Education -- Safeguard the Environment

We strongly believe that a personal computer or laptop empowers people to stay current and productive.

1.1 Ministry Principals

Michael Harwick, with technical expertise on computer systems, he specializes in hardware architecture, technical components, Basic Instructions operating systems (BIOS), and peripheral equipment like Wi-Fi, Bluetooth, graphic cards, cameras, and scanners. Works on all platforms, Apple/Macintosh, Windows PC, Linux, with detailed knowledge on drivers and firmware used in their operation.

Ted Lamoureux, with technical expertise on computer systems, he specializes in providing software integration for all user types, stable Linux Operating System, minimum desk-top suite, audio-video configuration, web-based technology; plus platform creation for study, i.e., music, mathematics, languages, economics, chemistry, physics; gaming, software development environments for learning.

Val Alarcon, with soft-computing skills and practical work experience, he specializes in software and applications for use in education and the work place, including all the Office Suites, Finance, Business Development, Project Management, Print

Communication, Publishing, Audio/Video, Music Composition, Modeling/Analysis and web-based research techniques.

Teamwork and focus of our skills: Configuration design, implementation and management of computing centers, with a networked combination of five or more computers placed for use by neighborhood children. Refurbishing of previously-used/donated computers, and loaded with education software for use.

1.2 Seeking Donations

All the computers and laptops that we provide to recipient end-users were previously received as donations, with the help of generous people and corporations. We seek donations from any company, school, college, organization or church group who is getting rid of computers or laptops? We actively work to solicit contributions to help build up the results of our ministry, and of course we also take individual donations as well. Helping Hands will accept:

- Any functional or nonfunctional PC computer or laptop made from 2003 and later with a Pentium 4 2.0ghz processor or greater.
- Any functional or nonfunctional Macintosh computer or laptop made from 2003 and later with a minimum 2.0ghz processor or greater.
- Any **flat screen** type monitor.
- Any keyboards or computer mice.
- Any other peripherals for computers, monitors and laptops.
- We may be able to accept other items as well but please inquire.

1.3 Computers for Recipient End-Users

The Helping Hands Computer team will provide a completely free or low cost computer or laptop, without signing-up for anything, no obligation, no catch whatsoever. By accepting a computer, the recipient end-user agrees to the following:

- He or she will not sell the computer, software, parts of, or anything which was given by Helping Hands Computer
- The computer, all parts, software, and supporting equipment are given as is. No warranty or support is included.
- The recipient end-user will hold Helping Hands Computer, and our contributors blameless for any loss, damage, or injury.

Mission statement: *We are a Christian ministry located in the Pasadena, California, area with a passion for working to refurbish personal computers for use by those who cannot afford them.*

2.0 TECHNICAL SUMMARY

The Helping Hands team picks-up computers, monitors and related parts. We securely wipe all hard drives (according to Department of Defense standard 220.22-M), to make any data left on the computer unrecoverable. We refurbish the hardware, install new software, and prepare the donated computers for re-use. Our mission seeks to promote math, literacy and computer skills through the re-use of computers using the Linux Desktop environment with a host of software.

2.1 Office / Computer Lab

Open Hours Every Friday -- 4 PM to 8 PM

Through the benefit of the facilities at the Coleman James learning Center, we share a common space where we co-locate a computer lab requiring high-speed Internet connectivity for up to six computers, providing learning programs, games, school assignment software, and research through web browsing, and four networked computers for the library.

This facility provides 600 ft.² of space for both the lab, a consultation office, and a testing station where we perform diagnostics and repairs of the computers. Plus, an additional 50 ft.² of space is allocated for storage. The Helping Hands team has found that limited space issues occur as larger donations of computers are refurbished and put back to use in the community, and the extra storage space provides overflow capacity when needed.

2.2 Computer Issue Consultation

The co-located space at the facility also doubles as a management office, where we meet and discuss the details with recipient end-users of our refurbished computers. In addition, our Helping Hands team on occasion troubleshoots and repairs a computer from someone in need of resolving a problem of their own, where we do not guarantee a particular issue can be fixed, we will try to make every effort to see it resolved. Consultation requirements include:

- All computers must be brought to the facility for repairs and troubleshooting, since our technical consultation does not include making house calls.
- We will discuss with the owner of the computer, on a consultation basis, the problems with the computer. (A back-up of all important data must be done prior to having our team work on your system. We may be able to help or advise on how to do this).
- If the computer can be fixed, a full review of the steps to correct the problem will be provided to the computer owner, and in most cases the computer will have to be left with our team to be fixed.
- Once the computer is fixed, the computer owner will be notified to pick up the device at the office.

It must be understood by all people who choose to use our team, that even though we use professional and safe troubleshooting practices, system failure among other things may occur. Therefore, backing-up of all important data is imperative prior to having this done. Because of the risk, we require all those seeking technical support to hold Helping Hands Computers harmless and indemnified against any damages to the computer system or loss of any data.

2.3 We E-waste Responsibly

The Helping Hands Computer team is passionate about extending the lifespan of computer hardware to reduce overconsumption and waste in electronics, so we will take any computers and laptops working or not, from any individual or organization. Used computers pose the problem that they contain lead and other toxic parts, and should not be simply thrown away. We ensure that the hard drives are securely wiped using Department of Defense standards. And what cannot be refurbished or stripped for parts and repurposed, we dispose of as Electronic-waste byproducts.

3.0 PAST PERFORMANCE

The Helping Hands ministry has been providing services to the community from the Coleman James Learning Center for a decade, founded in 2007 to provide a food pantry for those in need. The Helping Hands ministry grew out of providing food stuffs for the community, to providing technology to the those who were seeking personal computers. We have helped organizations, such as:

- The Pregnancy Help Center of San Gabriel Valley, providing several networked computers.
- Dolores Mission School in Los Angeles, providing around 20 re-purposed computers for their classrooms and families as needed.

3.1 Milestones Achieved

Over the recent years, Helping Hands Computers has provided over **1000 computers** to local people in the Pasadena area.

3.2 Recognition / Awards

Repeated pats on the back.