

Adaptive Computer Empowerment Services
C/o United Cerebral Palsy Association of SD
8525 Gibbs Drive, Suite 100
San Diego, CA 92123
(858) 244-1226



GENERAL INFORMATION
(Keep for Reference)

1. **What exactly does ACES do?** We refurbish donated used computers and provide them to low income persons with disabilities or low income seniors. The systems we provide are ready for Internet access (either dial-up or high speed). We cannot provide delivery / installation, or tutoring. We do provide telephone technical support.
2. **What is provided by ACES?** Currently we are providing Pentium level Internet-ready computers with Windows 98, Microsoft Internet Explorer, an e-mail program, a Microsoft-compatible free office suite and other free software. No printer is provided. You will receive your computer, monitor, keyboard and mouse.
3. **What is that \$50 processing fee for?** This helps pay for our operating expenses. All labor is provided by volunteers, and some cash donations are received for upgrade parts. You are unlikely to obtain as good a computer for the cost. This fee is nonrefundable unless ACES is unable to give you a computer.
4. **How long is the waiting list?** Generally 1-2 months if there are no special needs. Laptops are rarely available, and can delay fulfillment by several months. A person does not start on the waiting list until the application, verifications and \$50 non-refundable processing fee have all been received by ACES.
5. **What are the requirements for getting a system?** A San Diego County resident, who has a medically verifiable disability (or a senior over 65), perceived capable of using a computer, and who is low income (under \$1,000/person/household/month) will receive a computer for no additional charge other than the \$50 non-refundable processing fee. People with a higher income will be charged a sliding scale fee. Income and disability (or age, for seniors) must be verified in writing, and a \$50 non-refundable processing fee paid, for a recipient to be placed on the waiting list.
6. **Where is ACES located?** ACES office functions are now being provided by United Cerebral Palsy Association of San Diego, 8525 Gibbs Drive, Suite 100, San Diego 92123. Workshop space is currently located in Santee.
7. **If I volunteer to help ACES, can I get my system faster?** No. Everyone who receives a system is asked to volunteer to help someone, somewhere. While helping ACES is MUCH appreciated, it is not fair to penalize those who are being helpful in other ways and other parts of the community.
8. **Will ACES teach me how to use my computer?** To the extent that we have volunteers who are willing and able, some tutoring may be provided for **homebound** recipients. Currently we have very few volunteer tutors. Any time a recipient can get the learning elsewhere, we encourage it. Many free area classes are available. Some tutoring is available at the workshop by appointment.

9. **Will ACES fix my computer if it breaks down after I get it?** Donated equipment may be repaired or upgraded by ACES staff at reduced rates. None of the equipment is guaranteed. ACES intent is to furnish “beginner” systems for as many persons as possible.
10. **Do I have to use the Internet services suggested by ACES?** No. You are free to use any Internet service provider you wish. However, the others are usually more expensive than the ones we have arranged for below. ACES WILL want to know your email address. Near the time we are ready to provide your system, we will call you to learn your Internet preference:
 - a. **Free** (NetZero) (Advantage is price. Limited hours of access and difficulty staying online more than 10 minutes or getting connected are complaints we hear.)
 - b. **Lightspeed** – (available countywide) costs \$66 for 6 months unlimited service, must be paid in advance for 6 months at a time. After first 6 months you will be billed by Lightspeed.
 - c. **TNS** – (available countywide) – costs \$9.99 per month, unlimited access, payable monthly.
 - d. Customers of **San Diego County Credit Union** can get Internet access for \$9.95/month through them.
11. **Are donations tax-deductible?** Yes, we are a 501(c)3 corporation.
12. **What are the strings attached to my getting a computer through ACES?**
 1. I understand that I will be responsible for furnishing my own desk, power strip, telephone cord (long enough to go from the computer to the phone jack), and for a phone line splitter which makes two jacks out of one in time for installation of the computer.
 2. I understand that part of my commitment to this program will include my participation in an ongoing research study to determine the personal benefits of having a computer to use. This study will require me to respond to questionnaires about my computer use and experience at least three times over a year and a half period.
 3. I agree to keep ACES informed of my address, telephone number, and email address changes for two years following receipt of ACES computer equipment.
 4. I agree to do my best to volunteer in the community.
 5. I agree to do my best to participate, online (by email) in ACES online groups and citizenship activities.

Please remember... Nearly EVERYONE WORKING WITH ACES IS A VOLUNTEER. We do this work because we care or because it is fun or because we are learning something we enjoy. No one has to do this. Most of us work full time in addition to our ACES work. The rest of us are disabled ourselves.