



Laptops 4 Life

CalWORKs HVP Key Leader Webinar

12/13/2022

# Welcome & Introductions

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**We will address questions at the end of the session.**

**The webinar will be recorded and sent out via email.**

# Agenda

- Welcome, Introductions, and Reminders
- L4L Program Overview
- Cell-Ed Overview
- Program Requirements & Details
- Role of HVP and County Staff
- Toolkit
- Next Steps, FAQs & Questions

# Program Overview



# Cell-Ed & CDSS Partnership

CDSS partnered with Cell-Ed to launch the Laptops 4 Life (L4L) pilot in the Summer of 2021 to distribute laptops and smartphones to vulnerable Californians who were eligible clients participating in CalFresh E&T, **CalWORKs Home Visiting Program**, Tribal TANF, and Indian Health Clinics.

*“Without the program, I would not have been able to afford a laptop.” - L4L Client*



# Program Benefits

Closing digital access gap with equipment

Wraparound education and support to ensure success

- Digital literacy courses
- Tips & tricks that will be sent via email and text messaging
- Access to Cell-Ed's full course catalog
- A coach to help with technical issues and Cell-Ed courses

# Upcoming Steps

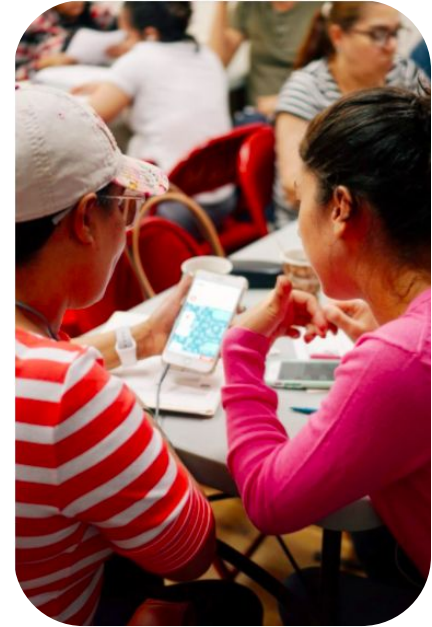
1. Identify staff responsible for ordering equipment and/or providing supported delivery to clients.
2. Have all staff involved in L4L program sign up for Toolkit access.
3. Ensure Supported Delivery Staff attend the L4L training on **January 12, 2023** at **1pm PST**.



# Supported Delivery Staff

Supported Delivery Staff will

- Set up their profile on the Cell-Ed app for access to the supported delivery checklist for equipment delivery
- Introduce clients to Cell-Ed platform (optional)





# Cell-Ed Overview



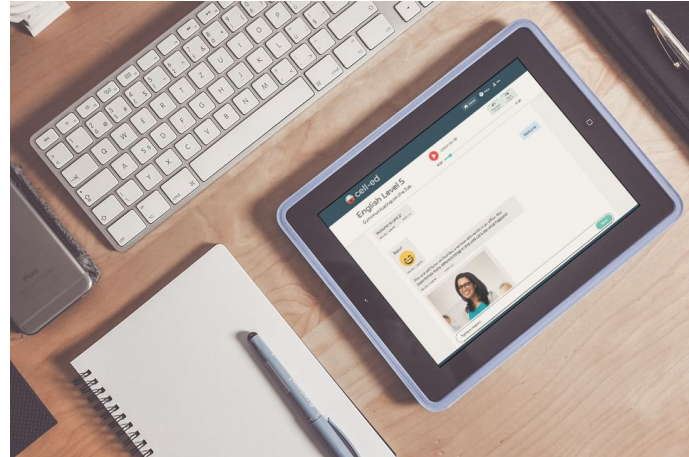
# Why Cell-Ed

The COVID pandemic exposed gaps in literacy and access to essential skills and digital resources.

1 in 5 U.S. adults cannot read

1 in 4 lack digital access

1 in 2 need essential skills



# Why Cell-Ed

Enables low skilled, low literacy, low wage workers access to remote workforce training opportunities, increasing their employability.

- Digital literacy courses and coaches to support learning
- Digital access to acquire essential skills

# Inclusive Mobile Learning

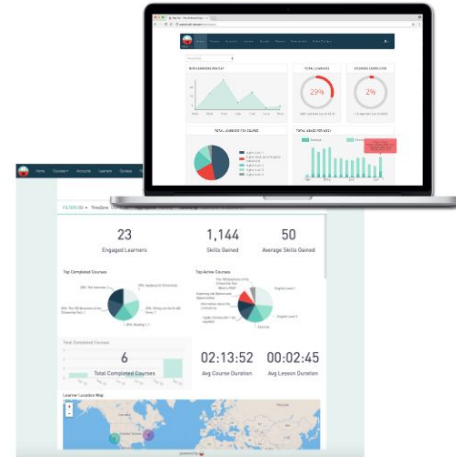
reach & train



engage & support



track & improve



# Accessible Programming

*Reach, teach, engage & empower vulnerable populations*



**radically accessible** via mobile messaging



**engaging audio-lessons** relevant & localized, using voice artists



**designed to reach** low literate & resource populations



**microlearning provides** proven gains in fraction of the time

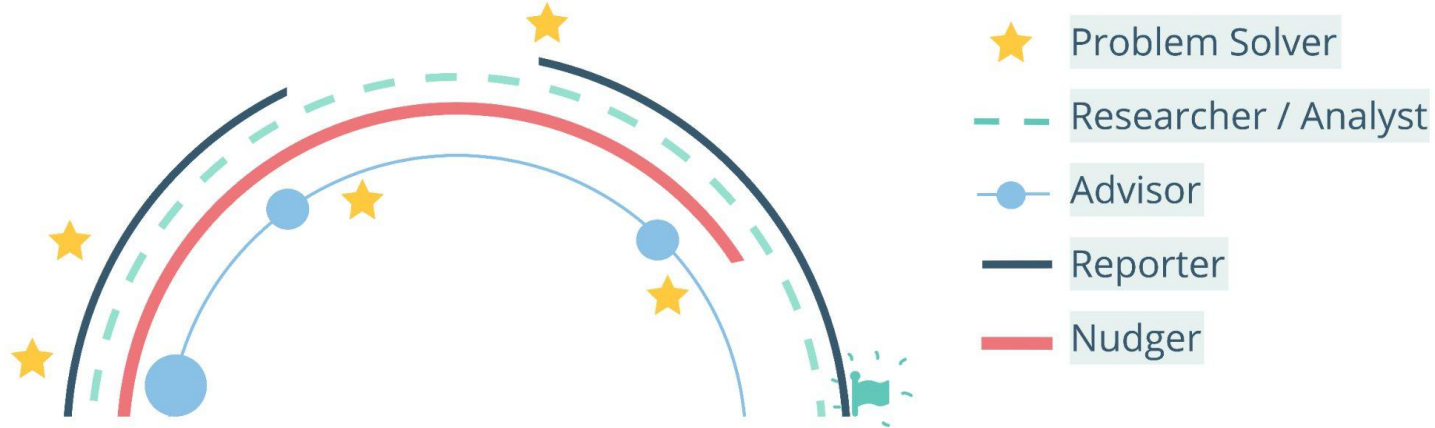


**customizable programming** data, content, & communications



**multi-lingual** live coaching support

# Coach Roles



# Digital Skills Courses

## Introduction to Digital Skills

Basic functions, internet safety, and limits for sharing personal information

## Digital Skills for Work

Identify resources for finding a job, building a resume, and the interview process  
Digital collaboration, word processing, spreadsheets, and social media

## Digital Skills Health/Social Services

How to use a health portal and fill out online forms

## Digital Skills for Online Banking

Setting up an online account safely and using different payment systems

## Digital Skills for Social Media - **NEW COURSE**

Introduction to setting up social media accounts, privacy settings, awareness around mental health, and identifying red flags to keep safe online

# Program Requirements





# Program Requirements

- Supported delivery required to ensure clients feel prepared and ready to use their equipment
- Email address must be provided for the client during the supported delivery process

# Program Details

- Participating counties and partner agencies will not be held responsible for missing laptops/smartphones
- Loan of laptops/smartphones is indefinite, participants are permitted to keep equipment
- Whole Family Approach benefits both parents and children with additional access to online services and classes

*Equipment can be used for anything,  
not limited to CDSS related activities*

***Cell-Ed Helpline for Clients  
(916) 252-4667***

# Role of HVP & Staff



# Role of Key Leaders

## Getting Started

1. Sign up for the [L4L toolkit](#)
2. We will send an email to register the key person (and any others) placing equipment orders for your organization
3. After you are registered and receive confirmation, you can request equipment using the link on the toolkit

\* Pending final allocations provided by CDSS

# Role of Supported Delivery Staff

1. Sign up for the [L4L toolkit](#)
2. Download the Cell-Ed app from Apple App or Google Play Store
  - a. Create an account
  - b. Enter **PIN 5459** when asked
3. Set up your profile on the Cell-Ed App
4. Deliver equipment using the Cell-Ed App with the L4L Supported Delivery Checklist

# Role of HVP & Staff

Staff who provide supported delivery help clients learn relevant digital literacy skills, such as:

- Checking emails on a phone or computer
- Using online searching to find job opportunities
- Sending money to family through online banking
- Creating an online profile on a social media platform

**Clients who get supported delivery are more likely to be successful with their new equipment.**



# Role of HVP & Staff

*"The virtual aspect has made it a top program in our offices due to accessibility options, and it is user friendly."*

*- Orange County Staff*

*"Clients like the accessibility of Cell-Ed and the simplicity. Some also comment on the challenges for advanced learners. There seems to be something for everyone."*

*- Placer County Staff*

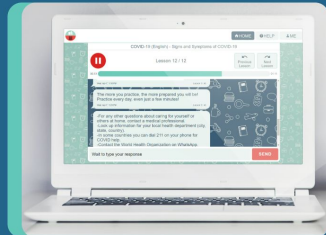
# L4L Toolkit





# L4L Toolkit

## *Demonstration*



### Laptops 4 Life - L4L

L4L is a program in partnership with [Cell-Ed](#) and [Tech Exchange](#) to provide CDSS clients with Chromebooks & Smartphones to help bridge digital access gaps!



# Equipment Request Updates

- New system to make the process easier for all partners
- Incorporated partner feedback about:
  - Wanting to see own agencies allocations
  - Getting tracking numbers for equipment

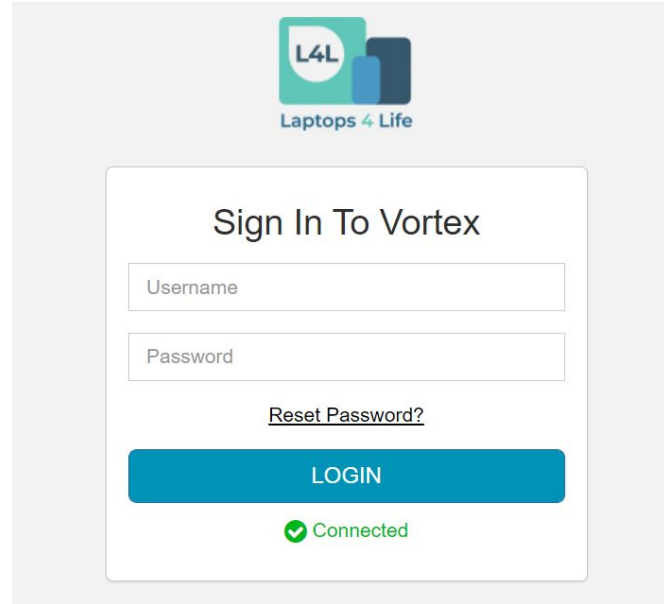
# Equipment Request

- We will set up access for the primary person (and any others) placing equipment orders for your organization
- After you are registered and receive confirmation, you may order equipment through our new sales software, [LilyPad Vortex](#)
- All equipment request and ordering links will be on the [L4L Toolkit](#)



# Equipment Request

*Demonstration*



The screenshot shows a login interface for 'Laptops 4 Life'. At the top is the L4L logo, which consists of a green square with 'L4L' and two blue squares. Below the logo is the text 'Laptops 4 Life'. The main heading is 'Sign In To Vortex'. There are two input fields: 'Username' and 'Password'. Below the password field is a link that says 'Reset Password?'. A large blue button labeled 'LOGIN' is centered below the link. At the bottom, there is a green checkmark icon followed by the text 'Connected'.

# Next Steps

- Identify Supported Delivery Staff  
Supported Delivery Training is **January 12, 2023 @ 1:00pm PST**
- [Register for Toolkit access](#)
- We will set up access for the primary persons placing equipment orders for your organization
- Once you have registered & received confirmation that the allocations are ready, start ordering your equipment
- Supported Delivery Staff deliver equipment using Cell-Ed's checklist; help clients with set-up and registering devices
- Supported Delivery Staff introduce and sign up clients with Cell-Ed (optional)

# Frequently Asked Questions



# FAQs

## 1. Who is part of the target population?

Californians who are eligible clients participating in CalFresh E&T, CalWORKs Home Visiting Program, Tribal TANF, and Indian Health Clinics.

## 2. Will the laptops and smartphones be delivered to the agency or to the client directly?

This is dependent on the agency's request. We recommend items go to the organization so that Supported Delivery Staff can help clients set-up and start using their new equipment successfully.

# FAQs

## **3. Will participating programs be liable for missing, damaged, or stolen laptops/equipment?**

Programs and staff who agree to participate in the L4L will not be held liable for missing, broken, or damaged laptops.

## **4. If the client loses the laptop and they need another laptop, is there a cutoff on the amount of laptops they are allowed to have replaced?**

Yes, however there will be no questions asked when the first replacement request is made. If this happens more than once, CDSS and Cell-Ed will investigate to ensure accuracy of need.



# FAQs

## **5. What data will be captured and saved from clients?**

Required client information includes: Name, email, phone number, DOB, language preference, CDSS Program, and county of residence.

## **6. Who will provide support to counties?**

Support will be available through Cell-Ed and Oakland partner Tech Exchange.

# FAQs

## 7. What type of tech support will Cell-Ed be providing to clients?

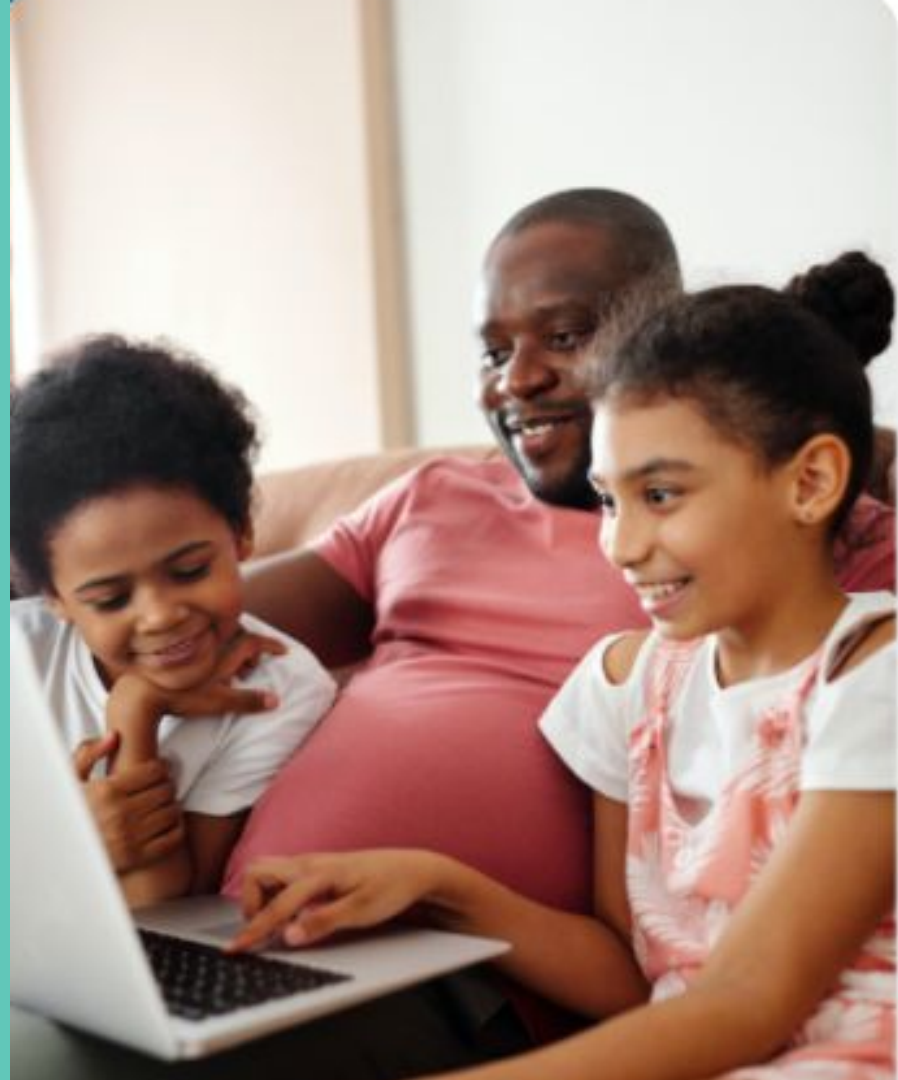
There will be coaches available throughout the work week, though it is not a hotline. Cell-Ed will provide support on basic technical issues. In the case of a broken laptop or hardware issues, clients will be forwarded to Tech Exchange.

# Questions

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Laptops 4 Life





## Laptops 4 Life

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