



Laptops 4 Life Playbook



cell-ed

CDSS
CALIFORNIA
DEPARTMENT OF
SOCIAL SERVICES



Welcome Laptops 4 Life

The COVID-19 pandemic brought to the forefront the resource gaps California's most vulnerable populations face every day. Too many Californians have limited access to technology, much less the digital know-how to navigate an increasingly online world.

In 2021, to help close the digital access and literacy gaps in California, the California Department of Social Services has teamed up with Cell-Ed and Tech Exchange to **pilot Laptops for Life (L4L)** - a program that will deliver almost 5,000 connected devices (Chromebooks and smartphones) to CDSS clients statewide, as well as supportive digital literacy education and coaching. The program relaunched in 2022/2023.

In the United States, 1 in 4 adults lack digital access, and 1 in 3 workers lacks foundational digital skills needed to navigate today's world in which everything from healthcare, employment searches, banking, applying for public benefits, and communicating with a child's teachers is increasingly online.

In addition to delivering equipment, L4L will allow CDSS clients enrolled in **CalFRESH E&T**, as well as **CalWORKs Home Visitation Program (HVP)**, **Tribal TANF and Indian Health Clinics programs** to use **Cell-Ed's scientifically-proven Remote Learning Solution** and our **trained coaches** to access digital literacy courses, as well as Cell-Ed's full course catalog of essential work and life skills which provides **countable participation hours**.

This L4L Playbook provides you with information you need to get started.



Laptops For Life (L4L) Overview



CDSS is partnering with Cell-Ed and Tech Exchange to distribute laptops (Chromebooks) and smartphones (Android devices) to eligible clients participating in CalFresh E&T, CalWORKs Home Visit Program, Tribal TANF, and Indian Health Clinics.

Expectations of Pilot Partners

Participating programs will be asked to:

1. [Sign up](#) to gain access to the L4L toolkit and updates
2. Join or watch a webinar on L4L, including how to provide supported delivery to clients
3. Deliver equipment using an easy-to-use Checklist on Cell-Ed to register the device & help clients set it up
4. Introduce and sign up clients to Cell-Ed



Benefits for Clients

In addition to providing equipment the L4L program provides clients with wraparound education and support to ensure they are set up for success.



1. All clients will have access to digital literacy courses, and tips & tricks that will be sent via email and text messaging.
2. Clients will also have access to Cell-Ed's course catalog including work readiness, reading for life & work, math for work & life, English language learning, and more!
3. Cell-Ed will provide each client a coach to provide support on technical issues and any Cell-Ed courses the client takes.



Getting Started: Five Easy Steps

1

Register your county

Sign up to participate at <http://cdss.cell-ed.net/laptops-4-life> as staff to gain access to a toolkit filled with program information, client materials, training manuals, and more.

2

Learn more

We have tried to supply all the information you need to support you and your client. Learn more by reading and watching material in the virtual toolkit, **attending webinars** and taking Cell-Ed's **Digital Literacy Courses** as available.

3

Request equipment

Requesting equipment (up to your program's allotment) is simple. Fill out the form on the L4L toolkit.

4

Supported Delivery

Deliver laptops to clients using Cell-Ed checklist to log laptops/smartphones and get your clients started on their new equipment. Cell-Ed will provide supported delivery materials, digital literacy courses, and an app for staff with real-time support.

5

Stay connected!

Once you sign up, Cell-Ed will provide ongoing email updates and webinars about the program. Ask questions or give Cell-Ed feedback anytime by emailing us at california@cell-ed.com.



Client Resources

By participating in L4L, clients can receive Chromebooks and/or smartphones.

In the event that a device is damaged, malfunctioning, or lost, participants will be able to apply to receive a replacement device. Staff can request a replacement device via the online toolkit. Clients can contact their Cell-Ed coach directly via the Cell-Ed app or by text. Cell-Ed will review and approve all requests.

Tech Support

Participants will have access to technological support throughout the duration of the program. Tech Support and Cell-Ed will be available to assist participants in any difficulties that arise. This support is currently available in English, Spanish, and Mandarin. This includes resources for clients if there is a lack of internet access in the home.

In addition to the equipment, clients will also receive:

1. Coaching support from Cell-Ed with Tech Exchange supporting technical issues
2. Digital literacy courses
3. Tip & tricks delivered a minimum of once a week via email and text messaging
4. Access to Cell-Ed's full essential skills catalog

Coaching Support

Each L4L participant will be connected with a Cell-Ed Coach who can answer basic tech help, assist with digital literacy skills, guide clients to additional learning opportunities, and triage more complex tech questions to Tech Exchange.

Please note - coaches are not available on-demand. Rather, they respond to client inquiries as soon as possible (within one business day), and are typically available Monday through Friday during regular business hours. We have found clients prefer having a coach they can trust rather than a call center-like solution in which they are routed from coach to coach.



Cell-Ed Courses

Cell-Ed has been designed to reach, teach, and upskill youth and adults around the world. We started with offering a call-in option of Vamos a Leer - teaching immigrants in Los Angeles how to read in their first language. From there, we have expanded with more than 1,000 hours of content including custom training and education content with our partners.

We have had the unique opportunity to partner with hundreds of large and small organizations from libraries, government agencies, community organizations, employers, foundations, and more to deliver over a million hours of learning!

Connect	Learners gain skills using any mobile phone or laptop*
Learn	Learners listen to 3-minute lessons & two-way text to gain new skills
Earn	Learners earn countable hours and gain digital certificates

Our approach

Adults are busy - juggling work, school, childcare, elder care, and much more. Most lack the language, literacy, or digital skills to navigate many remote learning solutions.

Cell-Ed was specifically designed for adults, taking into account key barriers such as time (as few have dedicated one hour blocks for studying), digital access (many lack smartphones or access to data plans/wifi), and literacy (simply call and get started).

All content is 100% relevant to learners' lives. In our English language learning course, we teach real skills for real life - how to deposit checks, talk to your doctor, or ace an interview.

3-minute lessons	to engage busy learners in short, easily digestible bursts
Radically accessible	to ensure all learners can access content even without wifi or data
Scientifically proven	to deliver 84% faster skills gains and 91% learner satisfaction
Integrated content	to provide learners relevant work and life skills to navigate daily life

"Cell-Ed is most impressive when used on a phone. We see the true innovation of Cell-Ed as bringing the content to users who cannot afford (or decipher) expensive technology."

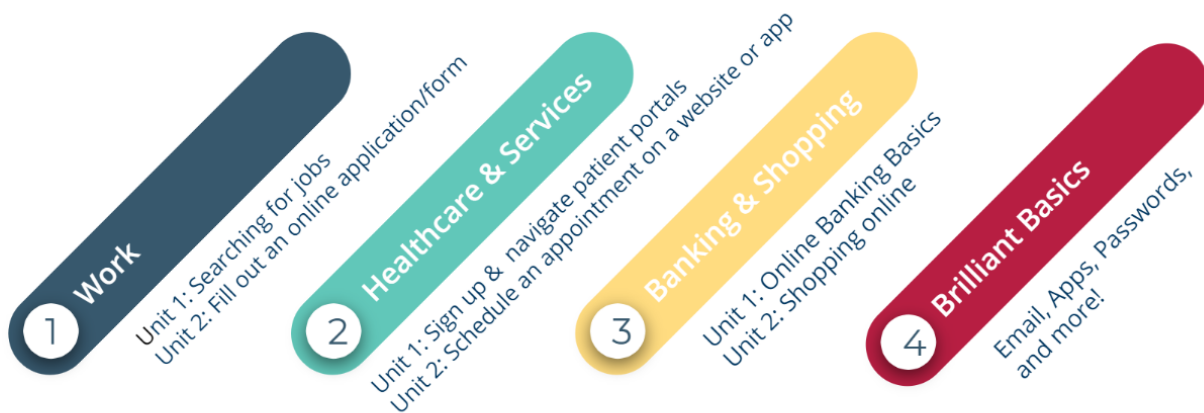
Carole Bausell, Literacy Council of Northern Virginia



Digital Literacy Courses

All L4L participants will have access to Cell-Ed Digital Literacy Courses. We ask that staff help clients get started on Cell-Ed so they can take advantage of this program benefit. Please note, this is an optional added value benefit, clients will not be required to participate in Cell-Ed related courses.

Courses will be made available in English, Spanish, and for English Language Learners. Additional courses are being developed and will be made available as they are ready.



Digital Literacy Tips & Tricks

Participants will also receive periodic text messages and emails with short tips and tricks about how to use their devices. These will include skills like, keeping important emails out of your spam box, saving jobs on a job search website, and creating an email signature.

Additional Cell-Ed Courses

Participants will automatically be provided access to Cell-Ed's complete Essential Skill catalog. Please note for CalWORKs participants each hour studied on Cell-Ed counts toward 4 countable hours.

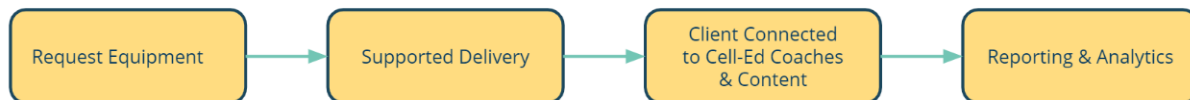
English on the Go	Six levels (high beginner to advanced) + beginner levels for Spanish speakers
Vocational English	English language courses specifically designed for key industries
Spanish on the Go	Vocational Spanish language courses, two levels
WorkReady	Key skills from applying for a job to communicating effectively at work
WorkReady ELL	Bridge program for English Language Learners with key work skills
SkillBuilder	Reading, writing, social studies, and math skills for work and life.S.T.E.Ps
STEPS	Steps to Educational Pathway Success, the what & how of higher education
Parenting	Tips for parents and caregivers who are teaching children how to read



CDSS Staff Role & Resources

The role of approved program staff will be to request and deliver equipment using a supported delivery methodology with assistance from the Cell-Ed app. Staff are also encouraged to tell participants about and connect them to the coursework and other services on Cell-Ed.

In order to enable you to best serve your clients, Cell-Ed will provide you access to your client's Cell-Ed usage data as well as shipping information on the equipment.



Requesting Equipment

Program staff will be responsible for requesting equipment either in bulk or individually using the link in the toolkit.

Some key notes

- Cell-Ed will track requests and alert organizations who have requested more laptops than their allocation.
- We recommend whenever possible that the equipment be shipped to your organization rather than directly to clients. This ensures a safe and secure shipping address, while also providing an opportunity for staff to provide supported delivery of the equipment.
- Your equipment can be requested in bulk ahead of time without knowing the names of the clients who will be receiving them. Staff will provide the names and information about each client upon delivery of the equipment.



Supported Delivery

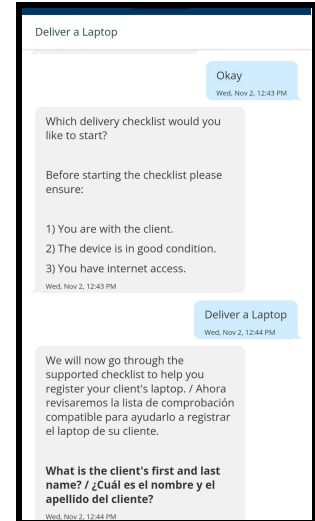
We ask that staff deliver the laptops using the Cell-Ed app, which will have a custom interface for staff with a checklist/survey to fill out at delivery.

The checklist will guide staff through five sections

1. Device question - such as any visible damage, does it work
2. Client demographic info - name, email, DOB, HH info
3. Basic set up - wifi, email, password security
4. Connect to resources - low-cost internet and data plan option
5. Getting started on CellEd

The Cell-Ed app will also enable staff to request a return, contact Cell-Ed, and try out the digital literacy courses as they are available.

More information on supported delivery is available on the [toolkit](#).





Additional Resources

Resources	Links
Low-cost internet providers	<ul style="list-style-type: none"> • Providers • Providers by zip code
The affordable connectivity program (ACP) helps low-income households pay for broadband services and internet connected devices. Up to \$30/month discount on internet services or up to \$75/month discount if the household is on qualifying Tribal lands.	<ul style="list-style-type: none"> • https://www.affordableconnectivity.gov/
Emergency Broadband Benefit / Federal Communications Commission	<ul style="list-style-type: none"> • https://www.fcc.gov/acp
Home Internet Options: <ul style="list-style-type: none"> • Comcast Internet Essentials \$9.95/month (up to 50 mbps) • Access from AT&T up to \$3 /month (up to 100 mbps) • Access from Sonic up to \$30/month discount (High-speed network) 	<ul style="list-style-type: none"> • Comcast Internet Essentials Phone: 855-846-8376 • AT&T Discount Internet Access Phone: 855-220-5211 • Access from Sonic - Discount Internet Access + Home Phone Phone: 888-766-4233
Public or Free Hotspots	<ul style="list-style-type: none"> • San Francisco WiFi • Search by zip code
In-depth instructions and trainings on mobile internet skills	<ul style="list-style-type: none"> • GSMA Trainings • Digital Learn
Trainings on emails, internet searches, and online documents	<ul style="list-style-type: none"> • Google for Education



Reports and Data

Cell-Ed will provide tracking information for all orders via the Inventory Management System.

Cell-Ed Usage Reports

Cell-Ed will provide all program staff who sign up as a designated staff with access to the Partner Portal & Dashboard to gain access to reports and dashboard on aggregate and individual client usage of Cell-Ed courses - both the digital skills courses as well as the full course catalog.

If you have not done so already, you will need to register to become a designated staff in order to access client reports. To do so, please register via the online toolkit.

A Cell-Ed Partner Portal & Dashboard manual as well as a training video will also be available on the toolkit.



Laptops 4 Life Program

FAQs

Eligibility	14
Who is eligible to receive laptops and smartphones?	14
What makes clients eligible for the CDSS Laptop Loaner Program?	14
When CDSS states HVP eligibility criteria, does that include the expanded population for different counties?	14
What happens to the laptop if/when the client is discontinued from CalWORKs or CalFresh?	14
One of the eligibility criteria for a laptop is to have not received a laptop previously, will clients eventually be eligible for a new laptop?	
Is this pilot program available for Child-Only cases?	14
Is a family who has access to a laptop through their child's school for distance learning still considered as having a need for this program?	14
If a CalWORKs HVP client is already in school and has their own laptop, will they still qualify through this program?	15
Will the clients that are currently taking Cell-Ed classes be automatically eligible for a laptop and transitioned into the CalWORKS HVP program?	15
If they are a CalWORKS HVP client, are they automatically eligible or are there other eligibility criteria?	15
When CDSS states CalWORKS HVP eligibility criteria, does that include the expanded populations for different counties?	15
Are CalWORKs/GAIN participants who received similar devices from Cal Learn or other GAIN supportive services eligible for a device through this program?	15
Is there a system in place to check if a client is already receiving a laptop through another CalWORKs or CalFresh E&T program?	15
Equipment Background	16
What types of equipment will be provided?	16
Can clients get both a smartphone and Chromebook?	16
Do the laptops allow downloads of other programs and applications?	16
Does L4L provide WiFi or internet service?	16
Will the smartphones have cellular internet and be connected for clients?	16
Equipment Ordering	17
How many laptops and smartphones are allocated to my program?	17
How did CDSS HVP allocate equipment for my program?	17
Can we order our full allocation at once?	17



Will the contractors be requesting the laptop directly through Cell-Ed or request must come from the county?	17
Do I need to provide the clients' names and information when I request equipment?	17
What information will be required when I place my equipment order?	17
Will the equipment be delivered to the agency or to the Client?	17
How long will it take for the equipment to arrive after ordering?	17
Liability	18
Will participating programs be liable for missing, damaged, or stolen equipment?	18
How long can clients keep the equipment?	18
If the client loses the laptop, can they get a replacement?	18
Who has access and identifies courses completed by the CalWORKS HVP client?	18
Client Benefits	18
In addition to equipment, what other benefits do clients receive?	18
What languages are the coaches able to support clients in?	18
Are clients eligible for both a smartphone and laptop or do they choose which one they need?	18
Staff Roles	18
What is the role of program staff?	18
Do staff need to create a Cell-Ed account?	18
What is expected when staff deliver equipment?	18
What is a Supported Delivery?	18
What training will be provided to staff?	18
Getting Started	18
Where do counties find registration information?	18
Will training information for staff be provided online?	18
How will program staff request equipment for clients?	18
Can participating counties re-submit a needs assessment since the last needs assessment was submitted months ago?	19
Can CalWORKS HVP workers get information/reminders on what we submitted as our need?	20
Technical Support	20
Who will provide support to programs?	20
What type of tech support will Cell-Ed be providing to clients?	20
How long will technical and learning support be available to families?	20
Will there be support for software updates?	20
Will technical support be provided in multiple languages?	20



Cell-Ed Courses & Coaching	21
Is participation in Cell-Ed courses required to receive a laptop?	21
Can clients opt-out of receiving SMS and email tips & tricks from L4L?	21
What is covered in the Digital Literacy courses on Cell-Ed?	21
What will the weekly L4L SMS and emails cover?	21
Do learners need internet access or data plans?	21
To what additional courses and content do L4L clients have access?	22
How long are the lessons and courses?	22
Who writes Cell-Ed content?	22
Cell-Ed Troubleshooting	23
What if learners cannot download the app?	23
What should a learner do if they cannot log in onto Cell-Ed?	23
How do learners change a course?	24
How do learners reach out to Cell-Ed for help?	24
Data & Reports	25
How can program staff see how much clients are using Cell-Ed, especially to track countable hours?	25
What data will be captured and saved from clients?	25
What if a client does not have a Social Security Card?	25
Beyond the reporting on Cell-Ed to document distribution of the devices, are there ongoing reporting requirements for program staff?	25



Eligibility

Who is eligible to receive laptops and smartphones?

Clients of CalWORKs HVP, Tribal TANF, Indian Health Clinics, and CalFresh E&T who do not have adequate access to technology at home. They may have another device at home, but need technology to complete program requirements or to assist with their children's schoolwork.

What makes clients eligible for the CDSS Laptop Loaner Program?

Families who are eligible and enrolled in CalWORKs HVP, Tribal TANF, Indian Health Clinics, or CalFresh E&T, and have not received any prior laptop from the CalWORKs program.

When CDSS states HVP eligibility criteria, does that include the expanded population for different counties?

Counties who have expanded populations are required to check in with CDSS or respective county analysts to ensure they are also CalWORKs clients.

What happens to the laptop if/when the client is discontinued from CalWORKs or CalFresh?

Staff can request a return of equipment using the toolkit or emailing california@cell-ed.com if a client is discontinued from the stated programs.

Is this pilot program available for Child-Only cases?

Yes, CalWORKs HVP child only cases are eligible for the L4L program.

Is a family who has access to a laptop through their child's school for distance learning still considered as having a need for this program?

Yes, a family with access to a laptop through their child's school for distance learning can still be considered for the program. The determination for need should be assessed by the participating county and home visiting staff, using their best judgment to assess the family's need for additional equipment for the household.

If a CalWORKs HVP client is already in school and has their own laptop, will they still qualify through this program?

The determination of need should be through the home visitor's assessment if additional equipment for the household will be beneficial to the family.

Will the clients that are currently taking Cell-Ed classes be automatically eligible for a laptop and transitioned into the CalWORKS HVP program?

Clients that are currently taking Cell-Ed classes and meet the CalWORKs HVP eligibility can voluntarily opt into CalWORKs HVP. We ask that all clients that participate in the CalWORKs Home Visiting Laptop Loaner/L4L pilot are enrolled in CalWORKs HVP.



If they are a CalWORKS HVP client, are they automatically eligible or are there other eligibility criteria?

Yes, all participants that meet CalWORKs HVP eligibility criteria are eligible for the laptop loaner pilot program, given that they have not used any county-provided funds to purchase a laptop previously.

When CDSS states CalWORKS HVP eligibility criteria, does that include the expanded populations for different counties?

Yes, CalWORKs HVP eligibility criteria includes the expanded population for different counties.

Are CalWORKs/GAIN participants who received similar devices from Cal Learn or other GAIN supportive services eligible for a device through this program?

Eligibility for a second device is possible for participants who acquired an initial device from another funding source outside of CalWORKs. Duplication of services is prohibited. However, we require the county or home visiting agency to assess the family's need and provide explanation for the need of an additional device for the household.

Is there a system in place to check if a client is already receiving a laptop through another CalWORKs or CalFresh E&T program?

Duplication of services is prohibited; it is required by the county, community based organization, or home visiting agency to assess the family's need for an additional device for the household prior to submitting an order for the client.

Equipment Background

What types of equipment will be provided?

The L4L program will provide Chromebooks to clients, and also has a limited number (around 1,000) smartphones available.

Can clients get both a smartphone and Chromebook?

Yes. If program staff deems it appropriate, clients can receive both a smartphone and a laptop as long as inventory is available and falls within your program's allocation.

Do the laptops allow downloads of other programs and applications?

Yes, learners can download any additional applications or programs. Learners will have the ability to use all the available software and apps a Chromebook or smartphone provides.

Does L4L provide WiFi or internet service?

No. Clients will be responsible for acquiring internet service or finding public WiFi hotspots. L4L will provide resources to staff and clients about low-cost internet providers and tips to find public WiFi or finding free hotspots (e.g., many local libraries allow patrons to check out hotspot devices).



Will the smartphones have cellular internet and be connected for clients?
No, they are unlocked phones. Clients are responsible for paying for either internet and/or a phone plan with cellular providers. Part of the supported delivery will be notifying clients of subsidized network options.

Equipment Ordering

How many laptops and smartphones are allocated to my program?

Cell-Ed and CDSS will communicate your equipment allocation to your program, and update it as more equipment becomes available. If you request more than your current allocation, you will be notified by Cell-Ed that we will be unable to fulfill your full request at this time and you will be notified when additional supplies are available

How did CDSS HVP allocate equipment for my program?

HVP utilized the submitted surveys from 2022 to determine the allocation for each participating county. The allocation for counties will be considered and an equitable percent across counties will be utilized for final numbers.

Can we order our full allocation at once?

Yes! If you have the ability to securely store the equipment, we are happy to ship your program's entire allocation to you at one time.

Will the contractors be requesting the laptop directly through Cell-Ed or request must come from the county?

Counties have the flexibility to work with their contractor to determine whether the county or the contractor will submit the requests to Cell-Ed. Please be mindful of the allocation of each respective county.

Do I need to provide the clients' names and information when I request equipment?

No. You may order the equipment in bulk and can provide client information upon delivery. That said, if you do have client information ahead of time, we highly recommend you provide client information at the time of order.

What information will be required when I place my equipment order?

Staff will need to provide their information, their supervisor's information, the number of devices requested, a shipping address, and individual client information if known.

Will the equipment be delivered to the agency or to the Client?

We recommend the equipment is sent to your organization (e.g., county or organization office) for security and tracking purposes (as well as to enable a supportive handoff of the equipment). That said, the program is designed to be flexible and meet your program and clients' needs, therefore you can request equipment be sent to clients directly.



How long will it take for the equipment to arrive after ordering?

If the equipment is in the warehouse, then it should be received within 7 to 10 work days. If not, we will send you an email with estimated shipping dates.

Liability

Will participating programs be liable for missing, damaged, or stolen equipment?

Participating programs will not be held liable for missing or damaged equipment. However, be aware that replacement of equipment will only be possible as inventory allows.

How long can clients keep the equipment?

As long as clients are participating in the program, they may keep the equipment. The loan of the smartphones is indefinite. For the laptops, program staff can request a return by using the Cell-Ed app or emailing Cell-Ed at california@cell-ed.com.

If the client loses the laptop and they need another laptop, can it be replaced?

Yes, so long as equipment inventory permits. All replacement requests will be reviewed and approved by Cell-Ed and CDSS. If multiple requests are made by the same staff person, client or program, Cell-Ed and CDSS will investigate.

Who has access and identifies courses completed by the CalWORKS HVP client?

Cell-Ed will work with CDSS to determine which staff will have access to course completion data; while also protecting the privacy of clients.

Client Benefits

In addition to equipment, what other benefits do clients receive?

In addition to providing equipment, the L4L program provides clients with wraparound education and support to ensure they are set up for success.

What languages are the coaches able to support clients in?

Cell-Ed coaches have the capacity to support clients in English, Spanish, and Mandarin. Other languages can be made available if needed.

Are clients eligible for both a smartphone and laptop or do they choose which one they need?

Clients can receive both a smartphone and laptop if program staff deem it appropriate.



Staff Roles

What is the role of program staff?

Program staff will be responsible for the initial equipment request in addition to supported delivery of the devices. This requires ability to answer basic questions with the support of Cell-Ed and triaging more complex questions to Cell-Ed.

Staff will need to [sign up](#) to access the order form, training materials, and more.

Do staff need to create a Cell-Ed account?

Yes! Staff also will need to download the Cell-Ed app. Instructions for downloading the app and creating an account will be provided on the toolkit. If staff already have an account, they will need to work with Cell-Ed to move them over to the custom “staff only” account from the general client account.

What is expected when staff deliver equipment?

Staff will be expected to log equipment, including providing client information using the checklist on the Cell-Ed App that will guide them through the setting up on their device, obtaining email, creating usernames and passwords, finding low-cost internet access, and getting started on Cell-Ed.

What is a Supported Delivery?

Supported delivery simply means that the client is set up to succeed in fully utilizing their new equipment. Supportive delivery includes checking to make sure the equipment is in good shape, and helping guide clients through basic digital navigation (e.g., setting up WiFi, creating a Google account, selecting usernames and passwords). In addition, we ask that all staff introduce clients to Cell-Ed.

What training will be provided to staff?

Cell-Ed will be conducting webinars to train staff. The recorded webinars, as well as printed materials, will be on the online toolkit.

Getting Started

Where do counties find registration information?

Counties who are looking to participate can sign up at <http://cdss.cell-ed.net/laptops-4-life>. This allows access to a toolkit filled with client materials, training manuals, and more.

Will training information for staff be provided online?

Yes! Anyone who signs up on the [L4L toolkit](#) will get training info, toolkit materials, and take digital literacy courses as available.



How will program staff request equipment for clients?

Staff can request equipment on the toolkit. Equipment can be requested either in bulk or individually using the Equipment Request Form.

Can participating counties re-submit a needs assessment since the last needs assessment was submitted months ago?

The CalWORKs HVP team in partnership with Cell-Ed will be using the numbers that were given when counties completed the survey. If there are additional families that have recently registered, counties may send in additional numbers, building from what was initially submitted. If there is capacity to meet the additional request; Cell-Ed will work with CDSS to balance the need to each county.

Can CalWORKS HVP workers get information/reminders on what we submitted as our need?

Yes, the CalWORKs HVP analysts assigned to each participating county will send out the initial survey the county submitted. Cell-Ed will also track allocation numbers that were received and how many the counties/orgs have requested. Even included numbers over the allotted amount.

Some key notes

- Cell-Ed will track requests and alert organizations who have requested more laptops than their allocation.
- We recommend whenever possible that the equipment be shipped to your organization rather than directly to clients. This ensures safe and secure shipping, while also providing an opportunity for staff to provide supported delivery of the equipment.
- Your equipment can be requested in bulk ahead of time without knowing the names of the clients who will be receiving them. Staff will provide the names and information about each client upon delivery of the equipment.

Technical Support

Who will provide support to programs?

Cell-Ed is committed to providing all participating programs with support. Program staff can simply email us at california@cell-ed.com, click on the HELP tab of the Cell-Ed app, or submit a Help request via the toolkit. Cell_Ed staff will respond as quickly as possible.

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

Cell-Ed coaches are available throughout the work week to support clients. Coaches will respond within one business day. Each client will be assigned a coach who will support their journey. In the case of a broken laptop or hardware issues, Cell-Ed may refer clients or program staff to the experts at Tech Exchange.



How long will technical and learning support be available to families?

Support will be available throughout the entire program.

Will there be support for software updates?

Chromebooks and Android phones automatically update software. This removes digital literacy barriers.

Will technical support be provided in multiple languages?

Currently client support is offered in English, Spanish, and Mandarin. Additional languages can be made available if needed.

Cell-Ed Courses & Coaching

Is participation in Cell-Ed courses required to receive a laptop?

No. Cell-Ed is a voluntary program. If clients do not participate it will not affect their eligibility in the L4L program. However, we encourage clients to take advantage of all the courses available, the weekly tips & tricks, and the coaching supports.

Can clients opt-out of receiving SMS and email tips & tricks from L4L?

Yes. They can. However, we do not advise it. SMS and emails are a great way for clients to learn how to fully use their new equipment as well as all the other great benefits of L4L.

What is covered in the Digital Literacy courses on Cell-Ed?

There will be a minimum of 12 units of content in development (English, Spanish and ELL versions). This will cover basics & how to do key tasks that are usage based rather than skill based courses (online banking and online shopping vs. encryption & privacy).

What will be the weekly L4L SMS and emails cover?

Participants also will receive periodic text messages and emails with short tips and tricks about how to use their devices, as well as new courses offered on Cell-Ed. These will include skills like keeping important emails out of your spam box, saving jobs on a job search website, and creating an email signature.

Do learners need internet access or data plans?

Yes. If clients use the Cell-Ed app or WhatsApp integration, they will need data or access to the internet. Clients with internet access can simply go to california.cell-ed.com to get started. They may be asked to enter PIN 3311.

Clients who lack internet access, can simply call Cell-Ed on any cell phone (1-888-488-3311). Please note standard messaging rates apply for the call-in version.

NOTE: Learners can go back and forth between the call-in, app, online, and WhatsApp versions. Cell-Ed will remember where they left off. This is very common as clients often have limited data plans or inconsistent internet.



To what additional courses and content do L4L clients have access?

Participants will automatically be provided access to Cell-Ed's complete Essential Skill catalog. Please note for CalWORKs participants each hour studied on Cell-Ed counts toward 4 countable hours.

English on the Go	Six levels (high beginner to advanced) + beginner levels for Spanish speakers
Vocational English	English language courses specifically designed for key industries
Spanish on the Go	Vocational Spanish language courses, two levels
WorkReady	Key skills from applying for a job to communicating effectively at work
WorkReady ELL	Bridge program for English Language Learners with key work skills
SkillBuilder	Reading, writing, social studies, and math skills for work and life.S.T.E.Ps
STEPS	Steps to Educational Pathway Success, the what & how of higher education
Parenting	Tips for parents and caregivers who are teaching children how to read
COVID-19	Four-part series from experts (CDC and WHO). Multiple languages

How long are the lessons and courses?

Most lessons are only three minutes long so that busy learners can fit in studying wherever and whenever they can. Dozens of lessons make up a unit, which are around an hour.

Who writes Cell-Ed content?

We have a stellar team of content experts all of whom have deep experience in Adult Basic Education, Language Learning, and mobile learning. We also partner with experts on critical courses. For example, the COVID-19 courses were developed using best practices of the World Health Organization (WHO) and Centers for Disease Control (CDC), and were reviewed by certified health coaches and epidemiologists.

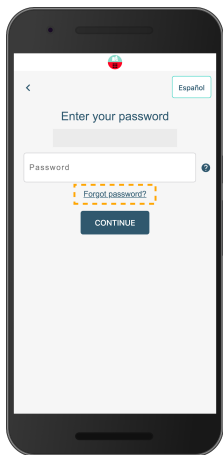


Cell-Ed Troubleshooting

What if learners cannot download the app?

First check and see if they have an internet connection. If they do not have one, encourage them to start on the call-in version (they can always switch to the app/WhatsApp version at a later time).

Other common issues are phones not having enough memory to download the app (they may need to delete some apps or photos, or use the call-in version). You can also try texting them the california.cell-ed.com address and walk them through what to click on!



What should a learner do if they cannot log in onto Cell-Ed?

Sometimes learners get a new phone and have to re-download the app (california.cell-ed.com). Other times they logged out completely and forgot their password. They will need to click on the Forgot Password button and follow the steps to change their password.

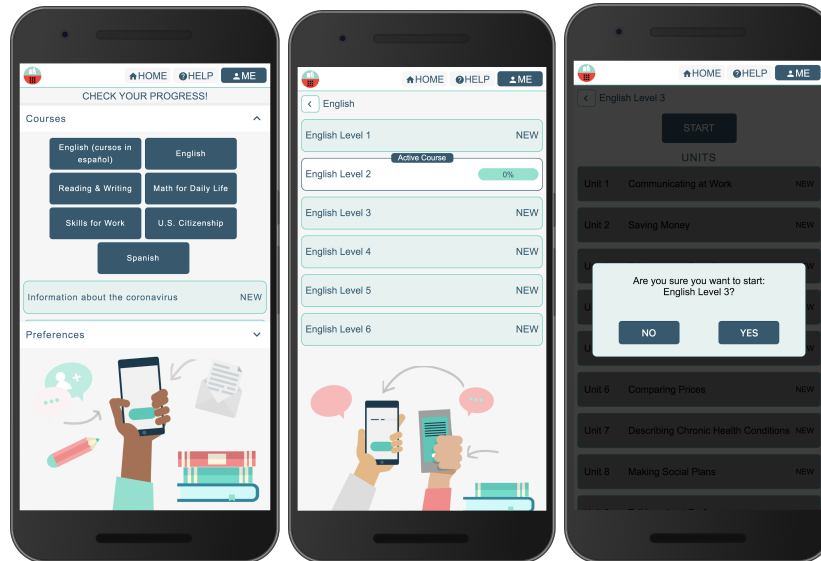
If a learner has difficulty changing their password, ask if a family member can help, propose the learner create an easy six-digit password (e.g., 123456) or consider offering the call-in option, which can be easier for some learners. It is ok to use a simple password here because no personal information can be obtained from this site.

NOTE: After the learner signs up - enters phone number, password, PIN (3311) - the learner does not need to enter a password the next time they open the app unless they explicitly clicked “log out” in the app.



How do learners change a course?

Learners using the Cell-Ed app and online versions go to the “ME” tab to see all the courses they have access to. By clicking into one of these broad categories (e.g., English, Reading & Writing), a learner will see all of the courses available to them within that category.



For the call-in or WhatsApp version, learners can text HELP to 888-488-3311 and follow the menu prompts to change courses.

NOTE: Learners can take multiple courses at the same time, and repeat them.

How do learners reach out to Cell-Ed for help?

App and Online users simply click on the HELP tab. Call-in users and WhatsApp users simply message HELP. After texting “Help,” a menu of options will be texted to the learner:

- a. Switch courses
- b. Find resources
- c. Ask questions



Data & Reports

How can program staff see how much clients are using Cell-Ed, especially to track countable hours?

Cell-Ed will provide all program staff who sign up as Designated Staff with access to the Cell-Ed Learning Management System (LMS) to gain access to reports and dashboard on aggregate and individual client usage of Cell-Ed courses - both the digital navigation courses as well as the full course catalog.

If you have not done so already, you will need to register to become Designated Staff in order to access client reports on the LMS. To do so, please register via the online toolkit.

What data will be captured and saved from clients?

Most of the client information for L4L will be captured by the program staff when they deliver the equipment. Client information will include name, phone number, email address, HH composition, DOB, last four digits of SSN (if applicable), in-home internet access (y/n). The Cell-Ed platform is fully encrypted and protects personal information.

What if a client does not have a Social Security Card?

In cases where a client does not have SSN, clients can enter their CalWORKS identification or a case number as an alternative. Anything that will help connect the client to client management systems already in use.

Beyond the reporting on Cell-Ed to document distribution of the devices, are there ongoing reporting requirements for program staff?

No. There is no additional documentation or requirements at this time. There may be surveys sent out for use of the program.