



# Laptops 4 Life Program FAQs

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## 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](mailto: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](mailto: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](mailto: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](https://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.

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

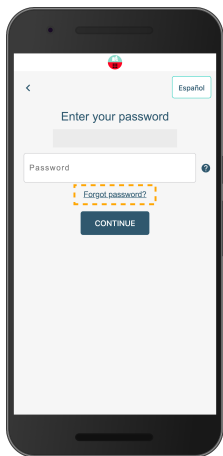


## Cell-Ed Troubleshooting

### 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](https://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](https://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.

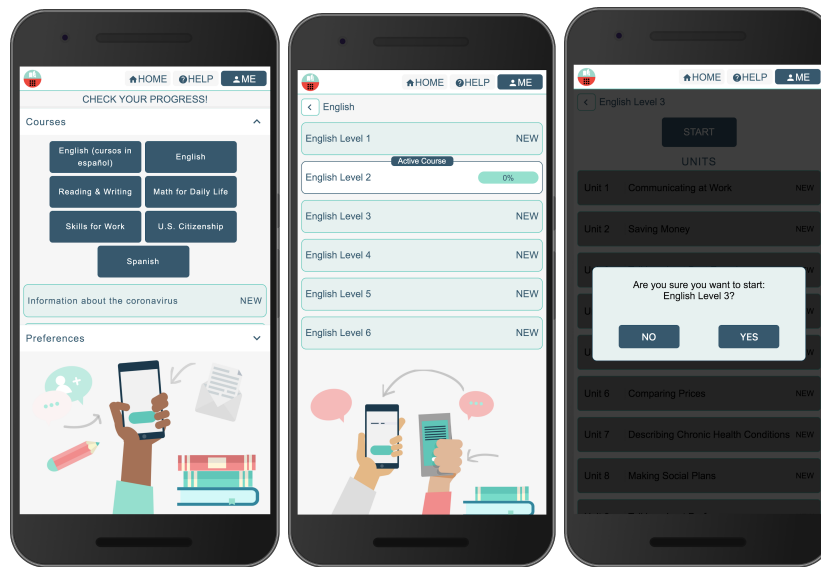
If a learner has difficulty changing their password, ask if a family member can help, propose the learner create an easy six-digit password (e.g., 123456) or consider offering the call-in option, which can be easier for some learners. It is ok to use a simple password here because no personal information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

- Switch courses
- Find resources
- 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.