# Supported Delivery

What is supported delivery?

Supported delivery provides support to participants to help them learn relevant digital literacy.

Examples of digital literacy skills:

- Checking emails on a phone or computer

- Using an online search to find job opportunities

- Sending money to family through online banking

- Creating an online profile on a social media platform

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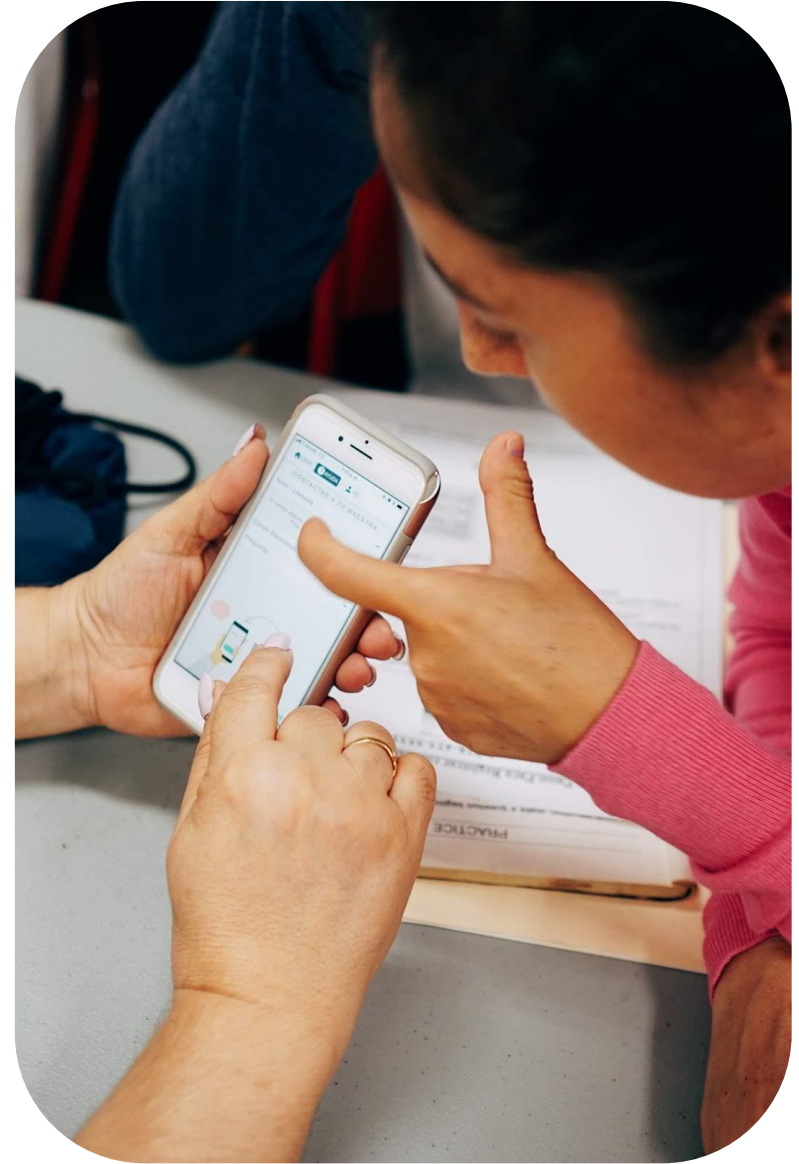
Why this work matters?

During the COVID-19 pandemic, California's most vulnerable populations have limited access to resources

- 1 in 5 U.S. adults can't read
- 1 in 4 lack digital access
- 1 in 2 need essential skills

... and many lack critical digital skills needed to thrive

- 1 in 3 workers lacks foundational digital skills
- 13% have no digital skills
- 18% have very limited skills

Why this work matters?

Power of Coaching to Nudge and Support
280% increase in engagement after coaching nudges

Bias around digital literacy

Fragmented skills

The truth about digital literacy is that …

25% of all US workers with no digital skills are between 16-34

29% of all US workers with limited skills are between 16-34

Role of CalFresh E&T Supported Delivery Staff

Device Questions

↓

Client demographic information

↓

Connecting clients to additional services

↓

Custom digital literacy

Cell-Ed Platform for Staff

1. Register equipment at delivery
2. Supported delivery
    a. Checklist on Cell-Ed with real-time automated support
    b. Ability to answer basic questions with Cell-Ed app for support
    c. Triage complex questions to Cell-Ed
3. Return equipment
4. Try out Digital Literacy Course

Cell-Ed [Demo](#) for Staff Accounts

Cell-Ed to send out email blast post-webinar on instruction for joining Cell-Ed

Supported Delivery Details

- Device check
- Log onto WiFi
- Set up a Google account
- Set up Gmail or other email
- Usernames 101
- Passwords 101
- Privacy and security

Clients need a Google account for Chromebook & Android phones

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Your Role: Device check

Is the laptop or phone in good physical condition?

Does the laptop or phone turn on?

Your Role: WiFi Access

To set up the device you will need access to the Internet!

WiFi Access at Work Site

Identify where you will be meeting the client

Prior to meeting with the client, ensure that there is access to Wifi at the site

Will you need a access to a guest login and password?

Work with tech at the site to ensure you have everything ready to go

If you don't have WiFi you will not be able to set up the device.

Your Role: Smartphone SIM card/ phone plan

Connect the smartphone to WiFi (unless client has a SIM card with data plan)

Let clients know where to get SIM Card/Phone Plan

    Any phone provider-Cricket, Boost, Sprint, T-Mobile, AT&T, Verizon, online

    Avoid multi-year contracts

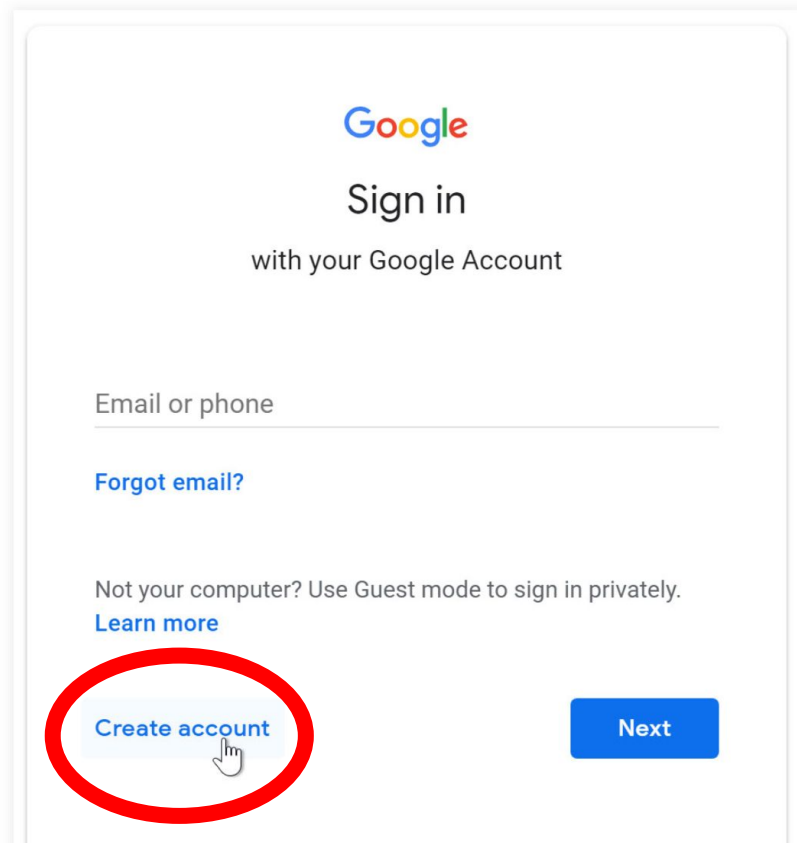# Your Role: Setting up a Google Account

Check to see if your client has a Google account (i.e., Gmail address or Google Play account)

Computer setup

1. Initial Chromebook screen will ask for Google login information

2. Ask client to log in or help them create an account
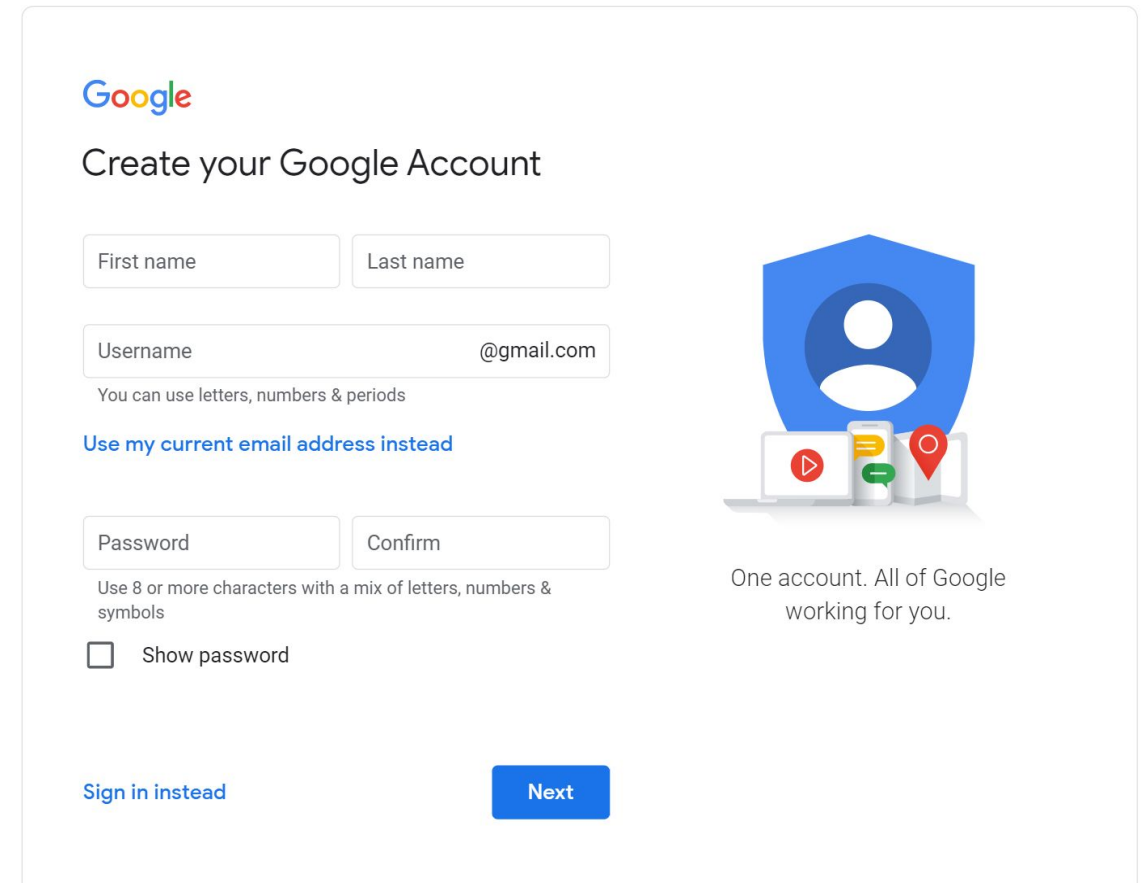
Your Role: Setting up a Google Account

Your Role: Creating Usernames

Have the client choose something professional

Remember their Google Account name will become their gmail alias

DON'T use a nickname or a name that is difficult to remember

DO use given name, use periods or numbers if the name is taken, use something easy to remember and say to people

example: CarlaFlores55

Your Role: Creating Passwords

Passwords should be at least 8 characters, with upper and lowercase letters, numbers, and symbols (e.g., *, & @, #)

DON'T   use personal information such as family members, home address, birthdates, or any information that is easy to find online

DO   Avoid common words or combinations - 123456, abcde, password

When possible let Chrome (Google password manager)
create passwords

Your Role: Creating a Password

DO   Choose something that will be remembered such as favorite song, book, movie or the beginning letters of each word from a sentence

Single Ladies = S!ngleL@di3s

Vivir Mi Vida= V!v!rM1.vid@

I love you so much my dear friend = iLySmMDf

then add some numbers and symbols **iLySm:MDf7**

Your Role: Email 101

Confirm if they have email, if not set them up! Remind clients to check email daily.

Provider	What is the cost?	Key features?	Do people I know use this email service?
Gmail	free	-calendar -contact book -organize photos	yes/no
Yahoo	free	-calendar -contact book -organize photos	yes/no
Outlook	free	-calendar -contact book	yes/no

Clients will have a Gmail account automatically with their Google Account

Your Role: Usernames and Passwords

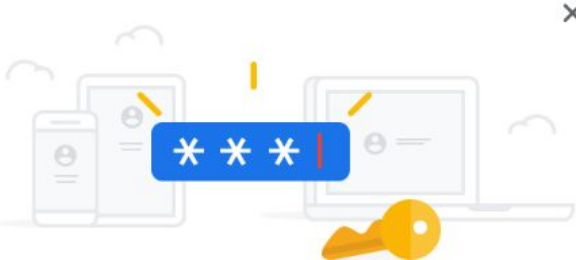Many sites require usernames
and passwords

Clients should continue to consider usernames and
password selection
for each site used

Google will sync passwords
between devices if it is saved

Recommend different passwords for each

**Tip - HOW TO TRACK
IT ALL?**
Chrome's password manager!

Save password?

Username   sonali@cell-ed.com

Password   ••••••••••

Save   Never

Passwords are saved in your Google Account so you
can use them on any device

Your Role: Security and privacy

What information should a client share?
    e.g, creating email account-can share phone number and date of birth

Considerations of privacy
    Social Security Number, address, bank account, credit card, passwords

Storing information

Logging off public devices

Your Role: Access to low-cost internet

You can access low-cost internet by finding a provider in your area:

- The California Emerging Technology Fund: **1-844-841-INFO (4636)**
- Available plans from CDE.ca.gov
- Providers by zip code from Everyoneon.org
- Affordable connectivity program (ACP) helps low-income households by offering discounts of up to $30/month on internet services or up to $75/month for households on qualifying Tribal lands

These telecom companies may also offer local low-cost options:

- Comcast Internet Essentials: 855-846-8376
- AT&T Discount Internet Access: 855-220-5211
- Sonic Discount Internet Access: 888-766-4233

FIND LOW-COST OFFERS

Your Role: Connect Clients to Cell-Ed

- Play on your own Cell-Ed account to understand the navigation
  - You will have access to all the Digital Literacy courses

- Get clients started on Cell-Ed via the App or on their web browser

- Show clients how to use Cell-Ed and how to reach out for help!

- Remind them that:
  - A Cell-Ed coach will reach out to them
  - Cell-Ed will be sending them tips & tricks via text and email

Cell-Ed: Uniquely Designed for Vulnerable Californians

Universal Access

Available across any device. No smartphone or data plan required
call in/text - WhatsApp - Smartphone app - tablet - laptop - computer

Micro Lessons

Adults are busy - juggling a lot, family, life & more
three-minute lessons - available 24/7 - anytime, anywhere

Stackable

From beginner to work & college ready
two-way Q&A check for understanding - certificates

Integrated

Relevant work and life skills in every lesson
designed for today's adults - aligned with national standards

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Digital Literacy Content

1 Work
Unit 1: Searching for jobs
Unit 2: Fill out an online application/form

2 Healthcare & Services
Unit 1: Sign up & navigate patient portals
Unit 2: Schedule an appointment on a website or app

3 Banking & Shopping
Unit 1: Online Banking Basics
Unit 2: Shopping online

4 Brilliant Basics
Email, Apps, Passwords, and more!

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Additional Work, Life & Language Content

English on the Go

WorkReady Skills

SkillBuilder Writing

SkillBuilder Reading

SkillBuilder Math

S.T.E.Ps (Steps to Educational Pathway Success)

Civics & Citizenship

Vamos a Leer

Building Future Readers
(Tips for Parents & Caregivers to Read to a Child)

English for Customer Service

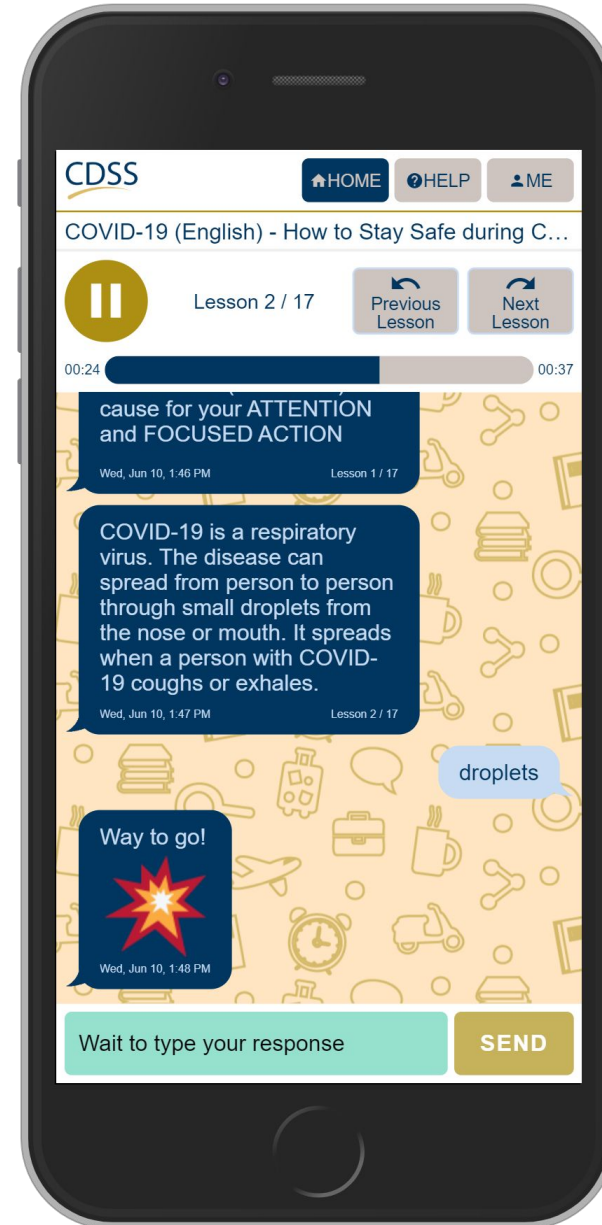Full suite of essential skills & information for adults aligned with national standards

"The program is great, especially the work series.
I actually landed a couple of interviews because of that.
Specifically, the course on self-confidence & goal-setting really helped me."

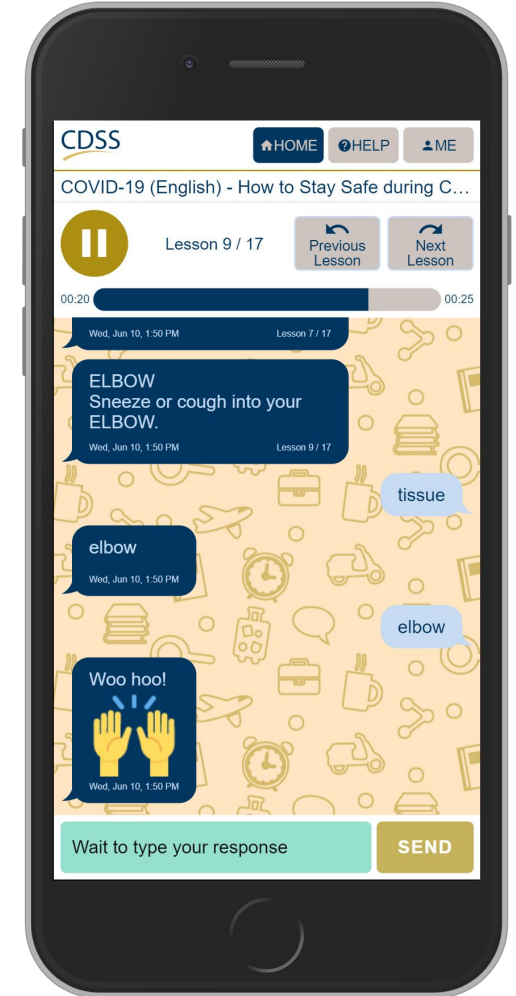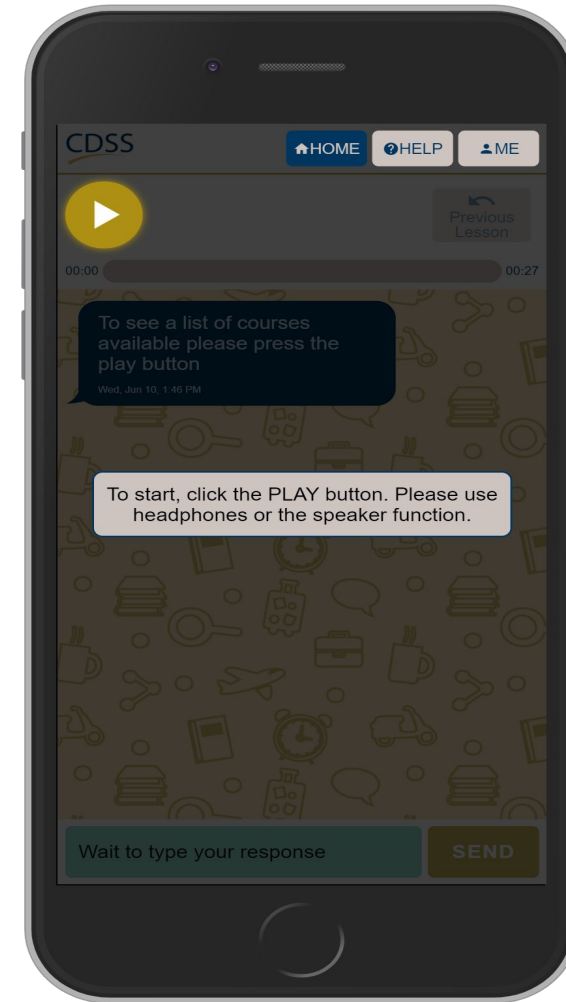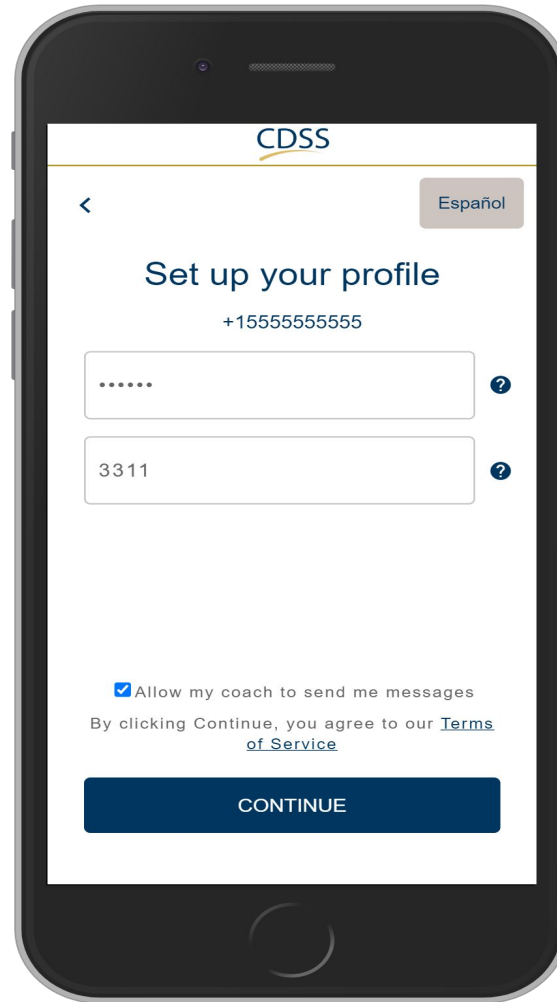**-Michael, Orange County, CalFresh E&T**
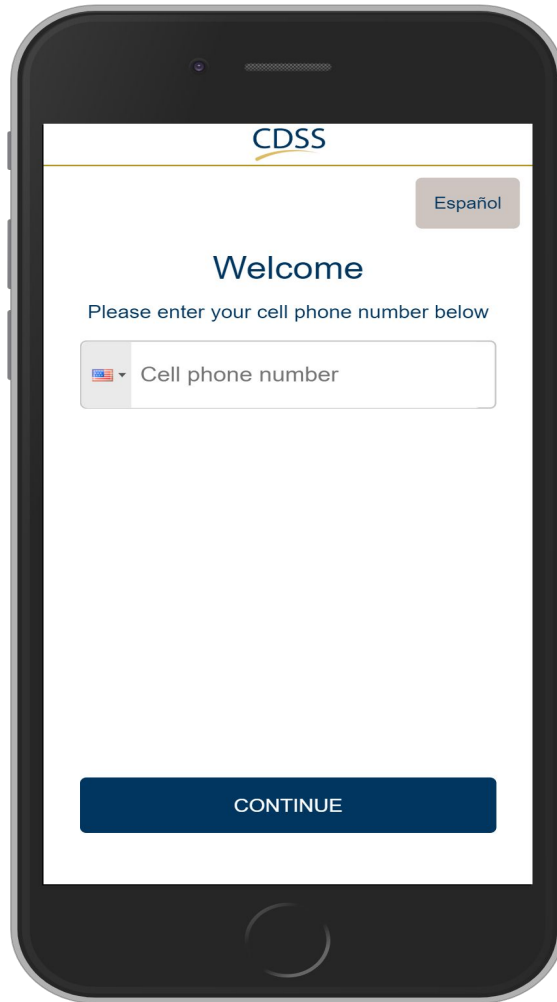
Create a Cell-Ed account for clients

Will provide flyers with easy access
for clients to sign up

- Landing page
- Written instructions

Note: some clients may actually already use Cell-Ed.
In that case, let them know about the new digital literacy
courses, as well as the tips & tricks they will be receiving via
text and email.

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Screen 1

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Español

Welcome

Please enter your cell phone number below

🇺🇸 ▼ | Cell phone number

CONTINUE

Screen 2

CDSS

< Español

Set up your profile

+15555555555

●●●●●● ❓

3311 ❓

☑ Allow my coach to send me messages

By clicking Continue, you agree to our Terms of Service

CONTINUE

Screen 3

CDSS | 🏠 HOME | ❓ HELP | 👤 ME

▶

00:00 ─────────────── 00:27

To see a list of courses available please press the play button
Wed, Jun 10, 1:46 PM

To start, click the PLAY button. Please use headphones or the speaker function.

Wait to type your response | SEND

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Learner Onboarding Flow

Downloads application or goes to Cell-Ed website → Enters phone number and PIN → Answers demographic and placement questions → Matched with digital literacy courses and coach → Receives helpful tips and tricks via email and SMS
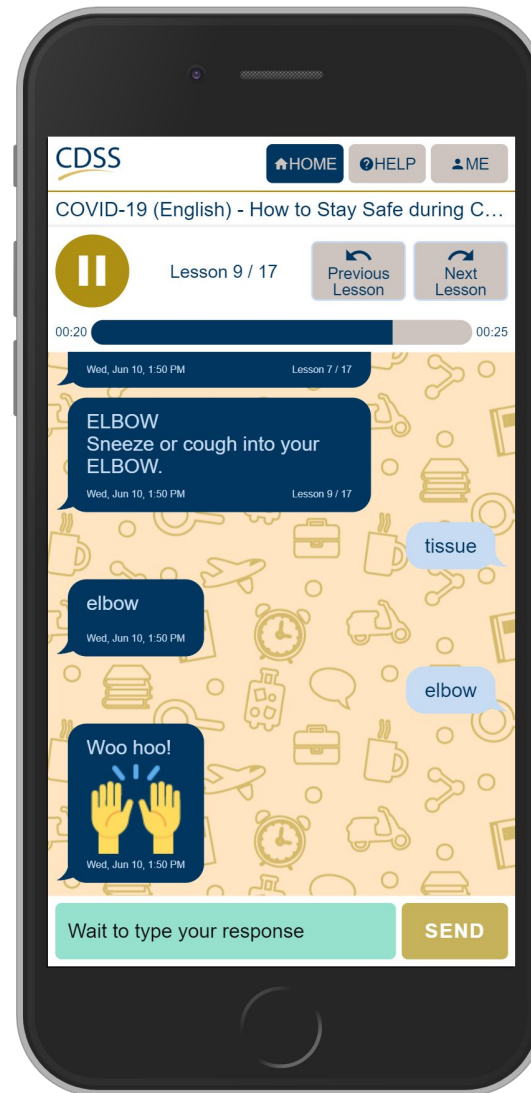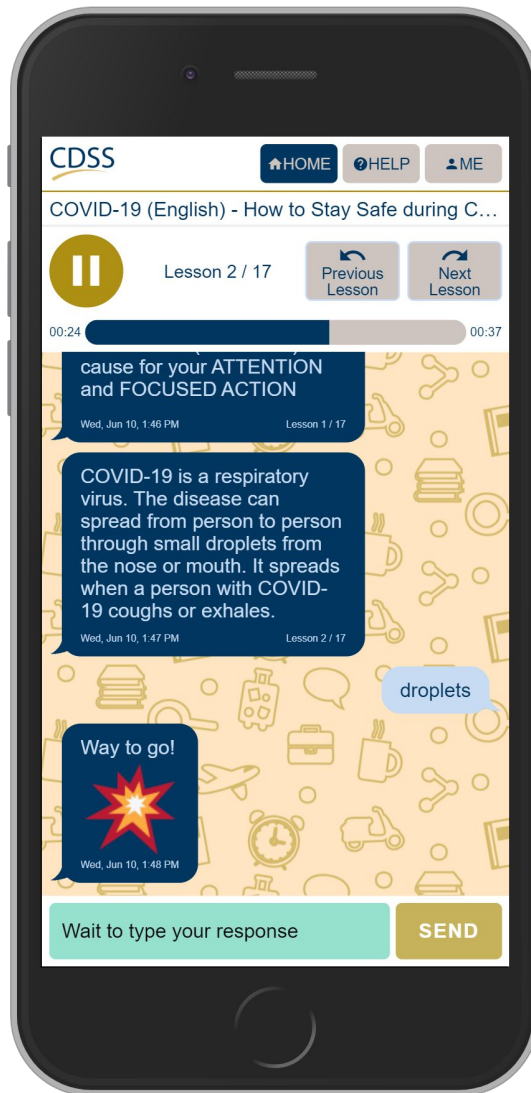
Indicative language only

Actual questions have been written in easy-to-understand, accessible language

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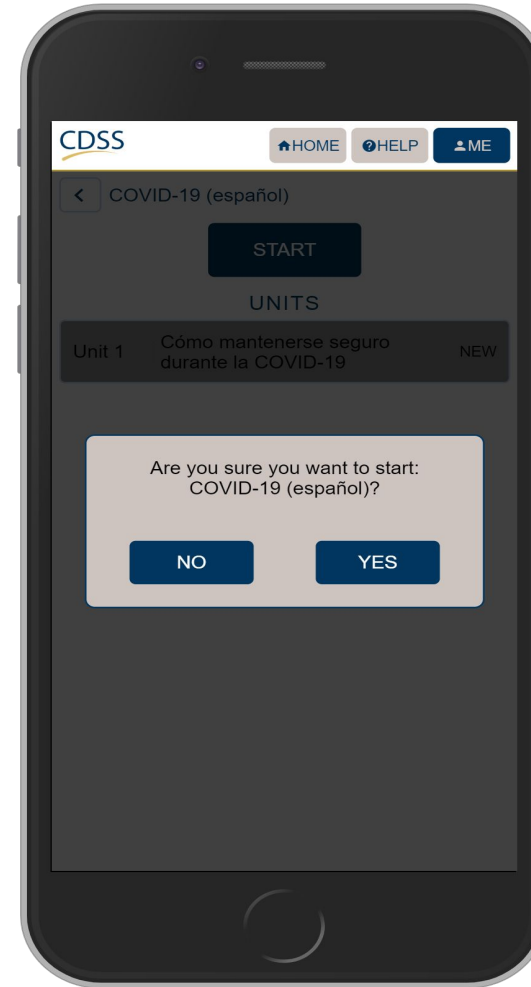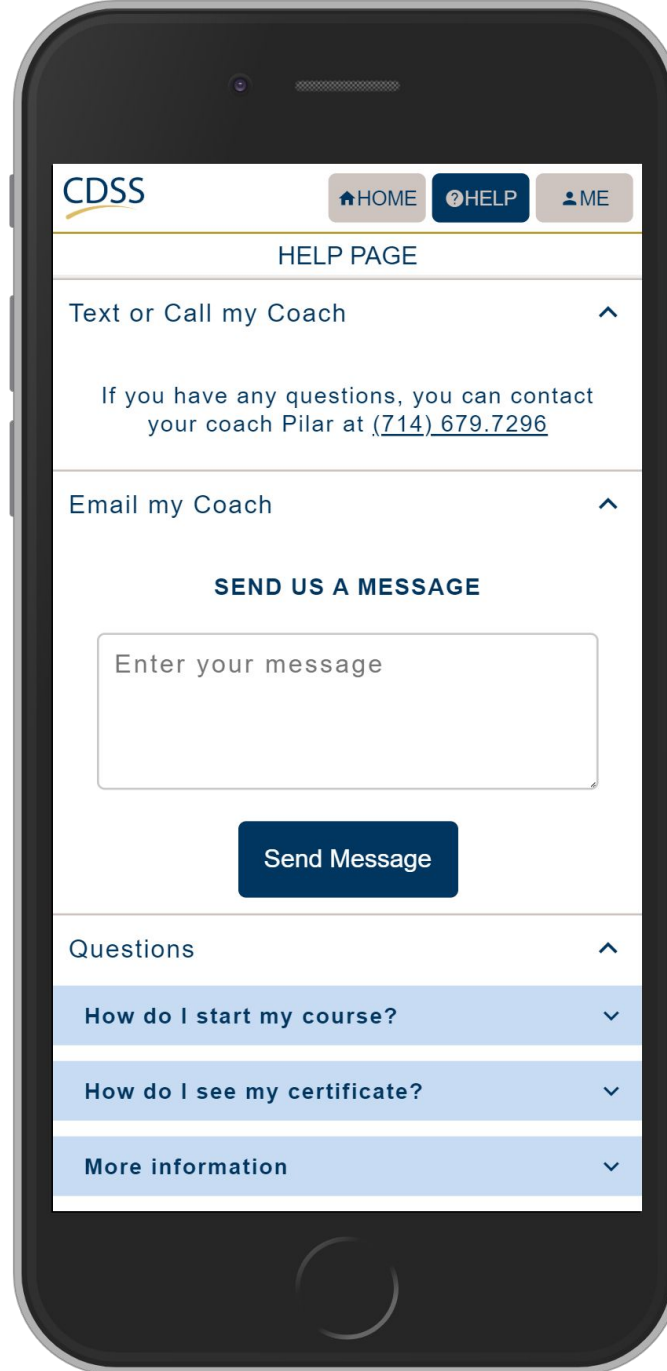
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Web Browser

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COVID-19 (español) - Cómo mantenerse seguro durante la COVID-19

Lesson 2 / 17

Previous Lesson   Next Lesson

00:23   00:54

Unit 1: Cómo mantenerse seguro durante la COVID-19

Coronavirus (COVID-19) = motivo por su ATENCIÓN y MEDIDA ENFOCADA
Wed, Jun 10, 1:52 PM   Lesson 1 / 17

La COVID-19 es un virus respiratorio. La enfermedad puede propagarse de persona a persona por medio de gotitas de la nariz o la boca. Se propaga cuando una persona tosa o exhale.
Wed, Jun 10, 1:53 PM   Lesson 2 / 17

gotitas

Excellent!
🏆
Wed, Jun 10, 1:53 PM

Wait to type your response   SEND

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COVID-19 (English) - How to Stay Safe during COVID-19

Lesson 10 / 17

Previous Lesson   Next Lesson

00:38   00:53

-tables
-light switches
-doors
-toilets
-sinks or faucets
-phones
-keyboards
Wed, Jun 10, 1:48 PM   Lesson 6 / 17

Wash your hands for 20 seconds or more!
Wed, Jun 10, 1:48 PM   Lesson 7 / 17

Don't touch your face!
The average person touches their face up to _____ times in just one hour.
3
7
17
Wed, Jun 10, 1:48 PM   Lesson 8 / 17

ELBOW
Sneeze or cough into your ELBOW.
Wed, Jun 10, 1:48 PM   Lesson 9 / 17

tissue

elbow
Wed, Jun 10, 1:50 PM

elbow

Good job!
😀
Wed, Jun 10, 1:55 PM

Wait to type your response   SEND

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Getting Help for you and your clients

Three easy ways to get help:

1. Help link on your Toolkit
2. Help section of your Cell-Ed App
3. Email california@cell-ed.com

Clients can contact their individual coach by responding to a coach's text or using the Help section of the Cell-Ed app.

First name

Last name

Email *

Phone number

Organization

California County

Please Select

CDSS Program (check all that apply)

☐ CalWORKS

☐ CalFresh E&T

☐ Fresh Success

☐ Tribal TANF/Indian Health Clinics

How can we help you today?

Submit

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