# 19. Distance Learning

Distance learning is a learning modality that is available to CalWORKs Employment Services (CWES) program participants who are engaged in approved Welfare-to-Work (WTW) activities. The distance learning modality can be the educational activity, or embedded as part of the curriculum of the activity. These modalities are part of approved WTW activities for students attending school, or for clients participating at the Employment Connection Center (ECC). The modalities are also offered to clients selected for the monthly federal Work Participating Rate (WPR) review. Time spent in distance learning is required to be reported on attendance reports. Program participants are eligible for the full array of supportive services.

Distance Learning options are part of existing processes. [Refer to Chapter 9, Section "Welfare-to-Work (WTW) Plan," page-1] for additional information on distance learning.

The following sections cover the preferred online platforms used for distance learning: Cell-Ed and LinkedIn Learning. These platforms offer a series of distance learning courses for clients waiting to start an activity, in between activities, or to be used as a concurrent activity. It's also important to note that access to these platforms can be made available to any CWES client who is interested.

Distance learning fosters the following:

- Provides clients with barriers a remote option

- Accommodates different learning styles/preferences

- Reduces barriers for clients to access quality learning content

- Gives increase client access to life improving opportunities

## 19.1 Cell-Ed Background

In partnership with the California Department of Social Services (CDSS), Cell-Ed has partnered with Santa Clara Social Services Agency to provide program participants the opportunity to receive distance learning via their educational platform to build valuable skills.

### 19.1.1 Overview

Cell-Ed is a mobile and online learning program that enables individuals to acquire essential skills via distance learning. Cell-Ed courses can be accessed on various devices: an Internet-connected device such as a tablet, computer, a Smart Phone; or a cell phone with texting capability using the call-in feature. Clients do not need to have Internet access or a data plan if they use Cell-Ed's call-in version. They will need access to the Internet or have a Data plan if they use the Cell-Ed App or WhatsApp integration. Cell-Ed progress will be saved across platforms, which allows the student to continue the

course where they left off when using a different device. Cell-Ed courses include English, Work Ready Skills, Math/Reading for Life, Civics & Citizenship, and COVID-19 Guides. Each course is comprised of various lessons and each lesson is approximately 3 minutes. Most courses do not require a fee. Some are available in Spanish.

## 19.1.2 Staff On-Boarding

All Employment Counselors (AECs/ECs) are required to register to access the Cell-Ed Toolkit and review the June 10 Introductory Webinar at: http://www.cell-ed.com/california

Designated CWES administrative staff will also register within the Cell-Ed Toolkit Reporting Portal to become authorized county administrators for accessing and distributing to assigned AEC/EC client participation reports.

**Note:**

One to two weeks after registration, Cell-Ed will be sending an email that requires confirmation. Due to Outlook's email security filtering, staff would need to release the email from Junk/Spam quarantine.

## 19.1.3 Client On-Boarding

The assigned EC/AEC or client is to follow the steps below to register with Cell-Ed.

### EC Registering Client

| Who | Action |
|-----|--------|
| Assigned AEC/EC | • DocuSign SCD 2579 with client <br> Note: cannot refer until SCD 2579 is signed. |
| | • Once SCD 2579 is signed: <br><br> • Email to: Laura Spale@laura@cell-ed.com and cc supervisor <br><br> • Send to IDM |
| | • Client will receive an email or text message from Cell-Ed once they are registered. |

### Cell-Ed Client Self-Registration

Client can self-register through one of the following:

| Website | Smart Phone App | Cell Phone |
|---|---|---|
| www.learn.cell-ed.com <br><br> • Client must register their phone number <br><br> • Create a password <br><br> • Enter pin code: 3311 | Cell-Ed: Skills on the Go! <br><br> • Client must enter their cell phone number <br><br> • Create a password <br><br> • Enter pin code: 3311 | • Call (831) 292-4321 <br><br> • Cell-Ed will text client questions that require responses via text to complete the registration process. |

• Enters the following responses when prompted:

  • What county do you live in? - Santa Clara

  • Were you referred to Cell-Ed? - Yes

  • Who referred you? - CalWORKs Employment Services

The above information will link them to our program and allow us to accurately report time spent participating in cell-ed courses with Santa Clara County Social Services Agency.

**Note:** self-registration does not require completing a SCD 2579.

After registration, Cell-Ed will send a confirmation email with a link to the Cell-Ed's Remote Learning for California Virtual Toolkit. If you do not receive it, go to Cell-Ed's Remote Learning for California Virtual Toolkit - Password: California

## 19.1.4   Cell-Ed Program

Cell-Ed was implemented October 19, 2020 to provide distance learning options to program participants and is added to the menu of WTW activities. During the first phase, Santa Clara County Social Services Agency does not pay for courses that charge fees. The following applies to Cell-Ed:

• All Cell-Ed courses will be scheduled in three-month intervals.

• The courses are not designed to be used as a stand-alone WTW activity; courses are intended to be used as a fillable/in-between activity and/or as an additional activity for clients who are already meeting their required number of hours.

• Courses/lessons are self-pace and can be started and completed at any time.

• When completing the Welfare-to-Work Plan/Activity Assignment (WTW 2), select Adult Basic Education (ABE) category

- Clients assigned to Cell-Ed courses are eligible for supportive services.

- Homework Study Time shall be allowed and considered as supervised by the AEC/EC and embedded within the activity.

## 19.1.5    Homework Study Time

Hours of participation will reflect not only time spent in Cell-Ed courses, but may also include time participant dedicates to reinforce learned content outside of each course. Content reinforcement activities can include independent practice as well as the recommended activity suggestions provided at the end of each course. Cell-Ed hours of participation are calculated using a one to three ratio. For each hour spent in Cell-Ed courses, three additional hours of supervised study time can be credited to the total number of countable hours to signify homework time or other forms of content reinforcement.

**Example:**

Client spends 30 minutes on Civics lessons. 90 minutes are allowed as study time/content reinforcement for a total of (30 minutes + (30 minutes X3) = 120 minutes or 2 hours of total amount of participation.

## 19.1.6    Additional Populations Served

The following populations can be assigned to Cell-Ed activities:

- Clients currently in Deferred/Good Cause

  **Note:** These client would need to be assigned to a primary activity with Cell-Ed, since Cell-Ed is not stand-alone.

- Post Aid Services clients

- Available to teenagers

- Offered to Employment Connection Center clients as a concurrent activity

- Offered to clients selected for the federal Work Participation Rate (WPR) review

  **Note:** Cell-Ed is not available as an activity during school breaks.

## 19.1.7    Satisfactory Progress

Satisfactory progress, as defined by Cell-Ed, are learners who progress through the Cell-Ed units and courses while thoughtfully answering the questions and prompts. Progress is captured by recording

every answer submitted, time spent on the platform, as well as pre and post-assessments in each unit and course.

Weekly client participation reports will be forwarded by designated CWES administrative staff to the assigned AEC/EC to assist with case management.

## 19.1.8    Client Engagement Process

The assigned AEC/EC shall follow the process below when engaging clients.

| Who | Action |
|---|---|
| AEC/EC | 1.  Identifies eligible population who may benefit from Cell-Ed.<br><br>2.  Reviews Cell-Ed program with client and assist client with platform registration process.<br><br>3.  Assists client to select appropriate course for client's skill level.<br><br>4.  Informs client to keep records of time spend on Cell-Ed courses and report weekly progress to their AEC/EC.<br><br>5.  Completes WTW 2 using Adult Basic Education, and in CalWIN refers and schedules the activity, Cell-Ed, with provider, Cell Ed.<br><br>6.  Assigns supportive services, as appropriate.<br><br>7.  In CalWIN updates the Cell-Ed activity with First Day Attendance and monitors case.<br><br>8.  Reviews weekly Cell-Ed client participation reports forwarded by designated CWES administrative staff.<br><br>9.  Contacts client to review weekly progress.<br><br>10. Processes monthly SCD 1755A and updates Cell-Ed activity in CalWIN with Satisfactory Progress.<br><br>11. In the CalWIN Attendance window for Cell-Ed activity, enters total hours, which includes supervised study time/additional time for content reinforcement.<br><br>**Note:** During the COVID-19 Pandemic state of emergency, the non-compliance process shall not be initiated. |

| Who | Action |
|---|---|
| Client | 1. Selects the course that best fits their skill level. |
| | 2. Keeps AEC/EC informed of weekly progress. |
| | 3. Keeps records of all time spent on Cell-Ed courses, including time on Cell-Ed courses plus supervised study time/additional time for content reinforcement. |
| | 4. Completes SCD 1755A, including time on Cell-Ed courses plus supervised study time/additional time for content reinforcement. |
| | 5. Submits completed SCD 1755A. |
| | **Note:** Client may need to complete more than one SCD 1755A to record multiple Cell-Ed open entry time spent in courses. |

## 19.1.9     Internet Web Browser

Cell Ed is not compatible with Internet Explorer. The following web browsers are compatible with Cell-Ed: Google Chrome, Firefox, Safari and Microsoft Edge.

## 19.1.10     CalWIN

In CalWIN refer and schedule the activity, "Cell-Ed" using provider, "Cell Ed." The activity session is designated as open-entry.

# 19.2     LinkedIn Learning

## 19.2.1     Background and Overview

Digital Literacy (DL) and Microsoft Initiative (MI) distance learning platforms were implemented from November 1, 2020 through July 1, 2022 as a pilot. Effective July 5, 2022 LinkedIn Learning replaces DL and MI. LinkedIn Learning can be accessed via a computer, tablet, or smart phone.

LinkedIn Learning is a highly personalized learning experience designed to help clients achieve personal and professional goals through learning that can be accessed anywhere and immediately.

## 19.2.2     Staff On-Boarding

All AECs/ECs are to become familiar utilizing LinkedIn Learning to assist their clients to upskill:

- Request a CWES LinkedIn Learning License if your supervisor did not already automatically issue you one by selecting hyperlink: Request License. Even if you already have a personal license for LinkedIn Learning, you still need to add the CWES license and switch to it when you are using it for work.

- Shortly after your request is made, you will receive a confirmation email with more instructions and information.

- Then you will receive an email from sender CalWORKs Employment Services via LinkedIn Learning containing an activation link. You are to activate it in 1 week.

- After you follow the activation link, you'll be given the option to connect your LinkedIn profile account to LinkedIn Learning or continue without connecting. You can opt to not connect a profile and the LinkedIn Learning account will still work as a stand-alone product. You are not required to have a LinkedIn Profile for LinkedIn Learning to work. If you still want to connect but don't have a LinkedIn profile account, it will give you the option to "Join now" using your work email after clicking "Connect my LinkedIn Account". To protect your privacy, the County reminds all employees to use their work email for work-related businesses and on any external platforms that the County works with. You are advised to read the LinkedIn Privacy Policy which governs LinkedIn Learning before proceeding with the activation.

- If you are not connecting a LinkedIn profile account then you will be asked to set up a password just for logging into LinkedIn Learning. You will log in using this password each time you visit the LinkedIn Learning sign-in webpage at https://www.linkedin.com/learning. This LinkedIn Learning password will not work on the LinkedIn.com main website.

- Next, confirm your identity and then click "Accept & Continue."

- Get started by selecting course categories and any skills that are of interest so that you can begin to receive personalized recommendations from LinkedIn Learning.

- You will then have the option to set weekly learning goals and reminders.

- The set-up is complete and you now have access to the LinkedIn Learning content library. Start with these introductory content:

  - Viewing the content assigned to you by your organization in section "Assigned by CWES" under My Learning. These introductory courses are required for AECs/ECs who will be working with clients in LinkedIn Learning, and are listed as the first two items on Table 2 below.
  - Viewing the content recommended to you by your organization in section "Recommended by CWES" under My Learning.
  - Searching for skills, subjects, software in the search bar at the top of the page.
  - Checking out the "Top Picks" section on the LinkedIn Learning homepage that includes personalized recommendations for you.

## 19.2.3    Key Staff Learning Courses

Below are two key courses for the AEC/EC to take prior to beginning to work with their clients.

| On Line Courses | |
|---|---|
| LinkedIn Learning | 1. Select Hyperlink to course: New to LinkedIn Learning<br><br>https://www.linkedin.com/learning-login/share?account=87384162&forceAccount=true&redirect=https%3A%2F%2Fwww%2Elinkedin%2Ecom%2Flearning%2Fpaths%2Fcalworks-employment-services-new-to-linkedin-learning%3FshareId=86482ea5-944b-453c-9120-ec6d3fe6f807)<br><br>Learn what LinkedIn Learning is, why it is a valuable resource, where and when it can apply to our lives, and how it can be helpful to us. |
| | 2. Select Hyperlink to course: Curator Role on LinkedIn Learning<br><br>https://www.linkedin.com/learning/paths/calworks-employment-services-curator-role-on-linkedin-learning?u=87384162<br><br>Learn how to create learning content for your client, team, and organization in the role of a LinkedIn Learning curator. Find out how to create custom learning, send it to others, and get insights on it. Items that are documents in this learning path are downloadable as a PDF. |

## 19.2.4    Client On-Boarding

The following information provides the AEC/EC with a general understanding for obtaining LinkedIn Learning access for their clients:

- When the client accepts an offer for a free LinkedIn Learning license, they are required to provide the AEC/EC with their email address for registration.

- The client's email address will be submitted into the LinkedIn Learning database for license issuance.
  **Note:** This step is done by the Supervisor

- The AEC/EC must have client's authorization, expressed in writing, or email, their voluntary consent to sign up their personal information for LinkedIn Learning. Without the documentation of client's acknowledgment, the AEC/EC is not to request any licensing from the supervisor. Similarly, supervisors are not to enter the client's information into LinkedIn Learning until the client provides authorization.

- AEC/ECs can obtain authorization documentation by emailing client the LinkedIn Learning client sign-up form, or using an email template form. If the client emails back the confirmation or submits the form, then it would also verify their email address for the license at the same time that it would provide a digital record of the consent.

- Once the AEC/EC receives the necessary documentation from client, they will forward the client's sign-up information to the supervisor to be entered into LinkedIn Learning.
  **Note**: Follow current process for when entering Case Comments and submitted forms to IDM.

- Client will then receive an invitation email from sender "CalWORKs Employment Services" via LinkedIn containing an activation link and is to activate the license within one week of receiving the email.

- The next steps for activation will mirror that described in the staff's onboarding process, [Refer to "Staff On-Boarding," page 19-6] for detail information.

- After setup is complete, client can start viewing the introductory tutorial content, "New to LinkedIn Learning", to get themselves familiarized with the platform.

## 19.2.5 LinkedIn Learning Participation

The following applies when completing the WTW Plan Activity Assignment (WTW 2) and scheduling the LinkedIn Learning activity.

- The activity is assigned and scheduled in three-month intervals.

- On the WTW2, select Adult Basic Education category and on page 2 add LinkedIn Learning.

- In CalWIN refer and schedule LinkedIn Learning activity

## 19.2.6 Homework Study Time

Total participation hours include time spent in LinkedIn Learning courses and time participant dedicates to reinforce learned content outside of each course. Content reinforcement activities can include independent practice as well as the recommended activity suggestions provided at the end of each course. LinkedIn Learning hours of participation are to be calculated using a one to one ratio. For each hour spent in LinkedIn Learning courses, one additional hour of unsupervised study time can be credited to the total number of countable hours and embedded within the activity.

LinkedIn Learning curriculum is not governed by SB 1232 provisions.

**Note:**

RRT staff are to follow internal procedures when engaging clients.

## 19.2.7    Populations Served

All CWES clients should be offered LinkedIn Learning as a resource but only approved clients can count the activity towards their WTW Plan.

## 19.2.8    Satisfactory Progress

Satisfactory progress, as defined by LinkedIn Learning trainings, are learners who progress through the courses and pathways. The EC/AEC shall provide recommendation on continuing to the next learning course and pathway.

## 19.2.9    Workflow Process

LinkedIn Learning is available to CWES clients through the various components of the WTW flow process, from case management to job search services, to clients selected for the federal WPR review. Refer to general procedural table below for engaging clients.

| Step | Who | Action |
|------|-----|--------|
| 1. | AEC/EC | • Engages client and offers LinkedIn Learning application and license.<br>   **Note**: LinkedIn Learning can be accessed via a computer, tablet, or smart phone.<br><br>**If...** / **Then...**<br><br>Client can access LinkedIn Learning, → a. Verifies client's email address for license and obtain client's consent on records.<br><br>b. Emails unit supervisor request for LinkedIn Learning license. Sends Secure Email with client's First Name, Last Name, Case Number and SSN.<br><br>Client cannot access LinkedIn Learning, → Finds alternative activity for the client. |

| Step | Who | Action |
|------|-----|--------|
| 2. | Unit Supervisor/ Lead | • Issues LinkedIn Learning license to client as follows:<br><br>  a.  Go to admin role and click people select user.<br><br>  b.  Click "add new user."<br><br>  c.  Click add user by email and enter client's email address.<br><br>  d.  Select license: LinkedIn Learning Hub All Languages License (510).<br><br>  e.  Select invitation email.<br><br>  f.  Select Custom email template from CWES One Drive<br><br>  g.  Press "confirm"—license will be sent to client via email.<br><br>• Places client in the appropriate Group in LinkedIn Learning as follows:<br><br>  h.  Select email you just added.<br><br>  i.  This will take you to the Profile page of user.<br><br>  j.  Scroll down and select "Add Groups."<br><br>  k.  Select user group and click "save."<br><br>• Edits client's Profile to include full name as follows:<br><br>  l.  Select Pencil icon.<br><br>  m.  Add client's First and Last Name.<br><br>  n.  Under Business Title, type "Client" and click "save."<br><br>• Enters client's information on "LinkedIn Learning License Issued List" located in CWES OneDrive<br><br>  o.  Select the appropriate One Drive tab for the unit issuing the license.<br><br>  p.  Enter client's first name, last name, case number, SSN, email address, AEC/EC worker number and date licensed was issued. |
| 3. | AEC/ EC | • Informs client of LinkedIn Learning onboarding process.<br><br>• Reminds client to activate LinkedIn Learning license within specified time of receiving email.<br><br>• Explains available learning paths.<br><br>• Assigns learning path(s) to the client.<br><br>• Completes WTW 2 with client, as appropriate.<br><br>• In CalWIN refers and schedules "LinkedIn" activity with client using provider "Linked-In."<br><br>• Informs client to document hours on attendance sheet.<br><br>• Monitors client's progress in LinkedIn Learning. |

| Step | Who | Action |
|------|-----|--------|
| 4. | Client | • Completes assigned course(s).<br><br>• Documents hours completed on attendance sheet and name of course.<br><br>• **Note**: **Depending on the specifications of each program component**, client(s) could also count hours of participation for completing exercises embedded into the LinkedIn Learning videos. |
| 5. | Unit Supervisor/ Lead | • Runs monthly reports to capture:<br><br>  a. Client license activation status.<br><br>  b. Time spent on LinkedIn Learning and most recent log in date.<br><br>  c. Other customized usage data as needed by each unit's specifications.<br><br>• Distributes report to staff as needed and reviews reports for program utilization:<br><br>  a. Markets LinkedIn Learning at Huddles/ Unit Meetings.<br><br>  b. Terminates licenses of clients that are no longer using LinkedIn Learning, (e.g., clients showing on the reports as not having logged in the last 3 months).<br><br>  c. Updates Excel spreadsheet located in One Drive.<br><br>  d. Moves clients to alternate groups, if necessary. |
| 6. | AEC/ EC | • Follows up with client and discusses course completions and future usage of LinkedIn Learning.<br><br>• Receives attendance reports.<br><br>• Updates CalWIN activity status and enters attendance hours, as appropriate.<br><br>• Enters CalWIN Case Comments.<br><br>• Encourages client continued usage of LinkedIn Learning.<br><br><table><tr><td>**If**...</td><td>**Then**...</td></tr><tr><td>Client would like to continue to use LinkedIn Learning,</td><td>No action is needed. Inform client to complete a minimum of 1 video or audio content monthly (or up to 3 months depending on the unit's needs) while receiving CWES services to keep their license.</td></tr><tr><td>Client does not want to continue to use LinkedIn Learning,</td><td>Email unit Supervisor client's name and case number to revoke LinkedIn Learning license.</td></tr></table> |
| 7. | Unit Supervisor/ Lead | • Terminates license of clients who are no longer using LinkedIn Learning.<br><br>• Updates revoked licenses on One Drive.<br><br>• Moves clients to alternate groups if necessary. |

## 19.2.10 CalWIN

In CalWIN refer and schedule the activity, "LinkedIn Learning" using provider, "LinkedIn Learning." The activity session is designated as open-entry.