

Rapid-Cycle Learning (RCL) in Action for Boston Community Development



What improvement strategy did you test?

- Personalizing monthly deliveries of grocery baskets and non-food, household items through Stop N Shop to improve accessibility and client and staff experience



What data did you collect and analyze?

- Client survey capturing amount of food eaten, delivery times, dietary needs, communication, and need for household items
- Staff interview and survey capturing general experience, order customization process, and workload balance



What did you learn about your improvement strategy?

- Personalizing orders is preferred by clients and easy for staff to do
- Notification of delivery arrival from Stop N Shop to the client could improve
- Text message communication is preferred by clients



What evidence-informed decisions did you make?

- Adapt the strategy by accommodating prominent dietary restrictions, providing household supplies each month, allowing clients to modify items in their baskets, and using texting for client communication



How has your participation in Project Impact added value to your organization?

- RCL findings helped us gain a better understanding of the experience and preferences of our clients, allowing us to more appropriately and effectively serve our community



What are your future plans for rapid-cycle learning?

- Explore how to make deliveries more accessible (for example, gauge client's ability to open cans and jars)
- Conduct second round of surveying for assessment and continued improvement



What would you recommend to others interested in using rapid-cycle learning?

- Plan ahead to allocate appropriate time, staff, and resources to RCL efforts



Stop N Shop driver delivering household supplies and food to clients' homes



"This program is such a blessing."
80% of open-ended client feedback expressed gratitude to ABCD for the program

