

Rapid-Cycle Learning (RCL) in Albany Community Action Partnership



What improvement strategy did you test?

- VIP training tracks, which condensed the total amount of time a participant had to devote to workforce development training before being ready for employment search, and offered training remotely
- 3-step staff input model



What data did you collect and analyze?

- Pre- and post-surveys of participants enrolled in VIP training
- Household income pre- and post-participation
- Staff feedback pre- and post-implementation of 3-step staff input model



What did you learn about your improvement strategy?

- VIP model increased household income while decreasing hours worked
- Remote and in person options allow for higher participation and completion rate
- Staff and participant relationship strengthened due to clear communication about program guidelines and processes



What evidence-informed decisions did you make?

- Continue 3-step staff input model and VIP tracks
- Revisit staff training materials



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

- 3-step staff input model seems to have been a leading factor in our increased communication and decreased participant drop-out rate
- RCL allowed us to redesign and refine implementation until we got it right



What are your future plans for rapid-cycle learning?

- Test VIP model with more employers
- Sustain RCL in our organization moving forward



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

- Be comfortable with experimenting, failing, and trying again!
- Revisit project implementation continuously to catch issues before they become problems



"The VIP program allowed me to increase my income and decrease the need of doing double shifts. [...] I always wanted to go back to school but [...] I could not afford to decrease my hours at work. Thank you for creating a flexible training program for people like me!"

- VIP participant

