

Rapid-Cycle Learning (RCL) in Ashtabula County Community Action Agency



What improvement strategy did you test?

- Training about, and case managers' use of, a resource information tool to connect clients with resources available to address a need or "pathway"



What data did you collect and analyze?

- Staff post-training survey on their understanding of the training
- Case manager focus group about the user-friendliness and usefulness of the resource information tool
- Supervisor focus group about any productivity issues observed during the RCL test



What did you learn about your improvement strategy?

- Training instructions were clear
- Resource listings could be better organized and should be provided electronically
- Tool was too long, making it difficult to access the information across the columns of the sheet, but its items were useful



What evidence-informed decisions did you make?

- Adapt strategy by reorganizing resource listings alphabetically, based on the type of resource and combining columns to shorten the size of the tool



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

- Allowed us to test the usefulness of a key service component
- Learned how to make changes, implement, and quickly assess for viability or improvement



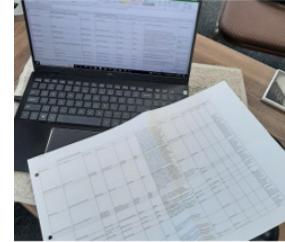
What are your future plans for rapid-cycle learning?

- Use RCL when implementing new projects or procedures to increase successful outcomes
- Introduce RCL with partners when collaborating on projects



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

- Clearly identify the known challenge or gap in knowledge and design individual parts to test



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