

Rapid-Cycle Learning (RCL) in Community Action Pioneer Valley (CAPV)



What improvement strategy did you test?

- Updated onboarding document for new staff and volunteers to align community center operations with core values and safety protocols



What data did you collect and analyze?

- Interviews with community center staff to document systems and opportunities for improvement
- Focus groups with staff and partners to review initial updates
- Oral and written feedback from staff on the usefulness of the onboarding document and suggested refinements
- Document analysis of similar organizations' onboarding documents



What did you learn about your improvement strategy?

- Staff valued the process of reviewing the onboarding document and felt it was important to focus on developing core values to refine it
- Staff and CAPV team learned how values that reflect trauma-informed care and harm reduction inform operations



What evidence-informed decisions did you make?

- Refined onboarding document, developed new core values, and established plan to continue this process



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

- Deeper understanding of the complexity of coordinating multiple providers
- Developed strategies that apply harm reduction to how we coordinate services and operate a drop-in center
- RCL allowed us to better understand the center's challenges, identify root causes, and develop effective strategies to address them



What are your future plans for rapid-cycle learning?

- Continue using RCL when implementing the new onboarding system and addressing other challenges



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

- Start small! One challenge we encountered was starting with a complex challenge
- Involve core staff at all levels from the beginning (during grant application drafting)



COMMUNITY ACTION
PIONEER VALLEY



"All the help and support folks receive from us comes first from our power as a collective; each individual is always working in tandem as team to help each other and everyone who asks."

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