

Rapid-Cycle Learning (RCL) in Hampton Roads Community Action Program



What improvement strategy did you test?

- Presentation to Head Start Family Services team and managers to increase referrals from Head Start to the agency's Whole Family Approach (WFA) program



What data did you collect and analyze?

- Client satisfaction surveys about how clients learned about or were referred to programs
- Pre- and post-presentation surveys of Head Start staff about their knowledge of the WFA program



What did you learn about your improvement strategy?

- After presentations, Head Start staff showed increased program knowledge and the program received qualified referrals
- Strategy may be expanded by including additional training opportunities for staff outside of Head Start, and social media campaigns directed to agency partners



What evidence-informed decisions did you make?

- Expand the strategy, which improved the intake, assessment, and program eligibility requirements to increase the number of families enrolled in the program
- Create quarterly lunch and learn events for Head Start staff to learn about family successes from enrolled families



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

- Empowered leadership to become more involved in the referral process and to encourage staff to refer qualified candidates to the program
- Used data to make informed decisions to improve service delivery and outcomes
- Used data to create employment cohorts that will meet needs reported by Head Start staff and could increase household income for families



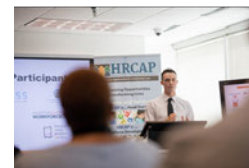
What are your future plans for rapid-cycle learning?

- Use RCL to improve program enrollment, attendance at events, job readiness and placement services, and create linkages with community partners and employers



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

- Staff at all levels must be open to reviewing applicant families and determine who would be the best fit for new agency initiatives
- Agencies should not be afraid to survey all stakeholders (clients, staff, business owners, and community partners)



Presentation provided
to Head Start staff

