

Rapid-Cycle Learning (RCL) in Safe Alliance



What improvement strategy did you test?

- New Domestic Violence Shelter intake process, including the use of a new tool within our electronic record system, and staff training model used during implementation



What data did you collect and analyze?

- Staff survey and focus group about the benefits and efficiency of new tool
- Supervisor observations to gain additional insights on the ease of new tool in meeting the established goals



What did you learn about your improvement strategy?

- Data supports the success of the intake process overall
- Staff relayed that the overall system was more trauma-informed, and that it decreased the amount of time that survivors had to tell their story and the time to complete the process
- Staff and supervisors reported benefits, including that the new process was concise and the training materials were helpful, limiting the need for staff to seek out supervisor input



What evidence-informed decisions did you make?

- Adapt and collect additional data, including adding clarifying questions and increasing the pool of staff surveyed



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

- Gave evidence to the benefit of our overall intake process for domestic violence survivors and tools for staff training
- Gave us the tools and knowledge to engage in RCL in other areas



What are your future plans for rapid-cycle learning?

- Incorporate RCL into other projects within our Domestic Violence Shelter as well as other agency programs



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

- Preparation is important for information gathering
- It is great to think big, but you must start small



“[Our process is] more efficient and more trauma informed.”

- Staff feedback on new intake process

**PROJECT
IMPACT**
CSBG Rapid-Cycle Projects