

Rapid-Cycle Learning (RCL) in South Carolina Association of Community Action Partnerships



What improvement strategy did you test?

- Staff training and tools to be Community Ambassadors for COVID-19 vaccinations



What data did you collect and analyze?

- Staff focus groups about the usefulness of the training and associated tools, and Community Ambassador activities after training
- Administrative data on vaccine clinics held and vaccinations statewide



What did you learn about your improvement strategy?

- Staff reported increased confidence in meeting more of their Community Ambassador responsibilities
- Staff suggested making the training more engaging and interactive



What evidence-informed decisions did you make?

- Adapt the training and associated tools to make them more engaging and interactive and retest, yielding positive feedback



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

- Enabled us to pilot a new approach to serving our clients
- Learned how to use the RCL process for continuous improvement



What are your future plans for rapid-cycle learning?

- Infuse RCL in other projects and build capacity to regularly collect, analyze, and use data to make evidence-informed decisions
- Share the importance of RCL with our Community Action, Weatherization, and Head Start networks



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

- Be coachable and flexible in building your team's capacity to continually improve every day



Ambassadors in the community

