

## Rapid-Cycle Learning (RCL) in Total Action for Progress (TAP)



### What improvement strategy did you test?

- Enhanced intake process to improve internal referrals to whole family program, including creating a unified digital intake link with assessments, adding frontline intake staff, and revising agency policies and handbook



### What data did you collect and analyze?

- Administrative data about use of intake links and revised policies, internal referrals, and internal enrollments



### What did you learn about your improvement strategy?

- Staff needed retraining and motivation for buy-in and needed to learn internal programs
- Handbook needed edits
- Follow-ups are improved with whole family intake



### What evidence-informed decisions did you make?

- Adapt the intake process and improve screening tools
- Modify agency policies, processes, and tools (including handbook)
- Train intake staff on external resources



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

- Ability to rapidly make changes after testing a goal, theory, or project
- TAP created tools and templates based on technical assistance and data analysis
- Ability to better analyze data to make changes quickly



### What are your future plans for rapid-cycle learning?

- Use the RCL model in other programs
- Continue to break down program silos and improve networking across programs



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

- Trust the process – it feels like a lot but, it is effective
- Be willing to make changes and do so quickly, and be transparent about why
- It is important to use a team approach and accept feedback



TAP helps individuals and families achieve sustainable, equitable economic and personal independence through education, employment, affordable housing, and safe and healthy environments.

