

# Rapid-Cycle Learning (RCL) in Worcester Community Action Council



## What improvement strategy did you test?

- Team meetings, client tracking software, and a client inquiry form to improve communication between the Financial Coach and Cliff Effect Coaches



## What data did you collect and analyze?

- Staff focus group about communication strategies
- Individual staff interviews about communication strategies



## What did you learn about your improvement strategy?

- Weekly team meetings are worthwhile with structured agendas to stay on track and allow full participation from all
- Need efficient communication tool using client tracking database
- Need tool to decide which coach will receive and respond to the initial referral



## What evidence-informed decisions did you make?

- Abandoned multiple referral processes
- Adopted one referral process (inquiry form)
- Maintained weekly team meetings with individual meetings as needed



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

- Time for reflection is worthwhile as an organization and as individual staff



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

- Test our new client data tracking system
- Share benefits of RCL and learnings about coaching for benefits cliffs with state-wide network



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

- Carefully craft and protect time to complete tests
- Define what RCL looks like for your program



“Weekly meetings help me feel supported. There is a high level of communication”  
- Coach comment during interview

