

Rapid-Cycle Learning (RCL) in York County Community Action



What improvement strategy did you test?

- Training staff to use our language line to build capacity to serve New Mainers
- Development of a “how-to” guide to utilize the language line



What data did you collect and analyze?

- Staff surveys (pre- and post-training) to assess satisfaction with the training, knowledge gained, and usage of the language line
- Staff interviews before and after training regarding their experience working with the language line and New Mainers



What did you learn about your improvement strategy?

- Staff reported increased confidence in using our language line
- Staff valued having a “how-to” guide



What evidence-informed decisions did you make?

- Scale up the training across the agency



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

- Allowed us to pilot a new training before rolling out agency-wide
- Learned how to use the RCL process for continuous improvement



What are your future plans for rapid-cycle learning?

- Infuse RCL in other projects to build capacity including our client portal work
- Share importance of RCL with broader agency and community partners
- Continue our RCL work with social determinants of health efforts



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

- Know that it is okay and even best to have something small to test and build upon

York County
**COMMUNITY
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I think doing a training with the use of interpreting is great! It can be intimidating at first.”

- Post-training survey response

**PROJECT
IMPACT**
CSBG Rapid-Cycle Projects