

How Cincinnati ECC uses AI microlearning to drive policy retention and ease training.

Cincinnati ECC  
CASE STUDY

CHALLENGE ONE

Policies were signed without verifying comprehension, leading to lapses in retention, inconsistent application, and increased organizational risk.

✓ OUTCOME

In less than 100 days:

- Deployed **600+ AI-generated** training cards for SOP hot spots
- Achieved **10%+ boost in comprehension**
- Saw **increased accuracy** in welfare check classifications



Score Improving 10% in less than 100 days.

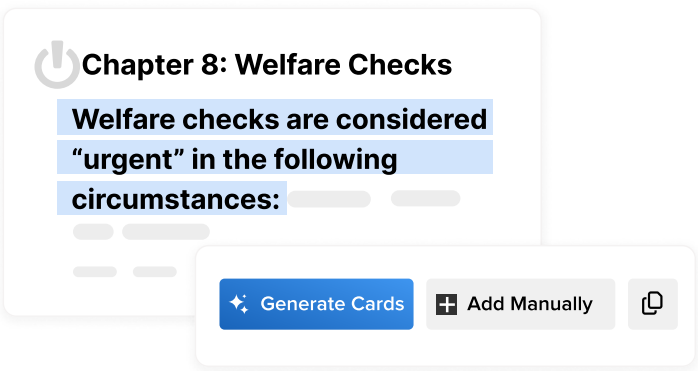
CHALLENGE TWO

Training took hours to build, and delivery required scheduling formal sessions—difficult for a busy, shift-based team.

✓ OUTCOME

Training Improvements:

- Reduced training development time **from hours to minutes with AI**
- Delivered **tailored, gamified microlearning** v. classroom training
- **Utilize spare minutes** to reinforce learning without impacting schedules



“It was more successful than I was expecting... I was cautiously optimistic that we were going to see performance gains, but I did not anticipate what we saw

Bill Vedra, Director  
Cincinnati ECC