

In the City of Raleigh, resources and efforts are focused and intentional. As part of the City’s performance management program, each of the six Key Focus Areas (KFA) included in the City’s [Strategic Plan](#) hosts a semi-annual CORStat meeting for ongoing performance management discussion.

CORStat Goals

- Provide a structure and forum for discussing citywide performance measures used in the City’s strategic planning efforts
- Provide a forum for discussing initiative teams’ progress on addressing initiatives within the City’s Strategic Plan
- Provide a platform for cross-departmental problem solving and information sharing

Outline of CORStat Meeting Roles

CORStat Meetings

Title	CORStat Role
City Manager Assistant City Manager Core Team Member	The City Manager attends all CORStat meetings. Each Assistant City Manager (ACM) oversees two Key Focus Areas (KFA). The Core Team comprises of a team of four to seven Department Directors/Assistant Directors. During the semi-annual CORStat meetings, serve as the accountability board.
Strategic Planning & Performance Manager	During semi-annual CORStat meetings, assists with ensuring fruitful discussions are had and that appropriate follow-up actions are made.
Senior Analyst	During the semi-annual CORStat meeting, leads the assigned KFA CORStat meeting. Prepares the Prep Memo, CORStat PowerPoint, and Follow-up Memo.
KFA Initiative Team Members	Comprises of a team of three to seven employees from various departments who are responsible for advancing their assigned Strategic Plan initiative. During the semi-annual CORStat meetings, present information regarding progress on addressing initiative milestones, provide reflections and proposed course of actions for moving initiatives forward, and respond to questions regarding their assigned initiative.
Data Owners	Submits data to the Budget and Management Services Department. During CORStat meetings, presents performance data for assigned measures, provides reflections, and any insights regarding how to maintain or improve performance.

Inspired by leading academies such as Denver Peak Academy, the Strategic Planning and Performance Analytics Academy, known as The Academy, was launched in fall of 2016 to provide specific training that support the City’s strategy and performance management efforts.

Academy Goals

- Provide targeted trainings that advance the City’s ability to meet its strategy and performance management goals

Year One – Launched Fall 2016

The Academy was geared towards a targeted audience – employees with departmental strategy, business planning, or data responsibilities. A needs assessment survey was administered to identify which topics employees were most interested in learning about. There was a total of six workshops and 195 attendees.

Topic & Presenter	Training Summary
FY18 Business Plan Development Budget & Management Services	Participants will also learn about the FY18 Business Plan guidelines and strategies to navigate the development process.
Logic Models: Building a Roadmap for Your Work Duke University Durham Connects	A logic model can provide a roadmap for your work and serve as a guide to optimizing activities, building an evaluation plan, and reporting on successes and challenges. This interactive workshop will walk you through each section of a logic model and guide you in developing an initial draft.
Data Integrity Internal Audit	Decisions makers need to know that the performance measures reported are relevant and reliable. This workshop will walk you through three tools: a (1) Data Collection Plan, (2) Data Relevancy Test and (3) Data Integrity Checklist.
Lean Six Sigma Principles Solid Waste Services Public Utilities	Lean Six Sigma is a methodology that relies on a collaborative team effort to improve performance by systematically removing waste. Using Lean Six Sigma, practitioners can decrease waste and improve quality using tools, templates, and data analytics.
Survey Design and Analysis Budget and Management Services	Surveys represent one of the most common types of quantitative social science research methodologies. Survey research enables organizations to collect, analyze, and use data to develop strategies to improve organizational effectiveness, enhance customer service, identify priorities, and much more.
Data Visualization Information Technology	The workshop will provide an overview of techniques, approaches, and best practices around selecting appropriate visualization mediums for your data and design considerations when creating a visualization.

Year Two – FY18

A Steering Committee was established with representatives from Budget and Management Services, Information Technology, Human Resources, and Internal Audit. Academy Trainings were open to all City of Raleigh employees.

Topic & Presenter(s)	
Selecting and Creating Useful & Meaningful Measures Budget & Management Services	Understanding Financial Data & Information Finance
Is Your Measure Reliable Internal Audit	How to Analyze and Use Data in Decision Making Budget & Management Services
Storytelling and Reporting Budget & Management Services	Data Visualization Information Technology

Year Three – FY19

Learning paths were created to better communicate training offerings. Additional trainings were offered.

Topic & Presenter(s)	
PERFORMANCE ANALYTICS	
Principals of Performance Measures and Financial Data Finance	Is Your Measure Reliable Internal Audit
Survey Design and Analysis Budget & Management Services	Data-Driven Decision Making University of North Carolina at Chapel Hill School of Government
Data Visualization Information Technology	
BUDGETING	
Budget Boot Camp Budget & Management Services	Business Case Development Budget & Management Services
CONTINUOUS IMPROVEMENT	
Principles of Continuous Improvement Solid Waste Services Budget & Management Services	Principals of Design Thinking City of Durham Innovation Team
STRATEGY PLANNING	
Principles of Departmental Business Planning Budget & Management Services	Principles of Strategic Planning Budget & Management Services