

# Renca, Chile

With support from the City Data Alliance, Renca's leadership advances the Mayor's 10 cross-cutting priorities by utilizing data to track progress and make key decisions.

## Highlights

**Piloted approach to reduce no-shows at city-run Family Health Centers, which serve over 134,800.**

**Built a system to track and enhance the impact of Fuerza Joven, a program which delivers after-school arts, sports, and counseling offerings for at-risk youth and their parents.**

**Launched a citywide data strategy focusing on governance, capacity, and use.**

**Currently engaged with What Works Cities to achieve certification by December 2023.**

## Background

Upon joining the City Data Alliance, Renca's main objective was to create a secure environment conducive to the smooth exchange and discussion of data, all with the overarching aim of improving the well-being of its residents.

Through the CDA, Mayor Claudio Castro, a member of Bloomberg Harvard City Leadership Institute's third cohort, asked his team to develop data capabilities aligned with Renca's 10 cross-cutting priorities that directly impact residents, maintaining a focus on the well-being of the community and establishing a secure platform for data sharing.

In a capacity diagnosis of city employees, 90% of respondents emphasized the criticality of the data system employed within their respective departments while 65% acknowledged the absence of or uncertainty regarding the availability of a manual or guide for the same system. These findings underscore a clear area for improvement in the data proficiency of the municipal staff.

## Impact

Renca's engagement with the CDA Accelerator and Evaluation track has led to notable transformations in both policies and systems within the city.

One effort worked to reduce no-shows at city-run Family Health Centers, which serve over 134,800 residents and which saw almost 40,000 missed appointments in 2022. To evaluate approaches to reducing no-shows, the city randomly sampled 295 residents with upcoming appointments. Half were reminded with text messages, others

received a reminder on WhatsApp, a platform used by over 80% of Chileans. WhatsApp proved more effective than regular texts at reducing missed appointments. By reducing no-shows, the city aims to accommodate more patients, raising the quality of healthcare services and improving health outcomes.

Another effort aimed to build a system to track and enhance the impact of Fuerza Joven, a program which delivers after-school arts, sports, and counseling offerings for at-risk youth and their parents. While the city has historically tracked some metrics (number of coaches, sessions attended), they have not effectively evaluated the program's ability to catalyze real change. The team has now developed a program survey to track impact metrics (percent of youth who feel able to communicate openly with their parents, percent reduction in substance use), which will be used to tailor services and shift resources to activities with the highest engagement and reach. The City is applying similar impact tracking tools and lessons to other priorities like community care, economic transformation, security, and urban governance.



Mayor Castro's active participation was pivotal in inspiring and guiding the team throughout the process of developing a Citywide Data Strategy. At the end of the program, Mayor Claudio Castro celebrated the launch of Renca's Citywide Data Strategy in a series of social media posts, writing, "We are tremendously grateful to Bloomberg for showing us the importance of using data for the development of effective public policies, based on the well-being of people."

The Renca team is now working on creating the first-ever central data portal, which will allow residents to access a range of information about public services, building projects, and local rules. and encourage them to be more involved in their communities. Renca is currently aiming to earn What Works Cities certification by December 2023.