Chelsea Thrives

- **The Problem:** Violent and property crime disproportionally concentrated in the downtown and abutting residential neighborhoods negatively impacts family and community well-being

- **Population:** 36,000 city residents; 24% in poverty; 44% foreign-born

- **Ten-year Goal:** Chelsea has transformed from a struggling high-crime community to a place where residents feel safe. Safety perception improves by 30% and crime rates drop by 30%
Partners

400 residents and 45 institutions participate in the civic infrastructure of our community to manage neighborhood conditions.

Safety, cleanliness, vibrant public spaces

- Bay Cove/ASAP
- Bunker Hill Community College
- CAPIC
- Chelsea Bank
- Chelsea Chamber of Commerce
- Chelsea Collaborative
- Chelsea Community Connections
- City of Chelsea
- Chelsea Housing Authority
- Chelsea Police Department
- Chelsea Probation
- Chelsea Public Schools
- Department of Children and Families
- Department of Youth Services
- HarborCOV
- Healthy Streets
- Jordan Boys & Girls Club
- Massachusetts General Hospital
- Metro Credit Union
- North Suffolk Mental Health
- Phoenix Charter Academy
- Roca
- Suffolk County Sherriff’s Office
- The Neighborhood Developers
Key Drivers

- High incidence of Substance Abuse and Trauma
- Access of disengaged populations to social and civic capital
- Poor Physical Environment
- Access to youth opportunities
Strategy: Integrate and align cross-sector response

Crime Prevention through Services

- Hub & COR
- Navigators
- MGH Trauma Learning Collaborative
- Community Policing and Impact Shifts
- Relentless Outreach; Door Knock Campaign
- Array of aligned substance abuse programs

Highlight: Hub & COR

- Weekly roundtable, 25 agencies
- Case / incident review for family with acute/ imminent risk of crime
- Coordinated offer of services
- Data tracking and analysis
Hub Dashboards – Population Data

Violent Crimes by Geography
- Rest of Chelsea: 33%
- Sector 4: 67%

Total Violent Crimes up 0.2%

Unemployment (Chelsea)
- 8.5%
- 7.6%
- 7.2%
- 6.9%
- 6.0%
- 5.6%
- 4.5%
Hub: Case Originator

- CPD: 57%
- Unrecorded: 12%
- NSMH: 7%
- DCF: 7%
- Roca: 7%
- PCA: 3%
- City: 3%
- Probation: 3%
- TND: 2%
- CPS: 2%
- B&G: 2%
- MGH: 2%
Hub: Lead Case Manager

- DCF: 31%
- CPD: 17%
- Roca: 16%
- NSMH: 12%
- CAPIC: 7%
- MGH: 5%
- Unrecorded: 2%
- City: 2%
- Probation: 2%
- PCA: 2%
- Healthy Streets: 2%
- CPS: 2%
- B&G: 2%
Hub: Contributing Risk Factors

- Mental Health: 12%
- Chronic Absenteeism: 11%
- Housing: 11%
- Other: 8%
- Parenting: 11%
- Alcohol Misuse/Abuse: 7%
- Domestic Violence: 7%
- Basic Needs: 6%
- Crime Victimization: 6%
- Gangs: 4%
- Physical Violence: 4%
- Self Harm: 3%
- Medical - not Mental Health: 1%
## Strategy: Activate residents to manage neighborhood conditions

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<th>Build Social Capital</th>
<th>NeighborCircles</th>
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<tr>
<td>Integrate resident engagement and relationship building practices</td>
<td>Peacemaking Circles</td>
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<td>Evaluate for improved perception of safety</td>
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**Highlight: Chelsea Beautification Committee**

- Monthly meeting with City and community
- Crime hot spots identified – properties and public spaces
- Ensures timely remediation responses from community and City
- Collaborative strategies focus on prevention
Learning About the System

- Hub has changed social service system to focus on crime prevention
  - Strong buy-in among partners
  - Faster response
  - Measuring triggers, understanding patterns
  - Learning which interventions work

- Clean-ups build social capital and neighborhood stability

- Network restructuring for time efficiency and value

- Data sharing is challenging; requires trust building and relevance
Progress Toward Systems Change

- City is redirecting resources to community priorities
  - Navigators
  - Targeted code inspection
  - Treatment beds
  - Community policing
  - Community engagement

- Collective decision making driven by community conversation as first step

- Followed by assessment of data as second step; The Chelsea Thrives network, beginning with Executive Committee, is using Data Dashboards to inform decision making.
Accelerating Change

- At the state level, adapt client consent and/or privacy compliance systems to allow Hub to reach greater scale more efficiently.
- Create city-level systems for shared data and information to further influence decision making and resource deployment.
- Additional agencies incorporate community building and trauma response practices.
- Crime Prevention Through Environmental Design (CPTED).
- Cultural and economic development of the downtown – to replace negative conditions with positive conditions.