Power of Social Innovation Webinar Series

Engaging the Citizen as Co-Producer of Social Good

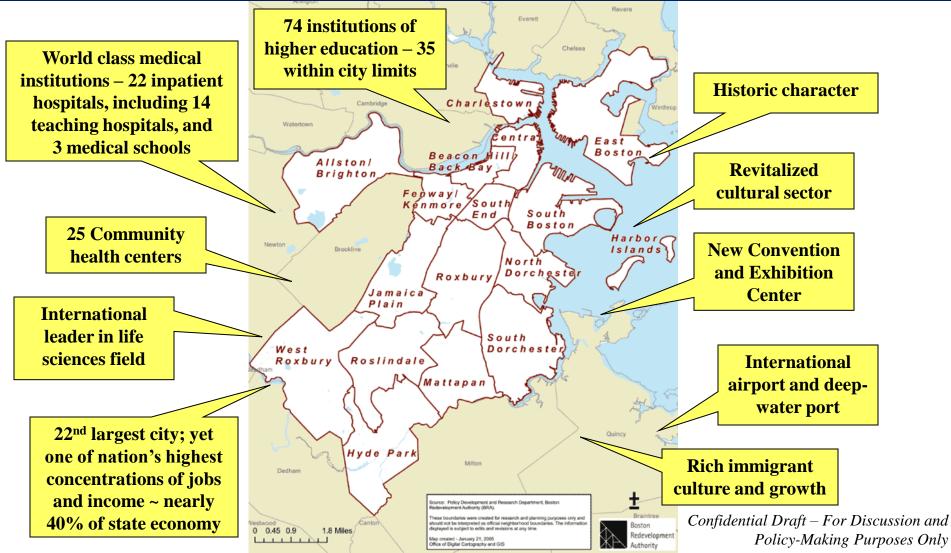


Judith Kurland, Chief of Programs and Partnerships Office of Mayor Thomas M. Menino, City of Boston

July 15, 2010

Boston: A Resource-Rich City





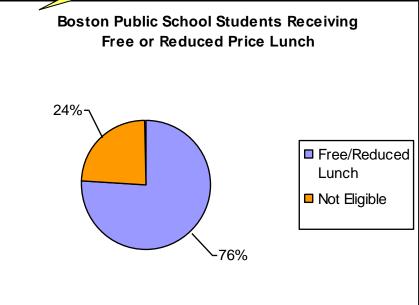
Despite these Resources, Many Live in Poverty



- 28 % of households earn less than \$25,000 annually
- 37 % of Boston households earn less than \$35,000 annually



76 percent of Boston
Public School students
receive free or
reduced price lunch



City of Boston's Anti-Poverty Efforts



Principles for All Policy Efforts:



Framework for Economic Stability:



City of Boston's Anti-Poverty Efforts*

Coordinated, integrated approach – driven by data



	Education & Development	Health		
Youth	Education Pipeline	School breakfast and lunch program Violence Intervention and Prevention (VIP) Boston Food & Fitness Collaborative StreetSafe Initiative		
Families & Adults	Workforce & Education Health SkillWorks: workforce development funding Council	Housing The Boston Home Center: homeownership center to	Asset Building Don't Borrow Trouble: informing residents about	Benefits Mayor's Food and Fuel Campaign
	collaborative that provides education and training opportunities One-Stop Career Centers: range of services to support jobseekers Boston Centers for Youth & Families: Smart from the Start; Adult Education and Literacy Solution of Child & Adolescent Health, etc. Boston Food and Fitness Collaborative BPHC: Division of Child & Adolescent Health, etc. Boston Steps BPD Safe Street Teams: Community Policing	inform residents; provides a range of financial literacy programs • Home Buying 101 • Leading the Way: increase the stock of affordable housing • Supporting Families Facing Foreclosure: connecting families in crisis to counseling • Emergency Shelter Commission	predatory lending practices • EITC clinics: free tax preparation, access to bank accounts, food stamps, savings bonds, health insurance information and credit counseling • Credit Smart Workshops • Limiting check-cashing outlets, promoting banks in low-income communities	EITC Campaign LIHEAP & Weatherization Intergov't Relations
Community	Boston Main Streets & Back Streets initiatives VIP	Foreclosure Intervention Team: help individuals and neighborhoods manage foreclosure through counseling and home rehabilitation	Boston Main Streets & Back Streets initiatives	Earned Income Tax Credit
Segmented (examples)	Population-based – Office of New Bostonians, ELL (BPS); Mayor's Commission on Affairs of the Elderly Place-based – VIP, Safe Street Teams (BPD), Office of Neighborhood Services			

^{*} Selected examples

Boston is Home to Many "Firsts"



- 1632 First law against smoking in public
- 1634 First public park: Boston Common
- 1635 First public school: Boston Latin, still in operation
- 1636 First college: Harvard University
- 1653 First public library
- 1704 First newspaper: Boston News-Letter
- 1716 First lighthouse: Boston Light, still in operation
- 1765 First chocolate factory: Baker Chocolate Factory in Dorchester
- 1806 First African-American meeting house constructed
- 1835 First public school for African-American children: Abiel Smith School
- 1837 First college for women: Mount Holyoke, still in operation
- 1876 First telephone: Alexander Graham Bell
- 1897 First subway: Metro Boston Transportation Authority, the "T"
- 1897 First U.S. Marathon: Boston Marathon
- 1903 First World Series game: Boston Americans 3, Pittsburgh Pirates 7
- 1924 First Mutual Fund: Mass Investors Trust
- 1928 First computer: at MIT
- 2004 First state to legalize same sex marriage

A City of Innovation



Boston is the birthplace of many innovative nonprofit organizations:







Project HEALTH



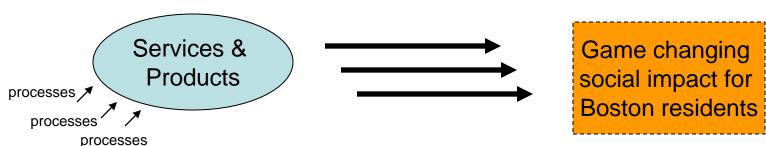


Community Health Centers

What is Social Innovation?

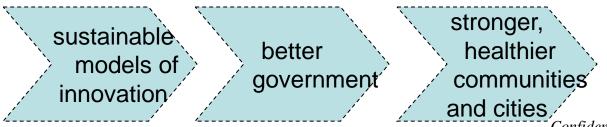


Social Innovation:



- For government, all innovation is social innovation
- Challenge for government: how to develop greater capacity to encourage and deliver (social) innovation

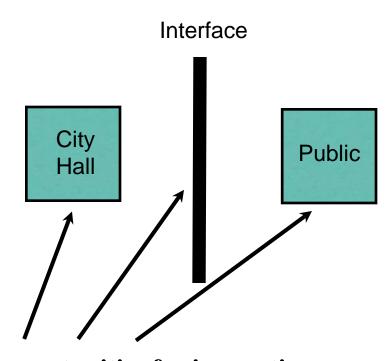
Why is this?



Confidential Draft – For Discussion and Policy-Making Purposes Only

How do we think about Innovation?





City of Boston's Strategies for Innovation



Find the patterns of innovation that work for you.

High-level patterns include:

- <u>Cultivate:</u> Source of Innovation Employees
- Replicate: Source of Innovation Industry Best Practices
- Partnerships: Source of Innovation Internal / External
- Networks: Source of Innovation Internal / External
- OpenSource: Source of Innovation The Public

Patterns of Innovation in Boston



Social Network Incubation pattern has been

very successful in Boston:

Internal and external ideas developed and incubated by a social network of ~ 20 City Government innovators working with external social entrepreneur partners

We are encouraging this pattern by creating the **Mayor's Office of New Urban Mechanics**, which is a <u>social innovation</u>

<u>R&D lab</u> for the City.

Looking Forward

...the challenge is to create sustained relationships through which constituents can access services to achieve goals over time



Boston's Potential

- Strong mayoral leadership and civic culture
- Strong portfolio of City and partner services
- Strong research and evaluation
 - City itself
 - Research partners
- Increased emphasis on citywide collaboration and coordination
- Many points of entry for building and sustaining constituent relationships
- Alignment with new Federal administration and strong relationships with State Human Services cabinet members

Our Challenges

- Constituent relationship staffing and tools (case management mindset)
- Multi-year perspective, systems and funding
- Longitudinal tracking and outcomes measurement
- Solving the problem for constituents of short-term needs versus longer- term investments for payoffs
- Underfunded schools (combined with limitations in City's ability to raise revenues)
- State administration of social service resources that are disconnected from local, community fabric and feedback