

FEBRUARY 2021

2021 Consulting Grants Awarded

See what's planned for 8 new projects.

All Team Meeting Recap

Get highlights of the Volunteer Team Kick-off.

Volunteer Spotlight

Learn more about Ahn Tran.

Client Interview

Hear from Clarendon Early Education Services about working with CCT.



CCT is excited to embark on a fresh consulting season with virtual teams of talented MBA alumni. As we embrace new possibilities in 2021, CCT will be undertaking initiatives to enhance our virtual consulting experience for volunteers and clients, continually improve our infrastructure and execute a strategic study of diversity and inclusion.

Support CCT

8 Consulting Grants Awarded in 2021

In January, CCT awarded consulting grants to eight Boston-area nonprofit organizations:

- Free Software Foundation (Civil Rights, Social Action & Advocacy)
- LEAP For Education (Youth Development)
- Lucy's Love Bus (Health Care)
- Massachusetts Health Quality Partners (Health Care)
- RIA House (Human Services)
- Samaritans (Mental Health & Crisis Intervention)
- Thrive Support & Advocacy (Human Services)
- Union Capital Boston (Human Services)

Volunteers have been assigned to project teams to fulfill these consultancies and are becoming acquainted with their respective clients. Project managers and sponsors have been working on refining project scopes to provide their clients with actionable deliverables. Check out the 2021 project descriptions below.

Free Software Foundation (FSF)

FSF's mission is to promote and defend the rights of software users in a world where technology is social



fabric. FSF serves the general public by providing public education, legal services, advocacy, software development, software licensing, and other community resources. To support FSF's desire to better serve their supporters, increase membership and promote awareness, CCT will conduct a marketing assessment of their supporters.

Learn more: <https://www.fsf.org>



LEAP For Education

LEAP For Education provides free academic, post-secondary and career services for underserved youth, ages 11-24. In order to increase program participation, they would like a CCT team to help them improve their messaging and outreach to students, parents, teachers and school counselors.

Learn more: <https://www.leap4ed.org>



Lucy's Love Bus

Lucy's Love Bus delivers comfort and quality of life to children coping with cancer or other life-threatening illnesses through free integrative therapies such as massage, Reiki, meditation, acupuncture, music therapy, and therapeutic horseback riding. Since Covid hit, they have been supporting their families who are struggling financially with basic necessities including housing, utilities, groceries, medications, and gas. They would like a CCT team to conduct a SWOT analysis and peer review, as foundational elements to creating a strategic plan.

Learn more: <https://lucyslovebus.org>



Massachusetts Health Quality Partners (MHQP)

Powered by deep expertise in research techniques, MHQP drives improvement in patient care experiences by: measuring and reporting patient experience data; sharing tools, guidelines and best practices to support improvement efforts; and catalyzing collaboration throughout the health care industry. MHQP identified an opportunity to expand their measurement of the patient experience into the clinical trials industry. MHQP would like CCT to perform a market opportunity assessment of this potential offering.

Learn more: <http://www.mhqp.org>

RIA House



ready · inspire · act

RIA House supports women with experience in the commercial sex trade, and its associated exploitation, trafficking and prostitution, by providing community-based services. Their work has shown that housing, employment, and emotional well-being are the three most important needs and challenges faced by women survivors in the region. They would like CCT to help develop the housing component of their strategic plan, such that they can evolve to implementing an integrated service model that addresses housing, employment, and mental wellness together. The CCT team plans to design a client needs assessment survey and conduct a peer review exploring housing models.

Learn more: <https://riahouse.org>



Samaritans

Samaritan's Boston Chapter is the largest provider of suicide prevention services in MA, operating a Crisis Helpline, providing Community Education/Outreach programs, and offering Grief Support services. Finding, vetting, training and retaining volunteers has been a challenge, especially during the pandemic, which has seen an influx of volunteer applicants and callers to their helpline. Samaritans would like a CCT team to take a strategic look at their volunteer management and operations, since this is the key bottleneck in serving its constituents.

Learn more: <https://samaritanshope.org>



Thrive Support & Advocacy

Thrive Support & Advocacy empowers children and adults with intellectual and developmental disabilities, and their families, to lead rich, active and self-directed lives. More than 800 participants benefit from Thrive's program: Adult Residential Services; Individual Support Services; Family Support Services; Youth Services; and Social, Recreation and Transportation Services. They have decided to open a Therapeutic Day School serving students on Independent Education Programs who cannot receive adequate services in their school districts. They would like a CCT team to create a financial model of the project and recommend positioning in the therapeutic school market.

Learn more: <https://www.icanthrive.org>



Union Capital Boston

Union Capital Boston works with residents in several Boston communities to increase their civic

engagement, thereby improving their employment, educational and financial status. UCB uses an innovative mix of individual incentives, community networking and technology to promote participants' engagement within their community. UCB has asked CCT to conduct a SWOT analysis as a key input into their upcoming strategic planning process, which will guide their expansion plans.

Learn more: <https://www.unioncapitalboston.org>

Team Kickoff: Ready to Broc & Roll

We kicked off the 2021 project cycle by getting all our new volunteer teams together over Zoom... and fighting about broccoli. Volunteers played a Family Feud style game of trivia, and survey says it's the most hated veggie. When it's steamed, it's also the most angry. Here's a quick look at our 2021 volunteers, who are ready to put the pedal to the medal and floret.



Volunteer Spotlight: Ahn Tran

Current CCT role: Project Manager for the Lucy's Love Bus project

Volunteer since: 2016

First CCT project: Open Table

MBA: Simmons University

How did you discover CCT?



I googled volunteer opportunities and a volunteer I knew from Tech Goes Home mentioned it.

Describe your CCT experience:

Great :) It's the opportunity to do something outside of my regular life/work and apply my skills and knowledge to helping out. It's also fun because you are working with like-minded people focused on the same goals.

What does CCT offer that all the other activities which vie for your limited free time do not?

It offers project-based volunteering that gives me an opportunity to learn about different nonprofits while providing an impactful result. It leads to meeting new people on project and client teams and getting to know them too.

What don't we know about you?

I have a particular personal interest in addressing social inequity, including the application of Environmental, Social, Governance (ESG) principles in corporate direction and governance. At a personal level, I am an advocate of life hacks, particularly related to health and nutrition, including HIIT and intermittent fasting.

Interested in telling your story? Reach out to marketing@cctboston.org!

Clarity for Clarendon Early Education Services

In 2020, CCT explored expanding Clarendon's portfolio of training & education services by developing innovative online courses, with a particular emphasis on how to care for children who have experienced trauma. A few months after CCT presented an analysis of its feasibility study, we reconnected with Joanna Doyle, the Director of Training & Education at Clarendon to hear her take on the experience and how she plans to leverage the findings.



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