



Community Consulting Teams | Boston

bringing MBA business expertise to Boston area nonprofits since 1990

October 2020

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Important Dates

10/16: Client applications due

10/29: Volunteer Night

11/27: Volunteer applications due

Support CCT

Make a donation

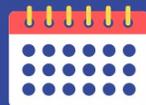
One Week Left for Client Applications!

Applications for client projects are **due on October 16** - so now is the last chance for local nonprofits to consider how they might benefit from a 2021 pro bono consulting project. If you have any questions on the application, process or project ideas, please reach out to client@cctboston.org.

Apply now



VIRTUAL SESSION



CCT Volunteer Night!

Thursday, October 29
7:00 PM - 8:00 PM

Save the Date: Volunteer Night

Looking for a meaningful way to give back and leverage your MBA? We're hosting a virtual session for our growing community of MBA alumni who are interested in amplifying the impact of Boston-area nonprofits.

Join us for our **volunteer night on October 29** to learn about CCT, meet other volunteers, and hear about the work we do to support local non-profits.

Register now

COVID-19 Response: Short & Sweet

Projects

COVID-19 has put a financial burden on many Boston area nonprofits, cutting into earned revenue and donations, and forcing some to lay off a portion of their staff. Many are finding creative new ways to serve their constituents, collaborate with partners, and harness staff talents in this challenging time.

CCT put together a COVID-19 Task Force, who surveyed past clients and determined a need for shorter, more immediate pro bono consulting projects, outside of CCT's normal project cycle. We found that while clients are interested in assistance from us, they have fewer resources to dedicate working together. In addition to our upcoming 2021 project cycle, we have fielded volunteer teams this fall to virtually assist three of our past clients on short-term projects, ranging from one to three months in duration.



Doc Wayne Youth Services

As they are not able to conduct their group sports related programs, Doc Wayne is offering free webinars on issues like "Kids and COVID-19" and "Suicide Prevention" to organizations nationwide. They have been approached for more in-depth, virtual programming for which they have created various modules with associated costs, and would like to provide this to prospective clients as a menu of pre-packaged options. Doc Wayne has engaged CCT to develop a pricing structure for a menu of modules, as well as content to market these new services.



Eliot School of Fine & Applied Arts

Eliot School has been able to provide some virtual offerings through its partnership programs (e.g., outsourced art classes to Boston Public Schools, Boys & Girls clubs, and more). They have not yet offered any of their in-house programs in a virtual setting. Their CCT team is providing research and recommendations on best practices in growing their virtual offerings, as well as suggestions for a blended model (online and in-person) going forward.



Fuller Craft Museum

The COVID-19 pandemic has forced Fuller Craft Museum to get creative in offering more virtual programming to engage its museum audience. For example, they are offering artists chats that are garnering 100+ participants, many of whom are new to their database. However, with most staff just recently returning to work, they have only scratched the surface of their digital potential. Fuller Craft has engaged a CCT team to help them figure out how to more strategically enhance their digital offerings, both to bring the museum experience to remote audiences, and to integrate with the in-person museum experience.

Not All Bad in 2020

While the past several months have presented hurdles for our clients and volunteers, both have shown amazing resilience and agility in overcoming challenges. Despite some changes to our usual process, we received strong feedback from our 2020 clients. In fact, CCT saw a **2020 Net Promoter Score of 100**, with every client giving a 9 or 10 on a scale of 0-10 for "how likely are you to recommend CCT Boston to a friend or colleague?"

Here are a few things they had to say about us:

The Friends of Holly Hill Farm

"The incredible depth of data that was compiled floored me."

Cindy Prentice, Executive Director

Young Audiences of Massachusetts

"CCT's work has practical application and information that is richly conveyed. Their report had real new insight, and we could use this information. The report clearly lays out a direction for the organization to pursue."

Mark Kadar, Vice President, Board of Directors

The Welcome Project

"CCT's work will be a part of our strategic plan, so it will have a huge impact."

Ben Echevarria, Executive Director

The Asperger/Autism Network (AANE)

"As a small nonprofit, we had access to expertise we would not have been able to access. The team sought to understand us, did the work in a timely manner, and came up with great recommendations."

Dania Jekel, Executive Director

YouthBuild Boston

“On a scale of 1 – 10, I would give them a 15! I just wish we could have done more together.”

Michael Chavez, Project Development Manager

Volunteer Profile: David Wong

Current CCT Role: Project Manager, The Eliot School

Volunteer Since: 2016

MBA: Yale SOM

How Did You Discover CCT?
Yale SOM alumni newsletter



Describe Your CCT Experience:

I was co-project manager for a growth strategy project for Neurofibromatosis Northeast (NFNE), a rare disease non-profit based in Burlington, MA. The key question facing the organization was whether to expand geographically to the mid-Atlantic states, with the closure of the local NF branch. Our project approach included several workstreams of primary and secondary research, including: board and staff interviews; NFNE member database analysis; patient surveys and interviews; clinician and researcher interviews; peer organization research and interviews.

Ultimately, based on our analysis, we recommended that NFNE not expand geographically since there was existing opportunity to serve more patients and expand services in their existing northeast geography. We also specifically identified a need to emphasize greater clinician engagement and invest in further development of patient support capabilities, a key NFNE differentiator.

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

I was looking for an opportunity to give back to organizations that serve a broader social mission but do so in a manner that could have greater impact and achieve greater strategic leverage than could be accomplished via individual volunteerism. I was also looking for an opportunity to utilize the management consulting skills that I have developed professionally since graduating from Yale SOM.

What Don't We Know About You?

I have particular personal interest in addressing social inequity, including the application of 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.



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