



Community Consulting Teams | Boston

bringing MBA business expertise to Boston area nonprofits since 1990

April 2017

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Important Date

June 6:
[Wrap-Up Event 6pm](#)



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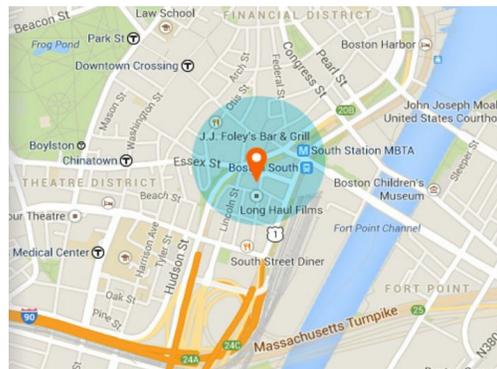


Save the Date for Our Wrap-Up!

Our 2017 year-end Wrap-up for Volunteers and Clients is scheduled for

Tuesday, June 6th at 6pm. There will be food, fun, and final remarks from our clients.

Please note the new location this year, The Nonprofit Center, 89 South Street, Boston. Invitations will be sent closer to the date.



Reports from the Field

CCT teams are now well into their projects, presenting mid-point reports to clients and developing final recommendations. A few of our Project Managers shared updates...

More Than a Sign

The familiar signs on the bridges to the Cape that say,

"Desperate? Call the Samaritans," are how most people know **Samaritans**, an organization whose mission is to reduce the incidence of suicide by listening and offering hope through their 24/7 phone and text lines to people in the



greater Boston area. They field over 75,000 calls and 1800 text messages a year from people who are lonely, uncertain or depressed.

A fraction of the calls come from teens, yet teens are particularly vulnerable to suicide, and Samaritans wants to find an effective way of reaching this population. Our CCT team is exploring various channels as well as the best messages to reach teens through school partnership programs, other peer organizations and social media to leverage their helpline, online chat and texting services.

Be Our Guest

CCT is helping **Hospitality Homes** explore how to increase their capacity to provide a home-away-from-home to families of patients seeking care at Boston-area hospitals by partnering

with hotels to tap into an inventory of empty rooms. Currently, most Hospitality Homes guests are housed by volunteer hosts who offer no-cost, short-term housing in their private homes. Our CCT project includes identifying hotel philanthropic programs that could be leveraged and how excess hotel capacity is currently managed and what opportunities and barriers exist for Hospitality Homes.



Care, Access, and Humility

CCT is helping the **St. Boniface Haiti Foundation** in a

marketing and branding project. The client is the premier hospital in Haiti's Southern Peninsula and provides care to patients regardless of income. It employs an almost entirely Haitian staff and is regarded by



residents as an organization focused exclusively on the regional population's needs. The purpose of the project is to assess SBHF's branding and communications strategy and evaluate its brand position with the donor community, similar organizations, and other stakeholders.

Wanted: (Able-bodied) Volunteers Interested in Moving Furniture

Household Goods of Acton, MA, a volunteer-driven

organization, asked CCT to help them with volunteer management. The team has been interviewing key stakeholders including board and committee members, as well as active volunteers. The team is also conducting a survey of



current and former volunteers to learn about participant satisfaction. The project includes a best practices study of other furniture banks and nonprofits where all or most of the tasks are performed by volunteers.

Recommendations will include opportunities to improve recruiting, communications, and recognition in targeted areas.

Would You Jump in the Charles?

Charles River Conservancy is proposing to build a pool for you to swim in at North End Park. The CCT team is

interviewing a variety of groups that run pools - indoor, beach, lakes and rivers to develop an operating and financial model for the pool. In-river swimming is a



global trend - projects are in progress in London, New York, Melbourne, Berlin and operating in Switzerland and Copenhagen - and through discussions with some of them the CCT team is identifying key considerations in bringing such a complex project to completion.

Enabling the Transformational Organization to Go Further

CCT is working on defining a growth strategy for **Community Boat Building (CBB)**, a Boston waterfront based nonprofit

that is transforming the lives of 5th grade students in Boston Public Schools through a hands-on boat building program. The CCT



team is interviewing the key stakeholders to understand their impression of CBB and get their input on potential growth plans. In addition, they are interviewing peer organizations across the country to better understand their growth strategies and growing pains. Finally, they are assisting CBB to improve their "impact" tracking ability from the perspective of funding organizations.

Workbar Worked for Four CCT Teams

CCT teams are creative in finding space for team meetings. It needs to be centrally located, available outside of business hours, conducive to business conversations...and free. When no one can offer a convenient home or office, teams look for a room at the local library, an open college classroom, or an accommodating coffee shop. But this year, CCT had a new resource. **Workbar** donated space for team meetings, and four of our teams took advantage of the opportunity. Workbar Hubs are co-working and meeting spaces that provide a professional work environment for entrepreneurs, independent professionals, and remote teams. They are located throughout the Boston metro area.



Feedback from CCT project managers has been universally (and effusively) positive:

- *"The experience of using the Workbar facilities has been fantastic."*
- *"Community Boat Building Team is loving it. Overall, A+."*
- *"We've been really impressed. Location, staff, environment are top notch. Thank you Workbar for incredible help & generosity!"*
- *"The great thing has been the location options, easy access to wifi, conference rooms and whiteboards. We absolutely love the space - it's definitely been a great addition to CCT."*

We thank Workbar for supporting CCT in our mission to amplify the impact of Boston-area nonprofits.

Volunteer Profile - Aish Agrawal

Current CCT Role: Project Manager for Charles River Conservancy

Volunteer Since: 2013

First Project: Cristo Rey Boston

MBA: Fuqua (Duke) School of Business, 2011



How You Discovered CCT:

An email to all Fuqua grads from Duke's Boston chapter

Describe Your CCT Experience: CCT has been a rewarding experience in many ways - honing my skills, meeting and working with folks from different industries, learning about the nonprofit world, and more importantly, working for clients who would otherwise find it challenging to get some of their critical projects off the ground.

At one point or the other, each project became demanding and

the teams worked together to deliver the project on time for clients who were always pleased not just with the outcome but the passion that the teams brought to the project. In every project, I have seen the client have at least one "Aha" moment, demonstrating the value CCT teams bring to the Boston area nonprofits.

What Don't We Know About You?

I learned I was claustrophobic when I stepped into the Great Pyramid of Giza. I made people behind me in the line turn around so I could get out. Some were not happy.

CCT Boston | info@cctboston.org | www.cctboston.org

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