

APRIL 2021

Reports from the Field

Project managers share team updates.

Diversity, Equity, and Inclusion

Learn about the initiative to enhance CCT's DEI performance.

Volunteer Spotlight

What does Kiz Syed do outside of CCT and why is he covered in bruises?

Client Interview

YouthBuild Boston reflects on working with CCT.

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Support CCT

Reports from the Field

Having completed their interim presentations, CCT teams are in the home stretch of their projects and developing final recommendations. Here are a few updates shared by our project managers:



No stopping this bus

Lucy's Love Bus is a small organization with a big heart whose mission is to improve the quality of life for children with cancer and life-threatening illness through holistic therapies and family support programs. LLB is in need of a strategic plan and has enlisted CCT to provide a SWOT and landscape

analysis which would contribute to their strategic planning process. Thanks to a dedicated team we exceeded our own expectations on the timeline for this project and the objectives agreed upon are nearly complete and were delivered to the client at the interim presentation. Our next step is to work with LLB to establish the proper questions, considerations, and frameworks to help with their strategic planning process, using what the team has learned from the SWOT and Landscape analysis.



Patients with patience

Mass Health Quality Partners (MHQP) is an organization focused on measuring this patient experience and reporting it out to federal, local, and private groups. MHQP is exploring expanding this mission and asked CCT to study the clinical trials market. The CCT team has done deep industry research including 20+ interviews, largely facilitated by tapping into each other's MBA and professional networks! The goal is to provide the client with an overarching understanding of the industry so that MHQP can make a go/no-go entry decision. Coming out of the interim deliverable, the CCT team will focus on customer willingness to pay and deep-dive on certain segments.



Housing as mental health

RIA, an organization dedicated to walking hand-in-hand in support of survivors of the commercial sex trade, is beginning to explore ways they can further support the housing needs of the population it serves. The team has developed a survey to better understand the specific needs of RIA's population. The team has also been busy interviewing both local and national organizations that support housing through various housing models for similar populations. These two workstreams should come together to provide RIA with insight into directions they can pursue in the effort to support their participants.



Helping the crisis helpline

Samaritan's Boston Chapter is the largest provider of suicide prevention services in Massachusetts. They rely heavily on volunteers to answer the thousands of calls that come in to their Crisis Helpline. The CCT team is reviewing the volunteer management process to identify improvements that will result in more calls being answered to meet higher demand. We just completed the interim presentation and shared the key issues that need to be addressed. Remaining project work includes conducting a peer review and finalizing recommendations for improvements to



volunteer recruiting, screening, scheduling and retention.



If you build it, they will come

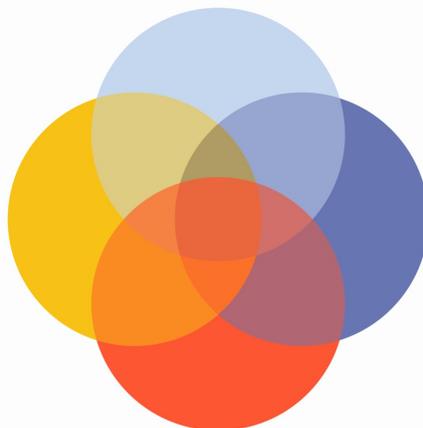
Thrive Support & Advocacy (TS&A), an organization that provides support and service navigation assistance to families of children and adults with special needs, is exploring opening a school to help older children on Individual Education Plans (IEPs). The CCT team has been interviewing stakeholders (educators, lawyers, advocates, etc.) to better understand the network of options available to these children and validate the need for a special needs school in Marlborough, where TS&A is located. Post interim presentation, the team will focus on creating a financial model to project the school's impact and assist with developing portions of the business plan.



Taking it up a notch: Union Capital Boston plans its future direction

Union Capital Boston (UCB), a Boston-area social capital organization, is now coming to the successful conclusion of its first three-year strategic plan. UCB has brought in CCT to lay the groundwork for its next three-year plan. Our team of exceptionally talented consultants is conducting a SWOT analysis using input from interviews with more than 40 stakeholders, including UCB community members, partners, funders, advisors, board and staff. The CCT team is also delving into quantitative survey results and conducting our analysis of the UCB member app to inform our findings. After sharing results with the UCB Board, we're now focused on the second phase of the project.

Embarking on a DEI Journey



The CCT Board of Directors has decided that this is the time to look inward at CCT's

own processes and behaviors as it relates to diversity, equity and inclusion (DEI). In September 2020, the Board authorized a task force with the following objective: The DEI task force will help create a high level roadmap for the CCT Board to begin the development of policies, practices, and organizational behaviors that foster authentic Diversity, Equity, and Inclusion both internally and externally.

The task force, headed by Tricia Craig, Alison French, Valerie Godhwani, and Peter Ingram, has worked with the Board to clarify the Board's goals and motivation for enhancing CCT's DEI performance. At the same time, board members are pursuing their own personal DEI journeys, leveraging materials curated by the task force. DEI is as much an organizational journey as a personal one.

The task force has developed a work plan and is in the process of engaging DEI consulting expertise. The next step is to develop a roadmap of short and long term recommendations to guide the Board in implementing measures that will significantly increase the diversity, equity and inclusivity of CCT's leadership and volunteer pool as well as CCT's policies and operations.

Volunteer Spotlight: Kiz Syed

Current CCT role: Project Manager for Massachusetts Health Quality Partners

Volunteer since: 2019

First CCT project: YouthBuild Boston

MBA: Tuck

How did you discover CCT?

Tuck alumni network

Describe your CCT experience:

Engaging, impactful, and rewarding! CCT helped me expand my network in Boston, contribute to worthwhile causes, and re-live the MBA study group experience! I've served as a project manager so far (what that means is that I'm a show-horse more than a work-horse!). I'm constantly amazed by how CCT teams are able to moonlight as consultants for these organizations and deliver valuable insights. I learn from my teammates on every project and I've been able to leverage those learnings for my day-job as well!

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

Professionally, you get to test out other industries through the consulting projects if you are considering a career switch. The highlight for me is meeting other MBAs in the Boston area from different industries and schools. Tuckies tend to stick together, so it's always refreshing meeting folks from other schools.

What don't we know about you?

During quarantine I bought a saxophone and a skateboard. I should have also bought lessons for both since I sound like a worn-out car brake and am covered in bruises from falling constantly.



Building Plans with YouthBuild Boston

YouthBuild Boston, a nonprofit offering trades training for underserved youth, came to CCT in 2019 to develop a growth strategy to expand their new apprenticeship program for facilities maintenance. Last year, the CCT team helped define this unique program's value proposition and offer a roadmap to expansion. A few months after CCT presented recommendations for the business model, we reconnected with Michael Chavez, the Project Development Manager of YouthBuild Boston to hear his take on the experience and how he plans to leverage the findings.



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