



August 2020

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## Important Dates

8/16: Applications open

10/16: Applications due

## Announcing the New Project Timeline

We're eager to help our nonprofit community with strategic projects that may or may not be Covid-19 related. We understand that the current situation makes things very unpredictable, and we want to be responsive to that in our project planning and delivery. Based on feedback from recent clients, we're shortening our 2021 project cycle.

We're **opening up applications on August 16**, so now is a great time to start brainstorming and contacting Boston-area nonprofits that might benefit from a pro bono consulting project! Please reach out to [client@cctboston.org](mailto:client@cctboston.org) with any questions or ideas.

# NONPROFIT APPLICATION PROCESS

## NEW PROJECT TIMELINE

Open Call for CCT Project Applications: August 16, 2020

Application Deadline: October 16, 2020

Site Visits (virtual or in-person): November 2020

Clients Selected: Early January 2021

Projects Begin: Early February 2021

Projects Finish: End of May 2021

## Volunteer Alum Spotlight: Laura Ward

Recently featured in Tuck's Alumni Stories, Laura Ward shares how she turned to CCT as she transitioned back into health care following time off after the birth of her second child.



"As I was thinking about what I wanted to do next, a fellow Tuck grad told me about Community Consulting Teams (CCT) of Boston, an organization that provides consulting to Boston nonprofits. My first project with CCT was with an all Tuck alumni team, 15 years after graduation. I loved the work and stayed involved with CCT from 2007-2012, working with clients in the health care space and serving as director of client development. The more I learned about the needs of community health organizations and child and adolescent mental health, the more I realized that this was a career path I wanted to follow.

I began to see how broken health care was on the front lines. I began consulting with a research team at McLean Hospital that was focused on the study of PTSD. I was very interested in the lack of attention paid to effects of childhood trauma in medical settings. Trauma and abuse are rarely discussed or treated in medical care, yet known to be highly correlated with one's physical health."

[Read more of Laura's story here.](#)

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## Lasting Impact 18 Months Later

For CCT, the process doesn't just end after projects wrap up. We make a point to reconnect with clients 18 months later to review the project's impact, client satisfaction, and if recommendations were ultimately implemented. One incredible finding from our latest review was that **5 of the 9 organizations interviewed saw a volunteer join as a board member** and continue their support of the organization. We profile Johanna Musselman, one of those volunteers, below!

Here are some snippets from recent interviews with clients from the 2018-2019 project cycle:

### Multi-Service Eating Disorder Association

"The team's work helped us understand the effectiveness of our programs, and gave us clarity on where to focus our resources."

Rebecca Manley, Founder

### **Eliot School**

“We were able to implement the team’s recommendations right away. By the time we attended the wrap-up celebration, we were already at breakeven, and we have kept the programs running in the black ever since.”

Abigail Norman, Executive Director

### **Open Table**

“I was very impressed that CCT came in like a SWAT team. In order to understand us, they volunteered in every role in the organization.”

Jeanine Calabria, Executive Director

### **Boston City Singers**

“We continue to refer to the CCT report almost daily. Every recommendation CCT gave us continues to be implementable. The research that was done positions us favorably before funders and our communities alike.”

Melissa Graham, Managing Director

### **Fuller Craft Museum**

“The biggest learning came from the team’s handle on how to gather the data, especially the due diligence and interviewing peer institutions. Now we have stats to back up our decision-making.”

Denise Lebica, Executive Director

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## **Volunteer Profile: Johanna Musselman**

**Current CCT Role:** Project Team Member

**Volunteer Since:** 2017

**MBA:** Tuck School 1984

**How Did You Discover CCT?**

I've known about CCT for many years since I first moved to the Boston area in 2003 and because there were so many Tuck alumni involved in the organization. Initially, I lived near Worcester MA and the distance from Boston made it difficult to volunteer with CCT. My husband & I returned to Cambridge in the Fall of 2016, as "empty nesters", and I thought it was the right time to join CCT.



**Describe Your CCT Experience:**

I have worked on four projects as a team member, as follows:

- 2017: Charles River Conservancy
- 2018: Boston City Singers
- 2019: Samaritans, Inc.
- 2020: Youth Build Boston

All projects have been interesting and challenging in different ways. I have enjoyed learning about various non-profit organizations and how they operate. I've enjoyed digging in and understanding customers, competitors and the industries in which they operate. 100% of the clients have been great to work with and receptive to the research and findings of the CCT teams. Also, it's been great getting to meet and work with other CCT volunteers - networking and making friends. One of my favorite parts is the wrap-up event, usually held in June, where the clients give a report on the value and impact of CCT's work.

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

Each CCT project is an experience which keeps me on my "business" toes, even 30 years after business school. CCT reminds me of the skills I can bring to the table, even though I've been away from the full-time corporate world for many years. I also like the fact that the project cycle has a well-defined beginning and end. The CCT organization is very well run!

**What Don't We Know About You?**

I've been living in downtown Boston for 3 years and really enjoy it. My husband works for the City of Boston and I keep busy with volunteer commitments and as an election worker for the City of Cambridge. In my free time, I enjoy visiting with my daughter and her family, including my 4-year old granddaughter, and quilting.

**Following the CCT project, I was invited to join the Board of Boston City Singers in late 2018 and I am now serving as Vice Chair.** It has been a good experience, a bit more challenging since the coronavirus shutdown required all our programs to go virtual. Since May, I've been participating in the City of Boston's weekly COVID-19 check-in with the Arts & Culture community, learning about funding, legislation and other plans for re-opening.

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CCT-Clarendon Final Presentation via Zoom

## Clarity for Clarendon Early Education Services (CEES)

This spring, CCT presented its analysis of the feasibility of adding online courses to CEES's portfolio of training and education services. Afterwards, CEES shared kind remarks about the process and their eagerness to leverage the findings to make investment decisions:

"Your support of our mission is inspiring to us, and we look forward to moving ahead (expediently!) with our online learning curriculum. Not only did you provide superb, useful information and recommendations, you also offered a rewarding interpersonal experience. Your kind and supportive approach made us feel that you authentically appreciate the work we do. We were touched that you expressed disappointment when you were unable to recommend our project as a great revenue stream; we were not at all disappointed but rather excited to continue!

Throughout the project, your team maintained an organized and timely workflow that was very helpful to us. The wealth of data collection, analysis and cost-benefit analysis you performed provide a solid foundation for our next steps, and our team learned a great deal from the process. We also appreciate that the team used their wisdom to adjust recommendations quickly based on the rapidly changing landscape."