



# Community Consulting Teams | Boston

bringing MBA business expertise to Boston area nonprofits since 1990

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## Save the Date! CCT Project Wrap-Up Celebration

All 2019 client and volunteer project team members are invited to share their challenges and successes at our annual end-of-project celebratory event on **Tuesday, June 11 from 6-8 pm** at the NonProfit Center in Boston. An invite with details will be sent out later this month.



## Reports from the Field

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

### **No, seriously, there are islands out there. And they're spectacular!!**

*Boston Harbor Now (BHN)*, an organization working to re-establish Boston as one of the world's truly great coastal cities, reached out to CCT for help assessing opportunities to increase earned revenue from new and existing programs centered around the 43 Boston Harbor Islands, 47 miles of Harbor Walk, and the Boston Harbor Island Welcome Center situated on the Greenway. The CCT team interviewed internal staff and government agency partners to review BHN's existing earned revenue streams (e.g., ferry service, concessions, engagement programs), conducted interviews with peer organizations to gather best practices, and developed an "opportunity assessment framework" to help BHN evaluate and prioritize an ever-growing list of proposed earned revenue ideas.

### **Drafting a Game Plan**

*Doc Wayne Youth Services*, an award-winning nonprofit re-imagining therapy through the lens of sport, asked CCT to help identify the key criteria to evaluate locations for potential expansion to bring their services to more children. The team has been interviewing peer organizations who have grown within a geography as well as across state lines to identify best practices and lessons learned. The team has also been

working in close collaboration with Doc Wayne to identify the key steps required for expansion to a new site in order to understand the necessary investments from a human resource and financial perspective. The goal is to provide Doc Wayne with easy to use tools to verify and prioritize key opportunities for future expansion.

### **Grasping for .... Carrots?**

*Mill City Grows* addresses food justice in the Lowell community by increasing food access and providing food education. The CCT project team is specifically focused on assessing their school food education programs. The work has included interviews with Lowell Public School decision makers and influencers, comparable organizations, and board members and staff. The next phase of the project will focus on developing and testing potential school program redesign options and associated value propositions.



*Mill City Grows project volunteers enjoy a well-earned team dinner after delivering their midpoint report to the client.*

### **In the Trenches to Clear North Shore's Pipeline**

With a decline in the population of high school graduates, increased competition from online institutions, and a strong economy, community colleges all across the nation are facing the challenge of declining enrollment. *North Shore Community College (NSCC)* is no exception and has hired CCT to help it evaluate its enrollment pipeline. Starting at the top of the funnel and continuing until the first day of classes, our team is examining the school's current organizational structure and communication strategies to identify opportunities for improvement. Team members are interviewing administration officials, students and peer institutions, and devising strategies that align the organization and focus the communication on a better enrollment process, all with the end-goal of increasing the number of applicants that matriculate at NSCC.



*North Shore Community College team project manager,*

## Have you seen the Samaritans signs on the MBTA?



In addition to its 24-hour helpline and textline, *Samaritans, Inc.* provides suicide prevention education to high school students and offers grief support services to those who have been impacted by suicide loss. The CCT team is determining how widely available these services are throughout Massachusetts. Should they identify areas with service gaps, their findings will help inform Samaritans on steps they can take to address these shortcomings and provide suggestions on potential collaboration partners.

### Beyond financial modeling

*The Wade Institute for Science Education* offers professional development courses focused on helping teachers more effectively teach science with hands-on, inquiry-based approaches. One of the goals of Wade's 3-year strategic plan is to develop a realistic and sustainable financial strategy. CCT is building a financial model to help Wade reach that goal. CCT has interviewed Wade's internal and external stakeholders to gather information for the model. Besides producing a model, the team has generated a SWOT analysis and gathered feedback and recommendations from collaborating organizations, all of which will help the Wade team make more informed choices about how to price their programs and where to focus their efforts.

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## Volunteer Profile - Jeff Caplan

### Current CCT Role:

Co-Project Manager for North Shore Community College

Our project focuses on admissions, and steps NSCC could take to get more applicants to enroll.

### Volunteer Since:

2014. On my fifth project and my third as a PM.

### MBA:

Wharton

### First CCT Project:

All Hands & Hearts, a volunteer organization addressing the immediate and long-term needs of communities impacted by natural disasters.

### How Did You Discover CCT?:

I read a notice about CCT in the Globe, of all things.

### Describe Your CCT Experience:



I get to work with a mix of (mostly) MBAs of all ages and all specialties, and part of the experience is to get to know them and learn from their perspectives. The business questions clients ask are genuinely challenging, and inevitably at some point in the project it feels as if we're not going to provide a satisfactory response. But we always seem to figure it out and the clients are always very appreciative.

### **Why do you devote some of your limited free time to CCT?**

CCT offers me the chance to help organizations that do truly important work. It gets me out of my bubble and lets me see first-hand some of the challenges that people in the Boston area community face. It's also a great chance to learn from fellow CCT consultants, who bring ideas that I can apply to our projects and to my own work.

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

I spend too much time playing too many sports.

I've been to all 50 states.

Our children are out of the house, and instead of moving to the city and living large, we've stayed put and adopted three dogs.

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## **Clients in the News**

### **Doc Wayne on FoxSports**

David S. Cohen, CEO at Doc Wayne Youth Services, Inc., shared this video about Doc Wayne on "Power of Sports" soon to be aired on FoxSports across the country. It's part of a show featuring the Celtics, Red Sox and a few others along with Doc Wayne.



Power of Sports | Community Spotlight - Doc Wayne

**Household Goods Interviewed on WBUR** (CCT client in 2014 and 2017)

[This Elderly Couple Has Given Away 'Household Goods' - And Hope - For Decades](#)

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## **CCT-Tuck Alumni Mini Reunion**



*On April 4, Carolyn McGuire and Kathy Schaller co-hosted a reunion of recent CCT volunteers from the Tuck alumni community at Kathy's home in Wellesley. Attendees spanned the decades, representing classes from the 70's to newly minted MBAs from the Class of 2018.*

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