

2020-21 CAP Consulting Projects

CLASSIC PROJECTS

Children's Advocacy Center of Suffolk County



Established in 1995, the Children's Advocacy Center of Suffolk County (CAC) unites public, private and community partners to promote safety, healing, and justice for children exposed to violence and their families. Each year, nearly 2,000 young victims of sexual abuse, physical abuse and commercial sexual exploitation are referred to the CAC for support and assistance. The only program of its kind in Suffolk County, the CAC coordinates the efforts of child protection, law enforcement, prosecutors, advocates, medical experts, and trauma clinicians under one roof. CAC's child-friendly program is based in the Family Justice Center of Boston and co-located with the Boston Police Department's Family Justice Division and other partner agencies. At the start of 2020, the CAC had successfully achieved the goals articulated in its prior strategic plan, which CAP helped formulate in 2012. Today, CAC is in a position of fiscal, operational, and programmatic strength and looking for a new CAP team to help create a strategic plan for the next 3-5 years. Demand for their services remains consistently high, exceeding existing capacity and space. A central part of the new strategic plan will incorporate the potential for a new facility. Volunteers for this project will engage with a mission-driven organization working in a highly sensitive service area.

Fenway Health



Fenway Health wants to train the nation's healthcare providers to deliver patient-centric care to every member of the LGBTQIA+ community, and they've asked CAP to help them do it. A world-renown leader in LGBTQIA+ healthcare, Fenway Health has the expertise to transform the healthcare experience of an underserved population which to this day faces outcome disparities at every stage of life, often due to medical discrimination or lack of provider knowledge of specific health needs within the community. Fenway Health would like CAP to develop a business plan for a national training program that will impart that expertise unto private providers and healthcare systems so they can serve the needs of their LGBTQIA+ patients and improve outcomes as well as lives. This project will sit at the intersection of healthcare, market analysis, business planning, and online education, and volunteers with a passion for those fields and the well-being of the LGBTQIA+ community are encouraged to apply. CAP's work with Fenway Health could truly help create real change that could benefit countless lives.

FriendshipWorks



FriendshipWorks' (FW) mission is to enhance the quality of life and preserve the dignity of older adults. They are a nationally-recognized leader at addressing social isolation among the elderly in economically disadvantaged communities. The isolation of older adults has reached crisis proportions as the population ages, and is particularly exacerbated by the COVID-19 pandemic. Over the last 5 years, FW has doubled in size as they serve elders in greater Boston via their extensive volunteer staff. As their reputation has grown, numerous elder service organizations throughout the US have asked FW to share its "secret sauce" for addressing social isolation. FW seeks CAP's assistance to help to explore the creation of a training center (virtual and/or physical) that can help these partner organizations succeed. Strategic planning areas will include analysis of projected demand, definition of the service, financial modeling, development of a delivery approach, and refinement of target outcomes. The overall goal of the project is to help FW amplify its success by enabling a network of regional and national providers. Volunteers interested in addressing challenges brought on by the pandemic and strengthening senior support systems will find this project rewarding.

MassHire Metro North Workforce Board



The MassHire Metro North Workforce Board helps unemployed and underemployed people to gain the skills to maximize their economic self-sufficiency and provide the local workforce the region needs to succeed. The vision of the MNWB is to reduce poverty and unemployment in the region, maximize employment opportunities and earning for residents, and meet the workforce needs of employers. The MNWFB works with labor, employers, and local governments to provide job transitioners with job training. The COVID-19 crisis brought both a huge increase in demand and a huge challenge in moving education programs online. The MNWFB sees this challenge as an opportunity to think bigger about how this important organization can better serve its constituents. The forward-thinking and progressive leadership of the MNWFB has asked CAP for help with a strategic planning process intended to bring the organization's mission and vision into the vanguard and in alignment with the region's values while charting a course that will touch thousands of individuals and families during the pandemic and beyond. This is an ideal project for strategic thinkers as well as those with a passion for front-line community organizations and policy.

Multicultural Foodservice and Hospitality Alliance



Multicultural Foodservice and Hospitality Alliance (MFHA) is an industry association focused on promoting diversity and inclusion. In light of the Black Lives Matter movement, MFHA has seen a dramatic increase in demand for their services. In October, MFHA received a \$2.5 million grant from PepsiCo to develop a new "Pathways to Black Franchise Ownership"

program. The program's goal is to create 100 Black-owned franchise restaurants by the end of 2022. CAP is being asked to develop a business plan for this new initiative. The plan will likely encompass elements such as candidate identification and vetting, training, access to funding, industry partnerships and ongoing support systems. With CAP's assistance, MFHA hopes to not only launch this program successfully, but to catalyze additional industry support and create a template for further expansion. This project will provide volunteers with an opportunity to work with an organization driving systemic change.

Planned Lifetime Assistance Network of Massachusetts and Rhode Island, Inc.(PLAN)



Planned Lifetime Assistance Network of Massachusetts and Rhode Island, Inc. (PLAN) is a 501c3 nonprofit organization, located in Needham, MA that helps people with disabilities maintain their assets while receiving public assistance. PLAN has been in existence for over 50 years and has over 750 clients. Acting as trustees for “pooled trusts”, PLAN provides trust administration services and supporting social services. Without the “pooled trusts”, current regulations require a disabled client to be essentially destitute before receiving public assistance, and public assistance does not cover necessities such as eyeglasses, dentures, equipment, and quality of life items. PLAN helps clients protect their assets within the bounds of existing rules and regulations. PLAN is asking CAP to assist in a strategic plan roadmapping the future of the organization and that addresses, among other things, using their endowment wisely, which might include educational efforts relating to younger disabled people, and dealing with proposed changes to the law that will require a change in PLAN's marketing efforts. Volunteers interested in working with an organization serving people with disabilities should apply for this project.

The Wily Network



Wily Scholars are promising students who have experienced life challenges such as homelessness or foster care, deceased parents, addiction and recovery, mental health issues, or incarceration. The COVID-19 crisis was a critical mission moment for the Wily Network, highlighting the systemic issues students face when navigating college without a safety net. The Wily Network provides a critical safety net for Scholars as they manage college on their own. The program offers weekly clinical coaching, supplemental financial assistance, community-building support, and networking opportunities to help Scholars move from surviving to thriving. Wily works with college students primarily in the greater Boston area and currently serves 68 Scholars across 10 schools. The Wily Network seeks CAP assistance to design and implement a comprehensive marketing and communications plan that incorporates a compelling vision of Wily's mission and values and promotes closer relationships with a growing range of collaborative stakeholders, including volunteers, board prospects, donors, foundations, corporations, peer-organizations, colleges and universities, Scholars and potential Wily Scholars. Volunteers committed to working with disadvantaged youth will find this project

rewarding.

Waltham Partnership for Youth



Waltham Partnership for Youth 's (WPY) mission is to leverage the city of Waltham's resources to ensure that all Waltham youth have what they need to thrive. Founded in the late 1980s in response to drug addiction and violence among Waltham youth and community, WPY has become an incubator for a number of innovative youth programs, including 2 successful spin-off non-profits. Currently, it runs 3 grant-funded programs focused on youth employment/career exploration, mental health/drug addiction, and dropout prevention, all of which primarily serve students from low-income and immigrant households. The organization faces key strategic decisions in 2021 and will need to assess the definition of their mission, prioritize services, and future of their incubator. WPY has engaged CAP to help develop a 3-5 year strategic plan which will address these and other questions. WPY Executive Director and Board are knowledgeable, energetic and ambitious, a key combination for successful CAP projects. For volunteers wanting to help address challenges in youth development, this project will be of strong interest.

SHORT PROJECTS

Accelerated Cure Project



Accelerated Cure Project seeks to improve the health, healthcare, and quality of life for people affected by multiple sclerosis (MS). Founded in 2001 to support MS research, ACP maintains a repository of biospecimens and data from both MS and non-MS donors and provides access to these samples and data to researchers worldwide. A leader in the emerging field of patient-driven research, ACP launched the iConquerMS program in 2014. It is a "people-powered" and people-governed research network of MS patients, caregivers, researchers, clinicians and funders who collaborate to advance and accelerate research on topics of priority to those affected by MS. ACP would like CAP's assistance in analyzing iConquerMS strengths and weaknesses, the competitive landscape and in identifying commercial opportunities to monetize the iConquerMS asset. ACP would also like to amplify iConquerMS's value to MS stakeholders, including those from communities of color. Possible markets/partners include industry/pharma, academia, participant-driven research payers and other non-profits. This project will appeal to volunteers eager to make a difference among the MS community.

American Association of Variable Star Observers



Founded in 1911, the American Association of Variable Star Observers (AAVSO) is a world-wide citizen science association that enlists amateur astronomers to observe the behavior of various stars and to work with professional astronomers by providing observations for scientific projects. The Association

has over 1,300 members and another 6,000 observers. AAVSO works closely with the professional astronomical community to define projects of interest; educate and train amateur astronomers; and curate databases. Last year AAVSO and CAP successfully worked together on developing and implementing a 3-year strategic plan, which highlight strengthening the organization's working relationships with professional astronomers as a key area of focus. Now in their 110th year, AAVSO is looking to work with CAP to build out a highly effective marketing program. The short project will focus on identifying the right astronomers to work with, their current and future needs, and building out an effective program to better communicate with and support them. Keen amateur astronomers and marketing professionals will want to consider this project.

Budget Buddies



The mission of Budget Buddies is to empower low-income women to improve their financial health in order to create a more secure future for their families and communities. In partnership with local homeless shelters, housing authorities, and other agencies, Budget Buddies delivers comprehensive financial empowerment programs that build money-management skills, foster peer support and community, and improve self-confidence. As client needs have grown due to COVID-19 employment restrictions, the organization has transitioned its programming to interactive online group workshops to continue meeting the needs of clients during this time of deep financial uncertainty. Budget Buddies is now requesting CAP's help to explore an opportunity to expand their impact by offering advisory services to organizations in other geographic regions to design, build and operate effective and impactful financially-based empowerment programs for low-income women. This project is an excellent choice for volunteers who are interested in women's empowerment programs and the multiplication of impact through the advising and training of partner organizations.

Phillips Brooks House Association (PBHA)



The Phillips Brooks House Association (PBHA) is a student-run, community-based, nonprofit public service organization affiliated with Harvard College. For more than a century, PBHA brings the creativity and enthusiasm of students together with the guidance of professional staff and the knowledge of community members to offer inspired and effective year-round programming. Today, 1,500 volunteers participate in more than 80 programs serving 10,000 low-income people in Greater Boston. PBHA students volunteer with and direct programs in advocacy, adult education, youth tutoring and mentoring, housing, and summer enrichment. Students help young immigrants in Dorchester build English skills, provide youth jobs and mentoring to at-risk teens, offer shelter and safety to men and women sleeping on the streets, and partner with local labor unions to win fair wages. These programs work collaboratively to advocate for structural change. PBHA has asked CAP for a detailed review of their financial plan and the creation of a flexible scenario-based model that will help them reach their strategic goals over the next 5 years. Volunteers looking for an excellent opportunity to work

with an established organization supporting youth in underserved communities should consider this project.

The Steppingstone Foundation



Steppingstone envisions a more just and equitable world where all students can actualize the life-transforming benefits of a college degree. To realize this vision, Steppingstone prepares students from historically marginalized communities to access, navigate, and graduate from college. In Boston, two direct service programs, The Steppingstone Academy (TSA) and the College Success Academy (CSA) provide academic, social-emotional, and college readiness programming from as early as fifth grade and continuing through college graduation. Steppingstone recently completed a strategic plan that calls for the creation of one combined direct-service program that draws from the strengths of both TSA and CSA. Steppingstone seeks CAP's assistance in developing a comprehensive and reasonable set of metrics to measure the impact and success of this new program. Currently, Steppingstone programs track a great deal of student data, beginning with the admissions process all the way through college graduation. Steppingstone seeks ways to measure the more holistic components of its program. This project is a great choice for volunteers committed to supporting access to and success through higher education.