



PRO BONO CASE STUDY

# Pro Bono: A Hands-on Approach to Community Development

The COVID-19 pandemic challenged New York City businesses, communities, institutions and society itself in many unexpected ways. COVID-related hospitalizations soared, unemployment skyrocketed, businesses shuttered and schools suspended in-class learning, leaving at-risk youth even more vulnerable to social and emotional distress.

## SITUATION

As a way to refocus on community development following the pandemic, FTI Consulting partnered with Big Brothers Big Sisters of New York City (BBBS of NYC), a non-profit dedicated to supporting one-to-one relationships between an adult mentor and a Youth. A team of FTI Consulting professionals worked to enhance the organization's reporting capabilities and measurements of youth development.



**Big Brothers  
Big Sisters**®

OF NEW YORK CITY

## OUR ROLE

BBBS of NYC tasked FTI Consulting's Corporate Finance & Restructuring Segment with two specific goals. First, they asked our team to analyze survey data they had been collecting (but had yet to evaluate or act upon) on the youth (referred to as "Littles") within their program, and to develop a dynamic reporting dashboard from the data. Second, they encouraged us to explore an expansive list of datasets available through New York City's open database and consider ways to contextualize these metrics with survey results.

## OUR IMPACT



Through the partnership with BBBS of NYC, FTI Consulting was able to add a data-focused element to the way the organization evaluates the development of individual Littles and groups of children. The organization now has an additional method to identify potential issues, and implement specific solutions to address the potential problem, before it becomes even more difficult to manage. Additionally, BBBS of NYC is now better prepared to demonstrate the efficacy of their programs, which will be beneficial when engaging with business partners and community leaders.

*"FTI Consulting has helped us develop systems that will transform the support we can offer the youth in our program. Through this work, we are now able to isolate specific needs for each individual Little and develop an action plan that will allow both our mentors and Program Manager staff to develop resources and activities that are tailored to the mentee's success. This has helped us provide more value to the youth in our program while also potentially pushing the field of mentoring forward."*

**Michael Coughlin**

Chief Program Officer, Big Brothers, Big Sisters of New York City

*"Completing the project for Big Brothers Big Sisters of NYC has been extremely rewarding for our team. It has been a great opportunity to lend our skillsets to this important cause in such a meaningful way. This has also provided an excellent training and leadership opportunity for the FTI team – we have been able to take on additional responsibility and work on such an interesting topic that is outside of our traditional client engagement."*

**Ryan McCormick**

Director, Corporate Finance & Restructuring, New York