

# New England Diamond Gems



## 2012-2013 End-of-the-Year Report

**Quality Organizational Values + Quality Coaching + Quality  
Athletes = Success on and off the Field!**

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## **The New England Diamond Gems/Who We Are:**

Based in southern New Hampshire, the Diamond Gems are competitive Junior Olympic Fast Pitch softball teams which compete at the Gold, State, Regional, and National levels. Our players come from throughout New England and include young women ages 10 - 23. During the "off season" from October through April, the girls work hard participating in various off-season workouts, as well as conditioning and fitness programs and practicing indoors. The New England Diamond Gems prides itself in proper player development, and our workout program is a yearlong process. We are very proud that many of the girls are among the academic standouts in their respective schools.

The New England Diamond Gems have an exclusive professional partnership with the NH Sportsplex located in Bedford, New Hampshire. This professional and exclusive partnership allows the New England Diamond Gems to have the ability to prepare our players to compete at the highest levels. We have access to an indoor facility second to none. This facility allows our players to compete on two full indoor fields for all games, scrimmages, and individual team workouts. Our players are facing live competition on regulation fields all indoor season long. The facility has two full-length batting cages upstairs and five batting cages downstairs in the sports court to allow our players to continually work on their hitting skills individually or as a team. These seven batting cages also allow the appropriate space, along with the other open areas, to allow our pitchers, catchers, and fielders to get their appropriate skill development to compete at the highest level.

The New England Diamond Gems coaches are all ASA ACE certified and have been through extensive concussion management training. All of our coaches are the most dedicated and committed coaches in the area. All of them are season veterans and have coached at the elite level in travel ball, middle school, high school or in college, and they do not have any kids on the teams. They are proven professionals with a philosophy built around individual player development.

The New England Diamond Gems host the most competitive softball tournaments in New England. We have teams that travel all over New England to play and compete with other teams at the highest of elite competition. We host tournaments at the following levels: ASA, PGF, PONY, and USSSA.

We take a great deal of pride in all of our athletes at each level of play. Your growth as young adults, your education, your health and well-being are top priorities in our organization.

We as coaches will:

- train each player in all phases and aspects in the sport of fast pitch softball;
- prepare each player for competition through our teaching methods, our experience, and our practice organization skills;
- enhance each player's own athletic abilities by working on proper mechanics and fundamentals during practices and winter workouts;
- maintain respect for all opposing teams and players;
- promote outstanding sportsmanship at each level.

Practices are for coaches to teach, mentor, and to prepare our athletes for competition. The games are for the athletes to perform their hard work and to show skill development and personal growth. Wins and losses will always be a part of competition. How you prepare, how you learn, how you build positive relationships with your teammates are most important to our organization.

### **The New England Diamond Gems Vision**

The vision of the New England Diamond Gems Fast Pitch Softball Organization is to be an elite organization with highly competitive softball teams at all age levels and compete at the highest level of ASA, NSA, PGF, PONY, and USSSA softball. The New England Diamond Gems' coaches are committed to providing each student-athlete with current cutting-edge fast pitch softball techniques, skills, and philosophies of both defensive and offensive aspects of the game to prepare our student-athletes for the elite and highest level of travel, high school, and college softball. It is our demonstrated philosophy and tradition that, as student-athletes, they buy into the "New England Diamond Gems Way."

We hope our student-athletes, upon finishing their softball career, will 1) grow into independent, confident young women; 2) set and pursue high goals for themselves off of the field; and 3) return to the organization and give back to the next generation of New England Diamond Gems by coaching, mentoring, and teaching the same values that they have learned through their playing experience.

### **New England Diamond Gems Mission Statement**

The mission of the New England Diamond Gems is to develop our student-athlete's softball skills through the positive coaching philosophies of commitment, dedication, teamwork, sportsmanship, and respect for the game. The emphasis of the program is personal and professional softball skill development which will enable our student-athletes to perform at the highest competitive level of softball.

Our teams will promote our values both on and off the field and show respect in both victory and defeat. We will strive to do our best as a team on the field, strive to be an outstanding community citizen, and represent our organization with the utmost respect.

## **New England Diamond Gems Core Values:**

**Academics** - We expect that our student-athletes will be successful academically and will graduate, and will pursue higher academic learning while participating in our softball program.

**Respect** - We value each individual's unique talents, respect their dignity, and strive to recognize and enjoy exploring diversity.

**Individual Responsibility and Accountability** - We each bear individual responsibility and play an important role in reaching a common team goal. We understand we are accountable for our actions both on and off the field.

**Integrity** - Our goals, strategies, and decisions are founded on the principles of integrity and honesty. We can be counted upon to "do the right thing."

**Service** - We support the institutional commitment to understanding our individual and collective responsibility to providing service to our school, our communities, and neighbors. We embrace this spirit of service.

**Competitive Spirit and Sportsmanship** - Our goal is to win and to excel at the highest level while acting and competing in a way that reflects our core values. We are resolved to competing in an atmosphere of respect, fairness, and graciousness among all of our constituencies.

**Commitment to Excellence and to Continuous Improvement** - We maximize our efforts and talents to ensure the success of our program. We pursue excellence in competition, in the classroom, and in our daily lives. We are always learning and continue to seek improvement.

**Personal Development** - We are all students, and our program thrives as a learning environment. We are committed to the education of the mind, body, and spirit, and view these pursuits as inseparable.

**Strength of Community and Teamwork** - We seek to learn from diverse experiences. We take pride in creating and fostering life-enhancing reciprocal relationships, which lead to a strong and vibrant community. We work collaboratively within a cooperative spirit.

**Pride** - We are beneficiaries of a rich tradition forged by the efforts of all those who have come before us. Our personal and team triumphs add to the growing pride that we share with the New England Diamond Gems Softball Community. Through leadership, organizational and team spirit, and devoted alumni, we build on the Gems tradition and instill a pride that remains throughout a lifetime.

**Being a Role Model for all Younger Athletes** – Our student-athletes will serve as an example of the ideal organizational values, attitudes, and behaviors associated with being an elite softball player. Our role models will also be student-athletes who will distinguish themselves in such a way that others admire and want to emulate them.

**Loyalty To Family & Team** – Our student-athletes are faithful to one's oath, commitments, and obligations to their team and family.

## **Our Motto:**

Quality Organizational Values + Quality Coaching + Quality Athletes = Success On and Off the Field!

## **The Board of Directors:**

The Board of Directors shall serve as the official financial governing body of the New England Diamond Gems. It shall select the Director of Operations to serve at the pleasure of the Board of Directors and shall hold the organization responsible for the operation and management, performance, its fiscal accountability, and its compliance with federal and state laws and rules of the Board of Directors.

The Board of Directors shall have the authority to carry out all lawful functions permitted by the Bylaws, its Operating Procedures, or by law. The specific statutory powers and duties of the Board are enumerated in the State of New Hampshire Statutes.

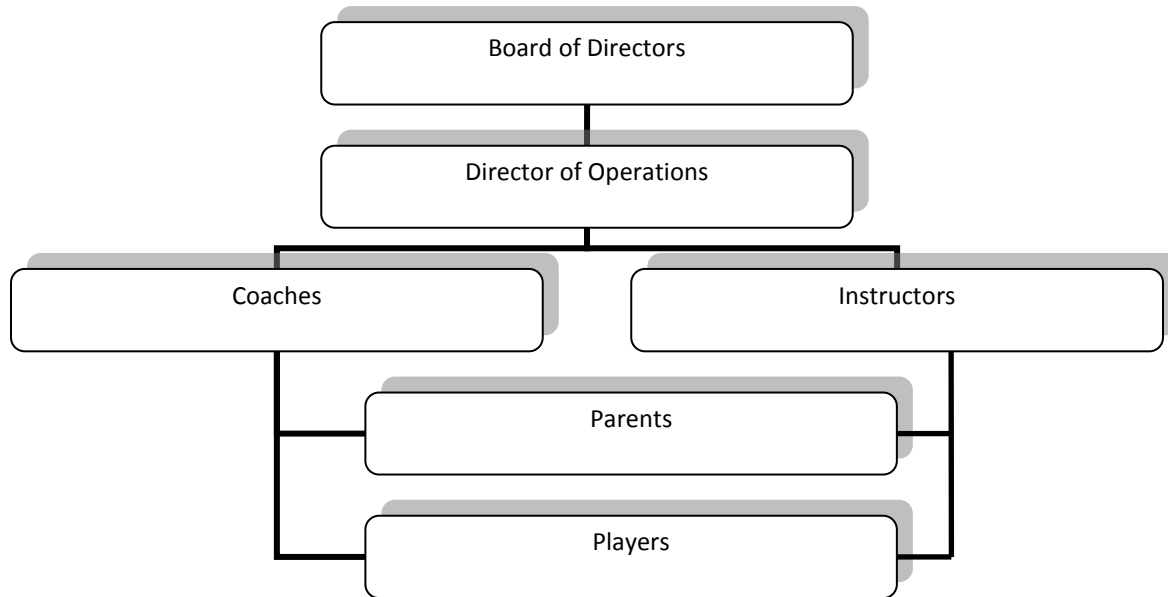
The Board of Directors may adopt rules and policies consistent with the New England Diamond Gems mission/vision, with law, and with the rules of the Board of Directors, in order to effectively fulfill its obligations under the law.

## **Functions of the Board of Directors:**

- Establish, maintain, and implement the New England Diamond Gems mission/vision statements.
- Act as trustee for the assets (including its investments) of the New England Diamond Gems.
- Select/hire and advise the New England Diamond Gems Director of Operations and evaluate the Director of Operation's performance by pre-established job description criteria.
- Plan and establish the New England Diamond Gems Director of Operations compensation.
- Identify the present and future financial, physical, and human resource needs of the New England Diamond Gems and establish the New England Diamond Gems Board of Directors' role in meeting those needs.
- Review and approve all the New England Diamond Gems programs to ensure quality throughout the entire organization.
- Ensure that quality coaching and training is provided through all New Diamond Gems activities and events.
- Keep the New England Diamond Gems members informed of important activities/trends occurring throughout the entire organization.
- Establish an appropriate orientation program for new Board of Directors members.
- Prepare for and attend Board of Director meetings and organizational events/meetings.
- Participate in all Board of Director discussions and decisions.

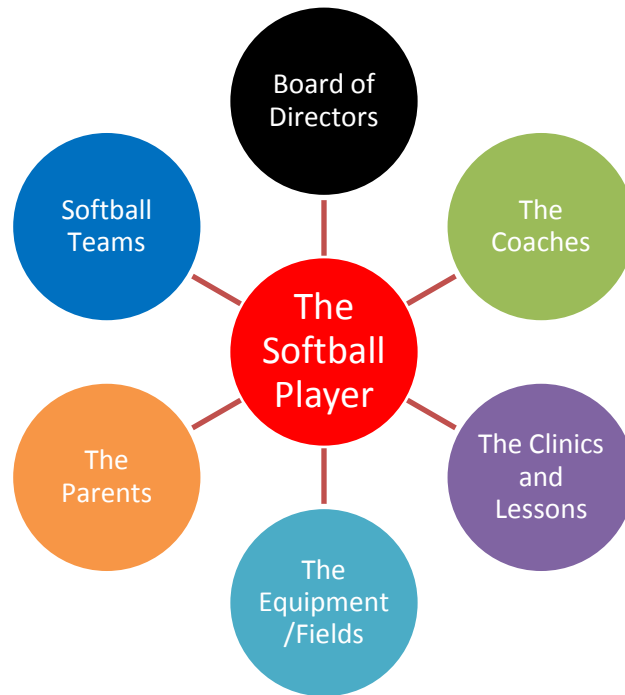
- Maintain confidentiality regarding Hospital information.
- Advise the Director of Operations.
- Develop working knowledge of New England Diamond Gems organizational operations.

### New England Diamond Gems Organizational Chart



### New England Diamond Gems Operating Philosophy

The New England Diamond Gems’ operating philosophy is built and implemented around the softball student-athlete. The Board of Directors, coaching staff, clinics and lessons, equipment and fields, parents, and softball teams are all designed with the player in mind. The operating philosophy is built like a spider web. Each web supports the other strings and webs; if one part of the process fails, then the whole web fails. This operating philosophy and process is designed to ensure player success on and off the softball fields. It has strong foundations built upon player development. The New England Diamond Gems ensure that all organizational decisions are designed on providing quality and value for the softball player. For the student-athlete to be successful, all the components of the spider web must equally support the student-athlete in their path to success on and off the softball playing fields.



### **Enrollment:**

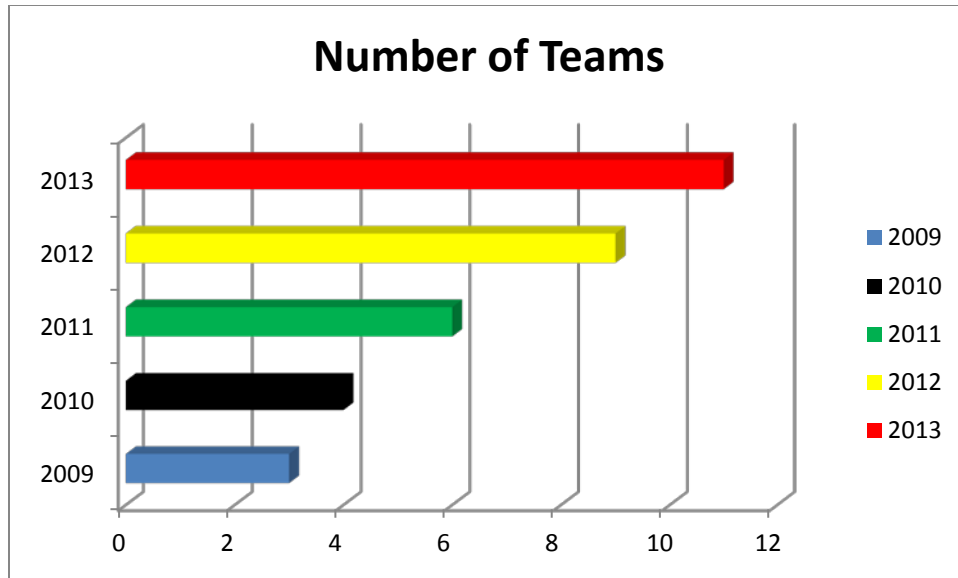
In the last five years the New England Diamond Gems has seen a tremendous growth of players and teams in our organization. In 2009, the New England Diamond Gems had three teams—a 12 U, 14 U, and an 18 U with approximately 12 players per team. Based on that early success, the New England Diamond Gems started to experience unprecedented growth. The New England Diamond Gems this past season had a 10 U, two 12 U, four 14 U, two 16 U and four 18 U softball teams. The struggle for any organization is to effectively manage future growth. The New England Diamond Gems will not expand unless the following conditions are met:

1. Enough quality players to field a team.
2. Enough quality coaches to instruct and coach the team.
3. It makes sound financial sense

### **Number of Teams**

The New England Diamond Gems’ operating philosophy is not about making money, it is about providing value for our players. If we can provide the right development and value, then the players will come and be part of our organization. Without proper value the organization will slide backwards and eventually all the players will move on to other organizations. The chart below identifies the managed growth of the New England Diamond Gems’ teams over the last five years.

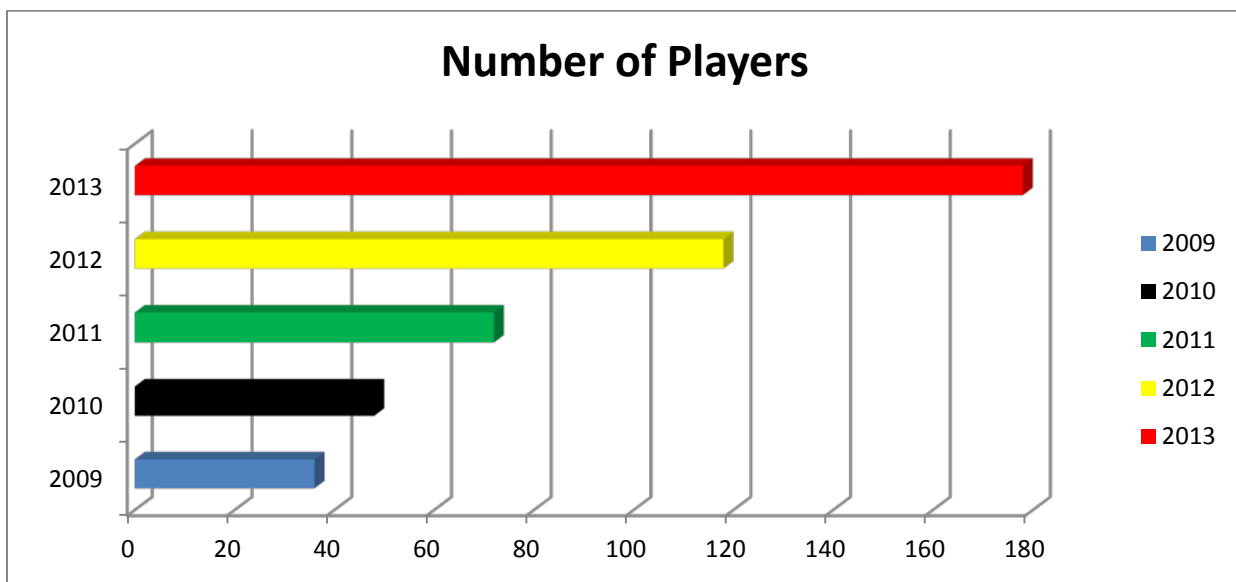




### Number of Players

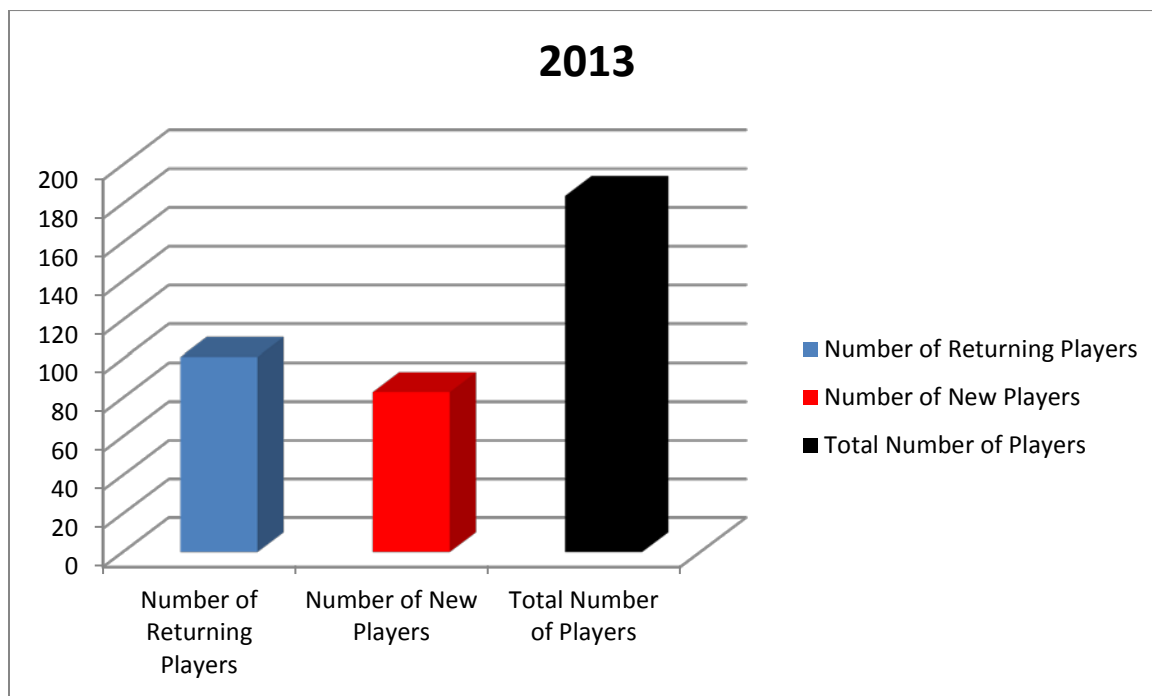
The New England Diamond Gems has seen a documented growth in the number of players in our organization over the last five years. In 2009 the New England Diamond Gems had a total of approximately 36 student-athletes in the organization. In 2013 the number of student-athletes rose approximately to 178. The New England Diamond Gems have seen an approximate 264% rise in the number of student-athletes in the organization over the last five years.

The chart below identifies the managed growth of the New England Diamond Gems' number of players over the last five years.



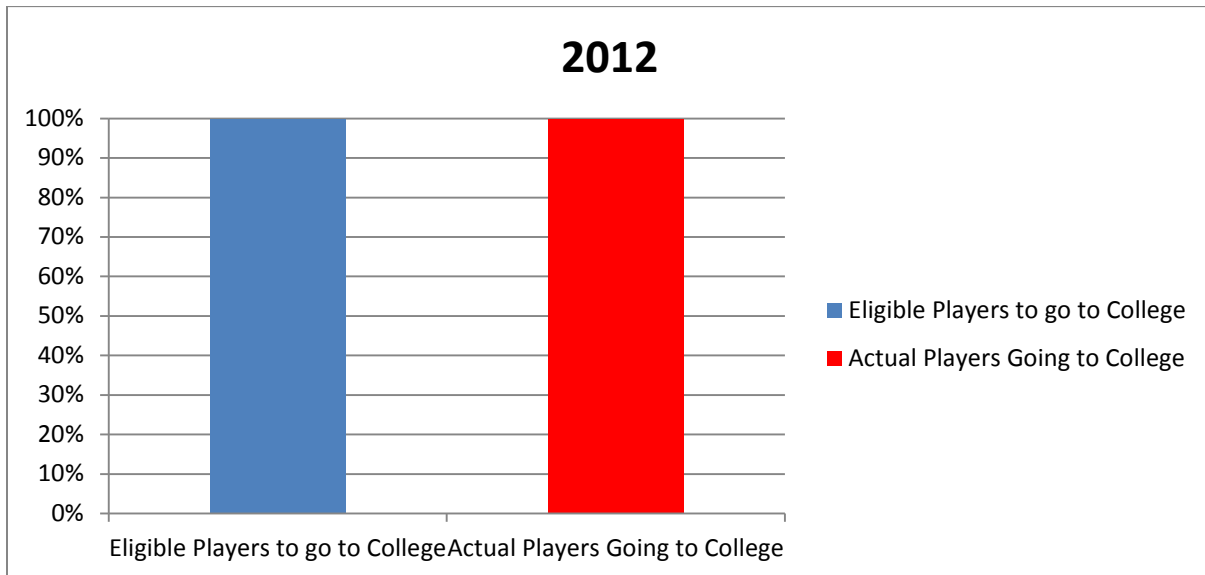
## Number of Returning Players

The New England Diamond Gems prides itself in player development and promoting players in our system to playing at the next age group level. This dedication to our player-athletes is why our organization is successful today and in the future. Most organizations only look year to year. The New England Diamond Gems consistently looks to the future in player development. This internal promotional process teamed up with accurate player development and placement is the main reason year after year our organization maintains a great number of prior student-athletes. This system approach is why our organization has a stable number of players trying out each year. The second reason why we are able to retain our current players is the “value” of their membership in our organization. What we offer is second to none in player development; just compare last year’s State of New Hampshire High School and Middle School all-star players. The New England Diamond Gems had the most players selected. These two important factors led to player retainment. In 2013, the New England Diamond Gems had a total of 184 players, out of the 184 number, 101 were returning players and 83 were new players. This was almost an 82% retention rate.

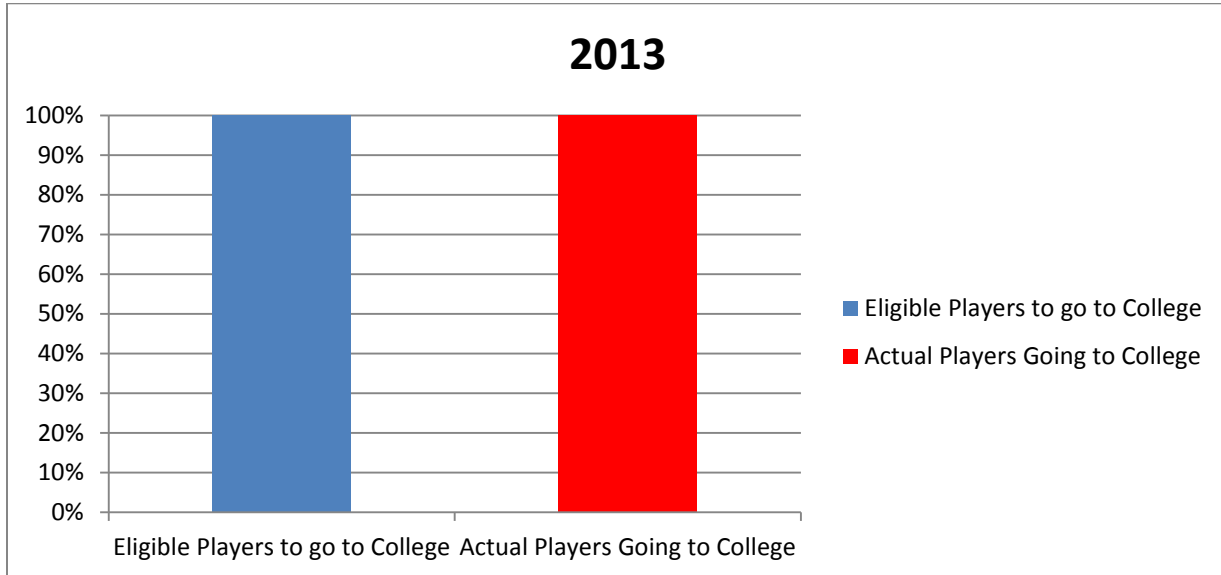


## Number of Players Going on to College

The New England Diamond Gems pride themselves in the fact that all our college-eligible student-athletes continue on their formal educational path by attending college after completing their high school educational requirements. The New England Diamond Gems take an active role in our college recruiting process. The organization selects only student-athletes that have high GPA's in high school, are dedicated to community service, and excel not only on the softball field but also in the classroom itself. Based on the above criteria the student-athlete is assisted through the college recruitment process. Most of our student-athletes get accepted and play softball for their first college of choice. Chart one shows the actual breakdown of college-eligible players in 2012 and what percentage went on to play in college. In 2012, the New England Diamond Gems had 20 eligible college athletes and 19 went on to college to play softball; almost a 100% college admission rate.



In 2013, the New England Diamond Gems had 21 eligible college athletes and 20 went on to play college softball; again, almost a 100% college admission rate.



### College Showcase Opportunities

The New England Diamond Gems pride themselves with our success in assisting our college-eligible players through their difficult college recruiting process. The New England Diamond Gems accomplish this through a very intense and rewarding process. The first part of the process is through the personal development of an updated player profile and resume. This is accomplished in two ways. The first is through a one page team handout. This handout is designed to have each player picture displayed on it with key vital information. This key vital information is: year of graduation, GPA, primary positions, and throws and bats from the left or right side. This team/player profile is given out to every college coach that attends the New England Diamond Gems showcase tournaments or events. The second part of this primary process is the development of a personal and individual player profile and resume. This handout has more key individual player athlete statistics like: batting average, pitching, catching stats, player contact information, summer and high school team information, and any academic or sports-related accolades.

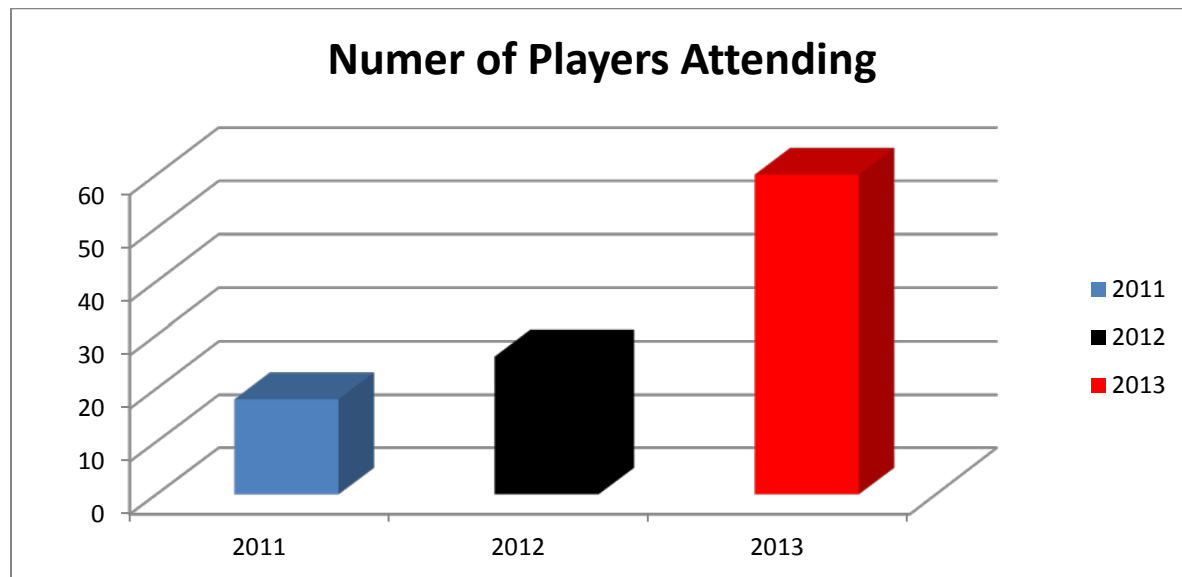
The second part of the recruitment process is assisting the student-athlete with their college recruitment video. This video portrays the athlete's skills in their primary position and batting. It can be an important part of the player recruitment process as several college coaches request a video for their review.

The third and most important process of assisting our college student-athletes is through getting them playing exposure in front of numerous college coaches. Through the efforts of the New England Diamond Gems organization, we have made the right reputation and exposure for player development with an abundance of college coaches looking for prospective players. This personal relationship the New England Diamond Gems have made has now made our organization a premiere recruiting stop for college coaches on the east coast.

After a very in-depth statistical of where most of the New England college-bound softball athletes attend school, we discovered and identified that almost all of them attend colleges and play softball in New England colleges and universities. Based on this data the New England Diamond Gems have made an organizational decision to concentrate all our showcasing efforts on assisting our players getting maximum exposure to play softball in New England colleges and universities. This New England college and university student-athlete exposure process starts in the fall with our teams playing in either college showcase tournaments or games. Next, the process of playing in front of college and universities takes place over the winter in the New England Diamond Gems Friday night indoor league games. On an average during those Friday night games, the New England Diamond Gems hosted approximately three to four college coaches a night. After the individual student-athlete high school season has been officially completed, the New England Diamond Gems start out on their official college showcase journey. The New England Diamond Gems start off with the premiere college showcase tournament on the east coast in Pennsbury, Pa. This is an exclusive invitational tournament as only a few select softball organizations from New England are chosen each year. The New England Diamond Gems are proud to announce that we are one of those chosen few over the last three years. After Pennsbury, the New England Diamond Gems play an exclusive New England premiere showcase tournament schedule. The New England Diamond Gems travel to Polar Crush at Devens, Stars and Stripes in Rhode Island, the Tradition in Connecticut, the Lowell American, Bow Turn Two, and this upcoming year the New England Diamond Gems look to travel to the Cape for another New England premiere college showcase tournament.

The final piece of our showcase recruitment and exposure process is conducting Wednesday night college showcase games at Southern New Hampshire University. These showcase events are designed to get maximum exposure to all our New England Diamond Gems student-athletes. The chart below identifies the current success of the Wednesday night college showcase events. When the events originally started they averaged approximately 18 student-athletes a night. This past year the New England Diamond Gems were averaging over 50 student-athletes a night.

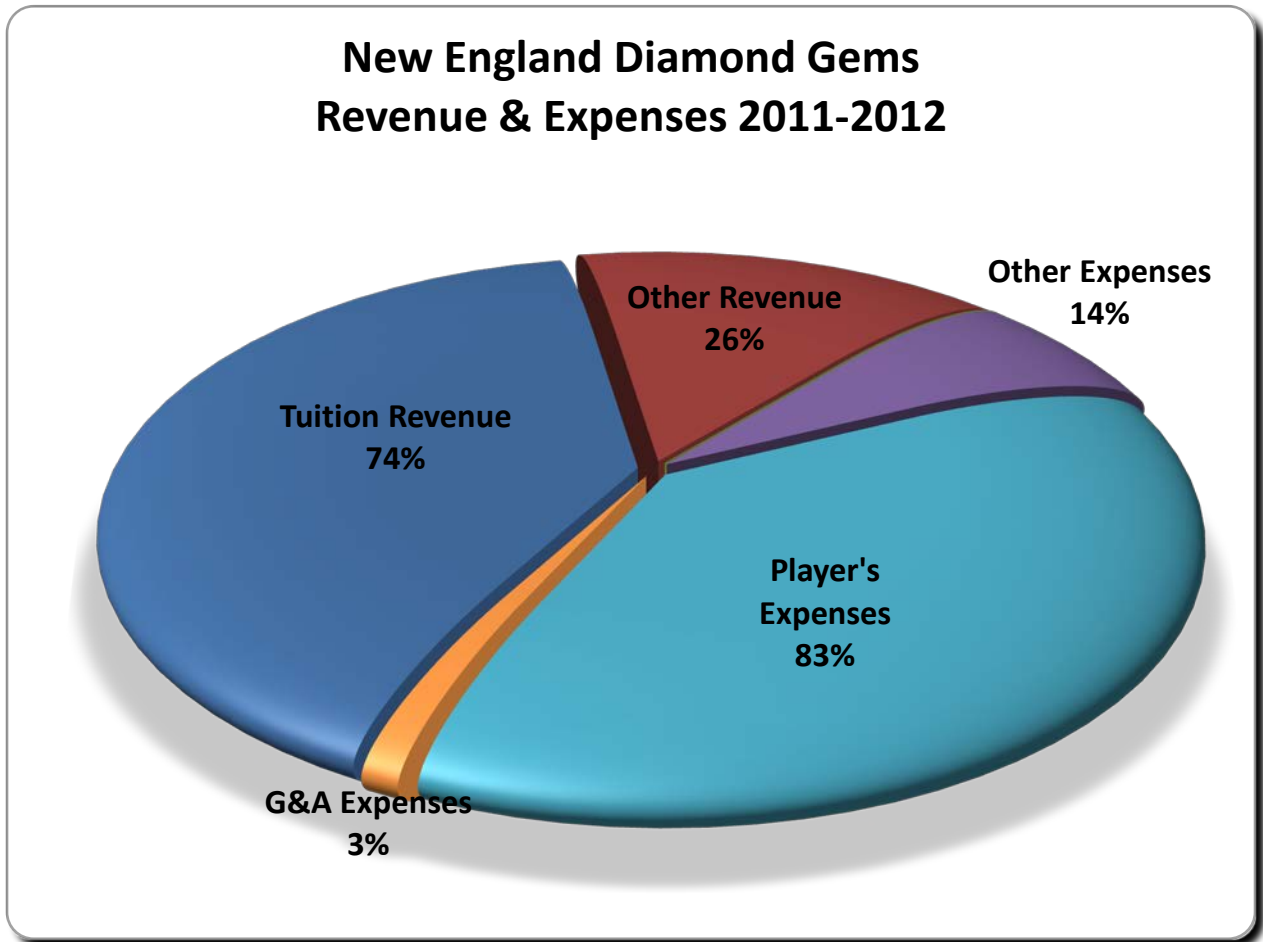
This significant increase has led to the overall success of our student-athletes getting appropriately recruited by their colleges of choice.



Based on the above-documented process, the New England Diamond Gems have given out approximately 178 team/player profiles, our student-athletes have played in over 100 showcase games and events, played in over 8 premiere showcase tournaments, on an average played in front of 10 to 12 college coaches at the Wednesday night New England Diamond Gems college showcase events at Southern New Hampshire University. This organizational process ensures that our student-athletes get the maximum college recruitment exposure needed to be successful in playing softball at the next level in college. The last and most important key component to our organizational college coach following is that all our college showcase teams starting this year will not have any senior high school players. This new organizational philosophy has been documented with numerous softball coaches. They do not want to go to college showcase tournaments and see senior high school players who already are committed to play in college. The New England Diamond Gems have a great college reputation and following because all of the college softball coaches know that all our student-athletes are either sophomores or juniors and have outstanding GPA's. As an organization we develop processes and systems to enhance our overall success in meeting our mission. We measure organizational success not only on our softball fields with wins and losses but also each player's academic success. The New England Diamond Gems want our student-athletes to experience life lessons on the field through the game of softball and use softball to assist our student-athletes in getting a great college education. This college education will ensure their future personal and professional success over their next 40 years. Softball can be a tool to lifelong success and the New England Diamond Gems want to provide the right tools so our student-athletes can experience success on and off the softball field.

### Financial Update:

We pride ourselves in that most of our expenses are put towards our player's development. Our other revenue is derived from showcases, apparel sales, and tournaments held. Our player's expenses are offset by our indoor league revenue. We use this revenue to subsidize the rent expense of the Sportsplex. Our fiscal year end is August 31, so the numbers presented here correlate to our last filed return.



Forecasting ahead, our percentages will remain consistent with last year, with the exception of our Other Revenue. We did not host as many tournaments, and we did not charge a fee to tryout in 2012-2013.

## Coach Evaluations

How are the coaches selected and evaluated? The first important aspect of this question is that all of our coaches come well-recommended and with extensive elite travel softball resumes. The second thing we like to embrace and develop as a culture is that almost all of our current coaches do not have daughters on the team. Currently, we only have two teams that have head coaches with daughters on the team. This culture and philosophy is important as we like to believe that no one player is better than the others. We are made up of a team of 12 or 13 elite athletes and not one or two players. Again, our focus is on player development. If we as an organization teach the players the right skills and they execute these skills, then the wins will come. Any organization that is built on winning first and not player development will not win on a consistent and long-term basis.

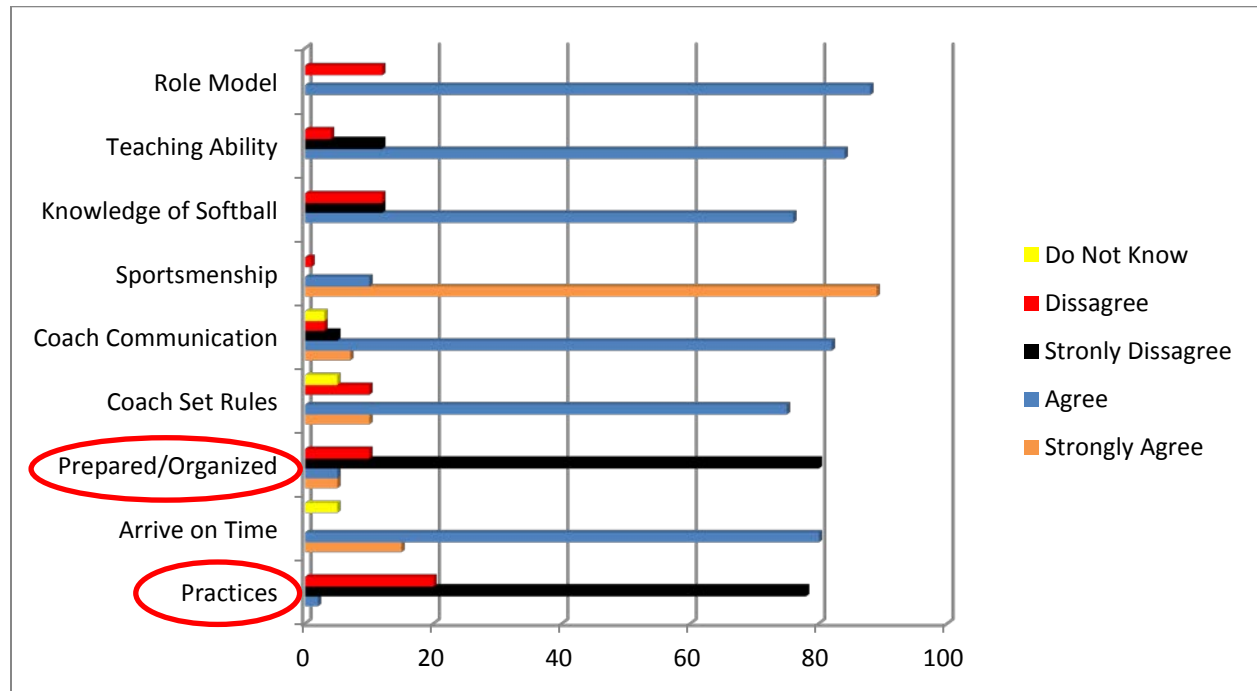
The coaches are evaluated in many ways over the season. It usually entails a three-part process. The first part of the process is all of the coaches are evaluated at their practices by a select panel of seasoned coaches and the Director of Operations. This observation entails proper practice planning, effective communication skills, time management, and appropriate teaching skills for their selected age group.

The second part of this coaches' evaluation process is that each coach is evaluated in actual tournaments and game situations. Again, the organization is looking at game management, effective communication, professionalism, and player development.

The third and final part of the overall coaches' evaluation process consists of the players and their families. Once the tournament season winds down, the New England Diamond Gems put a tab on our website stating "Coaches Evaluation." All families and players are encouraged to go to our website and evaluate their team's coach anonymously. Based on these three distinct parts, the coaches get a complete evaluation. This process documents and ensures that we are selecting and maintaining quality coaches.



Based on our organizational coach's analysis, the following results were discovered, two biggest deficiencies that were documented and identified (see chart below) were:



1. **No spring or outdoor practices** - Once the teams went outside and started to play their tournament schedule, teams did not start conducting practices on a routine basis. A major contributing factor was the weather. Unfortunately, this spring and summer had more rainy days during the week than in the recent past. Another factor was a shortage of softball fields.
2. **Recommendation:** Coaches will be monitored to ensure that adequate outdoor practices are routinely conducted. The 2013-2014 budget has been amended to allow teams to practice indoors at the Sportsplex when scheduled practices are rained out.
3. **Coaches did not run well-organized team practices** – Another major organizational deficiency that was documented and identified was that practices were conducted in an unorganized fashion. The documented comments were:
  - a. No teaching of skills and drills;
  - b. No skill development;
  - c. Did not work on the little things in a game (running on and off the field, too much time doing their hair, etc.);
  - d. No game situational awareness or practice;
  - e. No timeframes or reason for drills.

**Recommendation:** Coaches will be required to attend a mandatory practice planning and skill/drill session. This session will assist our coaches in conducting time-efficient player development practices. The organization will also put in place monitoring procedures to ensure all organizational practices will be conducted with strict documented goals in mind.

The current evaluation system is designed to ensure that all the organizational goals and core values are met. Like with any evaluation system, it is designed not to place blame on one individual or team, but to analyze organizational deficiencies and make the appropriate corrections to meet our overall organizational mission. The New England Diamond Gems would like to take this time to thank all those individuals who took the time to fill out the on-line evaluation. Thank you for assisting us in this very important organizational process.

**Note of Appreciation/Recommendation:**

The New England Diamond Gems would like to recognize 14 U Coach and former Board of Director member Nate Antczak. His hard work, commitment, and passion, along with his personal mentorship, benefited many s-athletes that he has coached over the past three seasons. Mr. Antczak has resigned his coaching position to watch and support his oldest daughter, Olivia, who played on our gold team, and to watch and support his youngest daughter, Katherine, play volleyball. The organization would like to send a warm thank you to Nate and his family for all of the positive things that they have done for the players, parents, and the organization.

The New England Diamond Gems would like to acknowledge the following coaches for their major accomplishments. These identified coaches of the year are the following:

|             |                   |   |
|-------------|-------------------|---|
| 18 U Gold   | Jimmy Rines       | Lowell Invitational Tournament Champions, Runner up<br>Commissioner's Cup Champions   |
| 18 U Orange | Dave Johnson      | 6 Tournament wins 18U ASA and NSA State Champions   |
| 18 U Elite  | Steve Kraytenberg | Lowell All American Runner Up (40) teams  |
| 16 U White  | Tony Scalzi       | ASA State Champions, New England Diamond Gems<br>Challenge Champions  |
| 14 U Orange | Nate Antczak      | Pennsylvania Fire Cracker Silver Bracket Champions  |
| 14 U Black  | Scott Bilodeau    | Montreal Challenge Champions, Mother's Day Tournament<br>Champions, Memorial Day Tournament Champions   |
| 14 U Silver | Kayla Johnson     | Outstanding coaching, leadership, and commitment  |
| 12 U White  | Nastasha Polowsky | Ongoing development of all of her players throughout the<br>season.   |
| 12 U Orange | Ellen Rines       | Since her appoint as head coach midway through the<br>season, the team finished third in the NH ASA State<br>tournament and fourth in the NSA State tournament. |

The New England Diamond Gems would like to welcome the following new coaches to our organization for the upcoming 2013-2014 seasons. They are identified as follows:

- Jim Peltak--14 U Black. After a year away to travel, Mr. Peltak returns as a head coach. Jim has been instrumental to the organization for over five years. Mr. Peltak has served as a board member and has great passion for the sport. He is committed to the student athlete's success both on and off the field. Mr. Peltak is currently the varsity head softball coach at Merrimack High School.
- John Parker--12 U White. Mr. Parker brings coaching experience and detailed organizational skills to the program.
- Pete Jenovise--14 U White Head coach. Mr. Jenovise is currently the varsity softball coach at Bow high school, Mr. Jenovise has many years of quality experience to help guide our young players become better student athletes.
- Jackie Digman--16 U White head coach. Ms. Digman is a former New England Diamond Gem stand out and currently enters her senior year at Plymouth State University as a captain and four year starter. Ms. Digman will be assisted by Scott Dube.
- Steve Stewart will be an assistant coach for our 16 U Orange team.
- Joe Kennard--18 U College Freshmen team. Mr. Kennard has been an assistant coach at the 18 U level for the past three seasons. Mr. Kennard has great passion and dedication for the sport, players and the organization.
- Lee Makris—18 U Premier Gold assistant coach. Mr. Makris is currently an assistant coach at Plymouth State University. Coach Makris has over 10 years of coaching experience at the 16 U and 18 U levels.

The New England Diamond Gems would regret not thanking each and every coach for all their outstanding efforts over the past year. Their dedication to our student-athletes is well recognized on a day in and day out basis. Their passion and leadership allows our player athletes to become better players and individuals on and off the field.

The organization would like to thank all of our Board of Director member's: Steve Kraytenberg , Dave Johnson, Michael P. Wallace, Ron Jackson, and Jim Rines for their extraordinary dedication and countless hours they all put in over the course of the year to make our organization run smoothly and efficiently. Their work behind the scene ensures that the quality and the value of the program continue to benefit our student-athletes. Additionally, a special thanks to Maureen Jackson who is our organization's Administration Assistant. Maureen spends countless hours performing her role, and the organization could never function without her positive efforts.

The New England Diamond Gems welcome back our core of strong head coaches and assistant coaches. Our staff is currently made up of current high school varsity coaches, college coaches, elite travel ball coaches, and former college standout athletes. Combined, these coaches have

over 90 years of coaching, teaching, and mentoring experience. Their leadership and sound fundamentals allow the organization to help the growth of each student-athlete. The returning coaches are identified as the following:

- \* Sandy Dewing 18 U Orange Head coach
- \* Jim Rines 18 U Premier Head coach
- \* Natasha Polowsky 18 U Premier Assistant Coach (Graduate of Siena University four-year starter)
- \* Steve Kraytenberg 18 U Gold Head Coach
- \* Emily Kraytenberg 18 U Gold Assistant Coach (Currently a senior at Middlebury College)
- \* Ron Jackson 18 U Elite Head Coach
- \* Megan O`Neil 18 U Elite Assistant Coach
- \* Tony Scalzi 16 U Elite Head Coach
- \* Kayla Johnson 16 U Orange Head Coach (Currently an assistant coach at Bentley University)
- \* Scott Bilodeau 14 U Elite Head Coach
- \* Dave Yabroudy 14 U Elite Assistant Coach
- \* Mike Robicheau 14 U Elite Assistant Coach
- \* Dave Johnson 14 U Orange Head Coach
- \* Morgan Fallon 14 U Orange Assistant Coach (Currently a sophomore starter at Keene State University)
- \* Ellen Rines 12 U Orange Head Coach

The New England Diamond Gems would also like to thank Southern New Hampshire University, Nashua Parks and Recreation, Merrimack Recreation Department, Budweiser Facility Maintenance staff, Elbits Administration, and Rivier University staff for the use of their outstanding facilities. Our organization would also like to publicly thank Justin Benton, the general manager at the NH Sportsplex, for his commitment and assistance to our organization.

A deep-hearted thank you to Karl Gerhard and his family for doing a tremendous job on the Gems' action videos featured on our website, Facebook, and YouTube. These important videos provide great documentation on who we are and what we do.

The New England Diamond Gems would like to recognize all of our vendors who support and assist our organization over the last year. These import vendors are:

- M&N Sports
- Easton Sports
- EmbroidMe of Londonderry
- 2:5 Apparel
- \* Teamwork Athletic Apparel
- Pro-Tuff Decals.

Finally, the New England Diamond Gems would like to recognize and send a special thanks to following individuals who help make our organization run smoothly. These recognized individuals are identified as follows:

- Steve Kraytenberg--for assisting our 18 U players with the college recruitment process throughout the year.
- Kayla Johnson--who is the Bentley University assistant coach and our organizational pitching instructor. Kayla has been instrumental in our player development program and her on-going work with our pitchers.
- Natasha Polowsky--a former standout student and player at Siena University and our organizational catching instructor. Natasha has been instrumental in developing our catchers throughout the year.
- Carla Johnson--for her outstanding support and countless hours as a volunteer with apparel orders and the day-to-day functions that makes life easier for everyone.
- Steve Stewart and Michael P. Wallace--for spending countless hours obtaining our 501 c 3 IRS non-profit status.

Lastly, the New England Diamond Gems would like to personally thank each student- athlete and their families for their ongoing support of our organization.

### **Future Plans**

#### **Maintain Quality and Value:**

The New England Diamond Gems' core operating philosophy is built upon the two ideals of quality and value. In the softball world, quality means a measure of excellence or a state of being free from defects, deficiencies, and significant variations. It is brought about by strict and

consistent commitment to certain standards that achieve uniformity in everything we do. Quality is a very important performance driver of our organization. The New England Diamond Gems will continue to develop processes, procedures, and methods to ensure that we maintain the highest quality of softball player development at a reasonable financial cost. The second ideal that our operating philosophy is built upon is the concept of value. A value can be defined as an amount, as of goods or services considered to be a fair and suitable equivalent for something else; a fair price or return. Another definition is a worth in usefulness or importance to the possessor; utility or merit or a principle, standard, or quality considered worthwhile or desirable. The New England Diamond Gems want to continue to set the standard in softball player development and we will accomplish this through designing and implementing softball programs and processes that consistently enhance the right intrinsic values of our student-athletes.

### **Future Growth:**

The New England Diamond Gems want to continue to manage our growth as an organization. We never, as an organization, want to get so big that we lose our core operating principles, our human elements, our relationships, and communication with our student-athletes. The New England Diamond Gems want to maintain our focus on our organizational vision and accomplish this vision by implementing operating core philosophies and mission. The organization will not expand if it is not built upon quality and value, and more importantly, if it does not maintain our fiscal responsibility to our organizational vision.

### **Fundraising:**

The New England Diamond Gems need to add fiscal stability to our overall operating budget. It would not be a good business operating practice to fund all the organizational financial liabilities by student-athlete tuition payments. This current business practice is wrong for the overall health of the organization. One way to maintain the current student-athlete tuition payment is to look at alternative funding sources. These new funding streams will help keep operating costs to a minimum. The New England Diamond Gems will be looking to put together a fundraising committee to develop and implement appropriate alternative funding events that will benefit the organization as a whole.

### **Building and Facilities:**

The New England Diamond Gems prides itself in the buildings and facilities we use to implement our player development program. Our organization has entered into very beneficial agreements with the NH Sportsplex for all our indoor workouts and games, Southern New Hampshire University, and Robie Park in Nashua have been great facilities to conduct organizational events. The New England Diamond Gems would like to develop a committee to continue to investigate other venues that might enhance our current programs and facilities. The committee would be responsible for making future recommendations for facilities that support the overall organizational vision and mission.