## Case Study 3

## Organization: New Directions

## Program: Training Resources for Youth (TRY) -

## Café 6

**Café 6**

**1. Program description**

*Provide background information about your organization and program.*

Café 6 is part of the Training Resources for Youth (TRY) program, which is a program within New Directions. New Directions provides supports to children, adolescents, and adults in a variety of settings. The TRY program specifically assists young people in developing job readiness skills. Café 6 is a social enterprise catering business that provides tasty fresh meals for meetings/workshops and special events (breakfast, coffee breaks, lunch, party platters).

The opportunity to work in Café 6 is offered to young people who are participants of the TRY program. TRY was established in 1978 to meet the needs of youth for whom attending school was no longer an option, due to either their own barriers or those presented by the school system. TRY has evolved over the years to respond to service gaps identified by community stakeholders. The original TRY program and its’ offshoot programs have grown to include the following programs: The original TRY, HEAT (Help End Auto Theft), Work2It, WEST (Work Experience Skills Training), Genesis, Café 6, TEP (The Empower Project), and Anger Management Classes.

Café 6 trains and employs youth from the community who are facing barriers to employment. Participants are trained in catering and food prep in Café 6’s licensed supervised commercial kitchen. Café 6 is a stage 1 entry-level training and food service facility. The goal is to provide participants with the training and experience needed to be successful in obtaining employment in the community. The hope is that participants receive training in Café 6 and then accept employment elsewhere as a result.

*Café 6 Catering Menu Breakfast:* 

*Café 6 Catering Menu Lunch:*

*Café 6 Catering Menu Platters:*

**2. Reason/s for the evaluation**

*Briefly explain why you want/need to evaluate this program (including who the intended users of*

*the information are and how the information may end up being used).*

Café 6 has been operating for a few years and an evaluation has not yet been completed. Users of the information will include program management and staff, the New Directions evaluation team, program participants, community stakeholders, and funders. The information will be used to assess the effectiveness of Café 6’s activities and outcomes, including which areas are beneficial to participants and which areas could be improved upon. If necessary, the information will enable program management and staff to implement new changes to further improve the activities at Café 6. The information may also be used to enrich evaluation reports for funders.

**3. Evaluation questions**

*What would you like to know (find out) from the evaluation?*

We would like to know whether Café 6’s training and experience is assisting participants in being successful in obtaining further employment in the community in licensed supervised commercial kitchen once leaving Café 6.

We would like the evaluation of Café 6 to occur in four key areas (as seen in the visual below): community impact, financial results, environmental sustainability, and skills for disengaged youth. The finance department at New Directions is developing the financial and service tracking system, but tracking and evaluation of the other three domains is needed. We are also embarking on developing an evaluation database in Microsoft CRM, which currently has only registration information on participants being served across New Directions.