

# Coffee to Careers

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Opportunity Northeast Internship



## Project & Goals

Partner with the Northeast Community Center in Spokane, WA to create a Coffee Kiosk that:

- Equips young adults in unstable housing and employment positions with professional and personal skills for success
- Provides a long-term bridge between Gonzaga University and its surrounding community

Ultimate Goal: Participants complete the program and are hired at a local business

## Background & Critical Issue

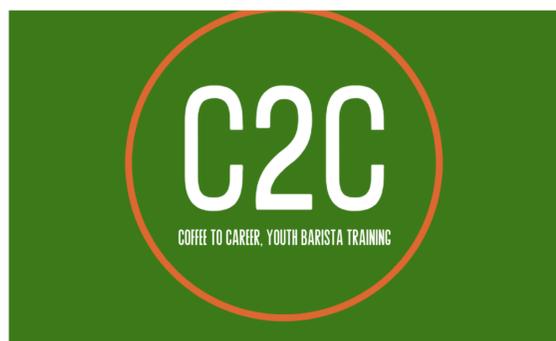
This project seeks to address unemployment among young Spokane residents. Many young adults in Spokane lack the resources to physically get to work, build a resume, gain financial literacy and basic work skills.

We hope to empower participants to make meaningful career decisions that align with their personal values.

## Partner Organization

Mission Statement: "The Northeast Community Center is a non-profit neighborhood organization that strives to improve the quality of life for residents of northeast Spokane, with emphasis on social, health, economic, education and recreational needs."

The Northeast Community Center will serve as the location for the Coffee Kiosk. We anticipate that the kiosk will help get more foot traffic and involvement in the Center.



Proposed Logo, designed by GU's New Venture Lab

## What We Did

During our research of areas of need in Spokane, we were put in contact with Dave Richardson from the NE Community Center. Initially, we hoped that the meeting would be educational about the needs of the community and the underlying causes of such needs. However, quickly into our initial meeting, it became clear that a partnership with the Center would be an intuitive course of action.

While Dave identified areas of training for the program (listed below), we spearheaded the Gonzaga side. This included discussions about the structure of the program, how to get students interested and how to best ensure a long-term commitment from Gonzaga.

We plan to start small, by focusing on the management side of the Coffee Kiosk. Gradually, as the program takes root, we will extend student responsibilities to training and mentoring. This will ensure sustainable growth.

## The C2C Program

16-24 year olds will participate in 6 weeks of training, followed by 3 months of work at the Coffee Kiosk, with the ultimate goal of graduating from the program with the skills necessary to get hired at a local business.

Areas of Training Include:  
-Exploring and Creating My Path  
-Career Readiness Skills  
-Preparing to Enter the World of Work  
-Communication and Interpersonal Skills  
-Basic Financial Literacy  
-Job Search and Retention

Gonzaga Business students will put their coursework into action by managing finance, operations and marketing for the Kiosk. Eventually, they will also facilitate the C2C workshops with the help of Professors and local business leaders. We hope that GU students will develop meaningful relationships with C2C participants along the way.



Our partner organization, the Northeast Community Center

## Student Takeaways

Our major takeaways were a greater understanding of the professional barriers that exist for many young adults in Spokane; this understanding increased our empathy and perspective. The work helped us to better appreciate our personal privileges, like access to education and transportation.

We learned that too often, community initiatives do not last due to lack of funding, organization and commitment. Our desire to work with the community in a collaborative, sustainable way grew as a result.

Finally, this experience was a chance to put our coursework into action. Namely, Strategic Management and Business Ethics classes, which are completed in senior year in the Jepson School of Business, were relevant to our work.



Proposed Logo, designed by GU's New Venture Lab



The Northeast Community Center, where the Coffee Kiosk will be located

## Civic Perspective

Young individuals in Spokane are not provided with the tools that can set them up for meaningful and thoughtful careers— resume resources, customer service interactions, personal finance literacy and money handling experience.

By empowering individuals with such experiences, we hope that C2C will improve participants' self-confidence and ability to retain meaningful employment.

## The Jesuit Mission

The Jesuit commitment to service rooted in justice and love is at the center of this project. This was an opportunity to learn about root causes and walk in solidarity with the community in which GU resides. We hope that this program will help participants develop Cura Personalis, as whole people, with values and ambitions.

## What is Next

After solidifying the structure of the C2C program, we will reach out to the Career and Professional Development Center, and well as the Center for Community Engagement at GU, hold applications.

Personally, we hope to continue our involvement with this project by serving on the advisory board or being a point of contact for future Interns.