



2022-2023 STRATEGIC GOALS



1
Develop
Person-
Centered
Services

4
Create
Internal
Compliance
Standards

2
Create a
Fundraising &
Marketing
Plan

3
Organize
Operations
Committee

"No beans about it ..."

We opened the café debt free and we finished our first year as a sustainable business ... Welcome to our journey"



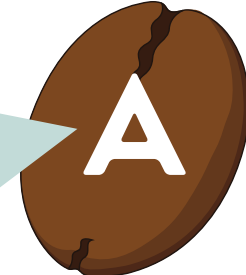
Whole LATTE Love CA

*OUR GRAND OPENING
to the community -
January 2022*



2022-2023 STRATEGIC GOALS

Develop Person-Centered Services



COMMUNITY INTEGRATED SITE

We started with just these waiver services ...



Stark County Board of Developmental Disabilities

Vocational Habilitation

NMT Transportation

... and learned additional services are necessary.

What does the cafe pour-out to the community?



INSTILLS "COMMUNITY MEMBERSHIP" CREATING A SENSE OF BELONGING, AND INCLUSION AWARENESS



EXEMPLIFIES VALUE PEOPLE BRING TO OUR COMMUNITY

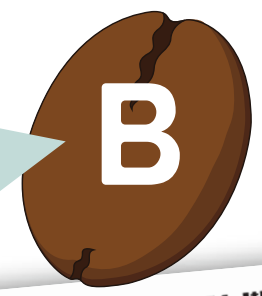
CREATES A WELCOMING AND SAFE ATMOSPHERE

PROVES THIS POPULATION CAN WORK

CHANGES THE DISABILITY LENS



Develop Person-Centered Services



SKILLS ASSESSMENTS



Work Skills Assessment / Vocational Review
 Vocational Habilitation Rule 5123-9-14
 (Each item should be rated based on the person's performance, not ability)

Trainee Name: _____ Assessment Date: _____
 Position: _____ Completed by: _____

PRODUCTIVITY

Production – Does the person have the ability to follow directions:
 Work at assigned task for... (mark highest level of performance)

| | | |
|-----------------------------|-----------------------------|--------------------------|
| Less than 15 minutes... (0) | 30 minutes to 1 hour... (2) | More than 2 hours... (4) |
| 15-30 minutes... (1) | 1-2 hours... (3) | |

Complete previously learned task compared to industrial standard: (highest level of performance)

| | | |
|------------|------------|-------------|
| 0-25% (0) | 50-75% (2) | 90-100% (4) |
| 25-50% (1) | 75-90% (3) | |

Affends to Task: (highest level of performance at multi-stepped task)

| | | |
|---|---------------------------------------|---------------------------------------|
| Completes 1 step independently (1) | Completes 2-3 steps independently (2) | Completes 3-4 steps independently (3) |
| Completes 5 or more steps independently (4) | | |

FLEXIBILITY – Does the person...

| | | | | | |
|--|---|---|---|---|----|
| Handle change in daily work routine | 1 | 2 | 3 | 4 | NA |
| Maintain uniform work speed throughout work period | | | | | |
| Complete task in allotted time | | | | | |
| Work without direct supervision | 1 | 2 | 3 | 4 | NA |
| Return to task after distractions/breaks | | | | | |

INSTRUCTIONS – Does the person...

| | | | | | |
|---|---|---|---|---|----|
| Follow verbal instructions | | | | | |
| Follow written instructions | | | | | |
| Accept supervisor's feedback | | | | | |
| Complete daily tasks assigned by supervisor | 1 | 2 | 3 | 4 | NA |

SELF INITIATES – Does the person...

| | | | | | |
|--|--|--|--|--|--|
| Independently obtains needed materials | | | | | |
| Seek assistance when needed | | | | | |
| Pro-actively keep busy, ask for more work | | | | | |
| Able to make appropriate, independent decisions on job tasks | | | | | |
| Able to problem solve and strategize | | | | | |

Rankings:
 4 – Always exceeds expectations – no issues in past 30 days
 3 – Consistently meets/occasionally exceeds expectations – minimal concerns/mistakes in past 30 days
 2 – Sometimes meets expectations – several concerns in area
 1 – Does not meet expectations – minimum job expectations not met
 NA – Not applicable to this position/location

Created April 2023



How to work with . . .

- Social Security
- Fear-based Parents
- Inconsistent Referral Source
- Slower Transitions
- Front-door Intentions

2022-2023 STRATEGIC GOALS

Create a Fundraising & Marketing Plan



Board member added



RENT CAMPAIGN
Now sponsored through
DECEMBER 2023!

FUNDRAISING

#GIVING TUESDAY
CAMPAIGN

43 Donors · \$5,480 raised

Sustaining our
training program for
FOUR ADDITIONAL
MONTHS!



Thank You!

Thanks to ALL our generous
sponsors, honored guests and customers,
we raised over
\$85,000
for our expansion project:

Whole Community

DIGITAL & MEDIA MARKETING

Google

Youtube

TikTok

Facebook

6500 FOLLOWERS!

Instagram

LinkedIn

SOCIAL
MEDIA
INCREASED
CAFÉ TRAFFIC
FLOW

Leave us a review!



SCAN HERE!



WEBSITE
UPDATE

HOME PAGE
Added Scrolling Banners
BLOG TAB
Monthly Newsletters
and Specials



Special Needs Living
Magazine



ALOHA
SUMMER

JUNE 2022

2022-2023 STRATEGIC GOALS

Create a Fundraising & Marketing Plan

IN-HOUSE MARKETING

Creation of Monthly Drink Specials

MENU ADDITIONS
Price Adjustments

Posting Pictures of Sandwiches & Soups

Highlighting Monthly Rent Sponsors

EXPANDED HOURS
Adding Saturdays!

SATURDAY
8:30am-2:30pm

WHOLE LATTE LOVE CAFE, INC.



SOCIAL MEDIA POSTS
Noted Menu Updates,
Trainees Working



Whole LATTE Love CAFE

| Coffee Syrup Flavors +.50 | |
|---------------------------|--|
| Almond | |
| Banana | |
| Blackberry | |
| Caramel | |
| Coconut | |
| Cookie Butter | |
| Gingerbread | |
| Hazelnut | |
| Irish Cream | |
| Lavender | |
| Peanut Butter | |
| Peppermint | |
| Pistachio | |
| Praline | |
| Strawberry | |
| Toasted Marshmallow | |
| Toffee | |
| Vanilla | |
| Sugar Free Caramel | |
| Sugar Free Hazelnut | |
| Sugar Free Vanilla | |

| HOT | |
|--|---------------------------|
| Fresh Brewed Coffee (Signature Roast or Decaf) | 12 oz \$2.80 16 oz \$3.35 |
| Cappuccino | Decaf + \$0.50 |
| Americano | 12 oz \$4.00 |
| London Fog | 12 oz \$2.75 16 oz \$3.00 |
| Hot Chocolate | 12 oz \$2.75 16 oz \$4.25 |
| Brewed Republic of Tea | 12 oz \$2.95 16 oz \$3.75 |
| *Flavors on Display | |

| HOT or ICED | |
|-------------------|---------------------------|
| Latte | 12 oz \$3.75 16 oz \$4.25 |
| Caramel Macchiato | 12 oz \$4.25 16 oz \$4.75 |
| Mocha | 12 oz \$4.35 16 oz \$4.85 |
| White Mocha | 12 oz \$4.35 16 oz \$4.85 |
| Chai Tea Latte | 12 oz \$3.75 16 oz \$4.25 |

| ICED | |
|---------------|-------------------------|
| Cold Brew | 16oz \$4.25 |
| Iced Coffee | 12oz \$3.45 16oz \$3.95 |
| Green Tea | 16oz \$3.00 |
| Black Tea | 16oz \$3.00 |
| Specialty Tea | 16oz \$3.00 |

| FROZEN 16OZ | |
|-------------------|--|
| Frappe \$5.65 | |
| Mocha | |
| Caramel | |
| Vanilla | |
| White Mocha | |
| Hazelnut | |
| Chai | |
| Smoothie \$5.95 | |
| Orange | |
| Strawberry | |
| Strawberry/Banana | |
| Banana | |
| Blueberry | |
| Mixed Berry | |

| Bottled Products | |
|---|--------|
| Chocolate Milk 8 oz | \$2.00 |
| Bottled Green Tea | \$2.00 |
| Apple Juice | \$1.50 |
| Can Soda Products (Coke, Diet Coke, Sprite) | \$1.00 |
| Bottled Water | \$1.00 |
| Sunny-D | \$1.00 |

Whole Latte Love Cafe Drink Specials 16oz \$5.95

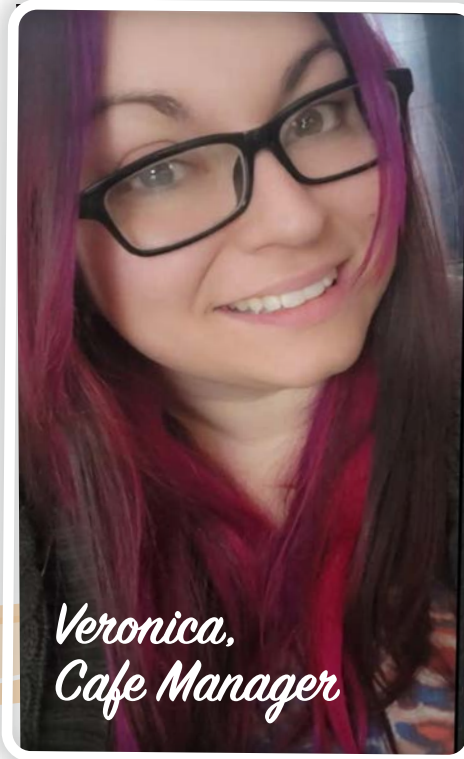
- Java Chip Frappe
- Mint Mocha Latte (Hot or Iced)
- Cream Frappe
- Zebra Mocha (Hot, Iced or Frozen)
- Frozen Hot Chocolate
- Dirty Chai
- Gingerbread Latte (Hot or Iced)
- Spiced Brown Sugar Cinnamon Latte (Hot or Iced)
- Affogato Frappe

While we will do our best to provide safe food for all, our facility is not allergen free and cross contamination can happen. Please be mindful and exercise careful judgment when making your choices.

2022-2023 STRATEGIC GOALS

Organize
Operations
Committee

INTERNAL
PROMOTIONS



Veronica,
Cafe Manager



Jennie,
Compliance
Officer

NO.1 PRIORITY:
Research
and Development
OF OUR
TRANSITION PROGRAM:
Whole
Community

2022-2023 STRATEGIC GOALS

Create
Internal
Compliance
Standards

COMPLIANCE



19
Nineteen
Services

PARTNERING WITH
19Services.com

NO
CITATIONS!
DECEMBER 2022
REVIEW



BEST PRACTICES!
HUMAN RESOURCES





BUSINESS PRACTICES *and* COLLABORATIONS

*Extension of DODD/
Waiver supports and ODD
Wrap-Around Services*



Not every applicant qualifies to work in the cafe

We need to hire more DSPs and/or Job Coaches to offer additional services

The disconnect is occurring at high school graduation

DISCOVERY and CAREER EXPLORATION may need to be offered before supported employment



Our INTAKE/ Front Door process needs to be examined

Collaborate with Opportunities for Ohioans with Disabilities (OOD)
Ohio | Opportunities for Ohioans with Disabilities
And the Ohio Department of Education
Ohio | Department of Education

Add Employment First Services
EMPLOYMENT FIRST 



We need to create a Transitional Youth Program
Whole CommUNITY