



Continuum
of Colorado

Strategic Plan 2016 - 2018



Continuum of Colorado

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www.continuumcolo.org

Table of Contents

Letter	2
Our Programs	3
Home and Community Support	3
Supported Employment	3
Day Activities	3
Seniors Day Activities	3
Elevate 365	3
Behavioral Services	4
Residential Services	4
Prevocational Services	4
Personal Care Training Lab	4
Mission/Vision/Guiding Principles	5
Key Commitments	6
Accomplishments	7
Accomplishments (Status Reports)	8
Key Leadership	9
Board of Directors	10

Dear Friends,

For those of you not familiar with Continuum of Colorado, we are a 501(c)(3) nonprofit organization created to serve individuals with a wide range of developmental disabilities/delays and their families in a variety of settings and services, depending on need. In 2012, we became a licensed Home Care Agency and began offering a multitude of services to individuals needing support, including to those who do not have a developmental disability/delay. We pride ourselves on providing innovative and effective services characterized by self-direction, choice and respect.

In 2012, with the intention to further improve our services and enhance the customer service we provide, we developed our first ever three year strategic business plan. This three year plan outlined new business opportunities and organizational alignment, resulting in significant company-wide achievements, which we've captured later in this booklet. And while we hope you will join us in celebrating our accomplishments, we would also like to share our vision for the next three years, including how we plan to broaden these achievements.

As a final promise, despite our growth, continual improvement, and ongoing evolution, we strive to always keep our supported individuals and their families at the very top of our priority list.

Sincerely,

The Continuum of Colorado Team



I live at Washington house. I've met some cool people here and I do have friends. All staff help me around here. I help around here too. I have fun playing around. Right now is good. I have been with Continuum for 14 years.

- James Horam

Our Programs

HOME AND COMMUNITY SUPPORT

Continuum of Colorado is a licensed Home Care Agency providing quality services to adults and children who need a trusted and caring provider. We are dedicated to assuring needs are met whenever and wherever they are needed - home or anywhere in the community. We offer a wide range of assistance and services enabling people to enjoy the best possible quality of life. Those that we serve are active participants in choosing their caregivers, directing the services needed, and assuring all aspects of service meets expectations. These supports include personal care, respite, supported community connections, homemaker, massage therapy, and mentorship services.

SUPPORTED EMPLOYMENT

Our Supported Employment program promotes long-term relationships between individuals with developmental disabilities/delays and the business community. We match each participant's skills to local companies. Our Employment Consultants partner with local businesses and work one-on-one with the individual to promote their independence in all aspects of their job. The Employment Consultant will remain involved with the individual and provide ongoing employment support. As part of the job placement and training, we offer many services including: vocational assessments, work adjustment training, supervised work crews, bus training, resume preparation, job seeking skills, personal adjustment training, and shadowing. Workshops that teach interviewing skills, job keeping skills, and social skills on the job are also available.

DAY ACTIVITIES

Our programs serve adults with abilities that range over a broad spectrum. We offer a safe and well supervised environment with pre-planned, meaningful activities to meet varying interests and abilities. Our programs provide opportunities to interact with the community, socialize and make friends, as well as volunteer activities that can provide a sense of giving to others. We are proud of our person centered approach that allows participants to engage in activities that are particularly meaningful to them.

SENIORS DAY ACTIVITIES

This program is licensed by the Colorado Department of Public Health and Environment (CDPHE) and has been serving the community since 1989. We provide a safe and supportive environment with trained and caring staff to seniors with and without developmental disabilities/delays. Staff consists of Certified Nursing Assistants that are available to assist with special needs as well as facilitators trained to provide quality activities for a diverse group of people with varied interests. Besides socializing and activities, we provide health and wellness monitoring such as blood pressure and weight checks.

ELEVATE 365

Elevate 365 offers fun and engaging social opportunities after school, in the evenings, on weekends, or during holiday breaks. Activities include recreational sports, community outings, teens and young-adults drop-in activities, social enrichment programs, and educational programs. Activities and programs are available for all ages and abilities.

Our Programs

BEHAVIORAL SERVICES

Programs are available to support young children, adolescents, and adults faced with behavior challenges. We provide supports in the areas of communication, social skill building, aggressive and/or self-injurious behaviors, toileting, and independent living skills. We are also an in-network provider of Applied Behavior Analysis (ABA) for a growing number of health insurance companies including Anthem, United Behavioral Health/Optum, Cigna, and Rocky Mountain Health Plans. All services are directed by a Board Certified Behavior Analyst (BCBA), who works collaboratively with parents and other support staff to develop and implement interventions that have been scientifically researched and proven effective.

RESIDENTIAL SERVICES

The residential department provides a person centered approach to providing services. They offer a variety of placements with supervision and independence levels tailored to the individual strengths and needs of the person served. As part of a holistic services approach, the residential department encourages involvement with family and friends. We are committed to addressing the total needs of each individual in a typical home environment. Home settings include family caregiver (services provided in the individuals home), host homes, apartment settings, and group homes. We utilize a cutting edge electronic medication administration program, directly connected to the pharmacy, to assure safe and accurate delivery and monitoring of medications. Priorities include appropriate access to medical, counseling, and behavioral services, proper nutrition and food preparation, grocery and personal needs shopping, provision for personal hygiene services, training regarding personal care, and all other aspects of daily living, transportation, community participation, and day activities programs of choice.

PREVOCATIONAL SERVICES

In this program, individuals learn traditional skills necessary for community employment. Participants attend classes to increase skills and are paid for their work providing assembly and packaging services to local businesses.

PERSONAL CARE TRAINING LAB

As Colorado's population ages and becomes more diverse and the desire to remain in the home and receive personal care needs increase, the home health industry continues to grow. At Continuum, our Home Health services focus on serving individuals locally. In addition to this, our license allows for the training of Personal Care Workers and Professionals that can serve any population in need. With that in mind, we created the Personal Care Worker Training Lab; a course and learning space designed to assist other agencies with training their staff to provide non-medical personal care services to the people in their care. Our Training Lab provides a cutting edge environment to learn the skills necessary to certify as a Personal Care Worker or Professional for any agency.

VISION:

Empowering individuals to live a meaningful life.

MISSION:

To be a partner in choice and independence by collaborating with individuals and their families to provide high-quality lifetime supports, empowering them to thrive in their community.

GUIDING PRINCIPLES:

Integrity: To be true to our beliefs: respectful, honest, transparent and fair.

Innovation: To be thought leaders, transforming cutting edge ideas into tangible actions.

Partnership: To be a trusted, vital partner in our community.

Stewardship: To honor and protect all our resources.

I like going out. I like to spend the day with my friends at Continuum. I like to make friends. I like skills class because it's fun and I like to learn about different things. East is a fun place to be!

– Jennifer Schneider



Key Commitments

- 1.** To lead in individualized service delivery through innovation and evaluation.
- 2.** To train our team to create a highly adaptable and skilled workforce that is prepared to meet the demands of our changing industry.
- 3.** To build relationships with local and state communities, thereby helping shape and influence regulatory changes.
- 4.** To intentionally create external marketing strategies, targeting community partners, agencies, individuals, and their families with the goal of clarifying our mission and guiding principles.
- 5.** To actively evaluate, develop and pursue alternative funding streams.



I go to Commerce Square for work and my goal is to get a job out in the community. I've really liked being at that job because they do beer bottles and there are pallets stacked high. That task is usually done standing up, but for someone like me, they modified it so I could do it because they knew I had the mindset to do it. They don't turn me away 'cause I'm in a wheelchair and they take the time to teach me how to do it. I deserve a chance even though I'm in a wheelchair and I'm just so thankful.

- Brandee Geiger

Accomplishments

100%

graduation rate of participants in
Project Search
a work program
preparing participants for
community employment

Our **person centered approach** has
reached not only the participants in our programs,
but also our **staff**.

Annually, we honor our

Direct Support Professionals

with an **awards banquet**

Since **2013**, we established

4 NEW and hugely successful programs

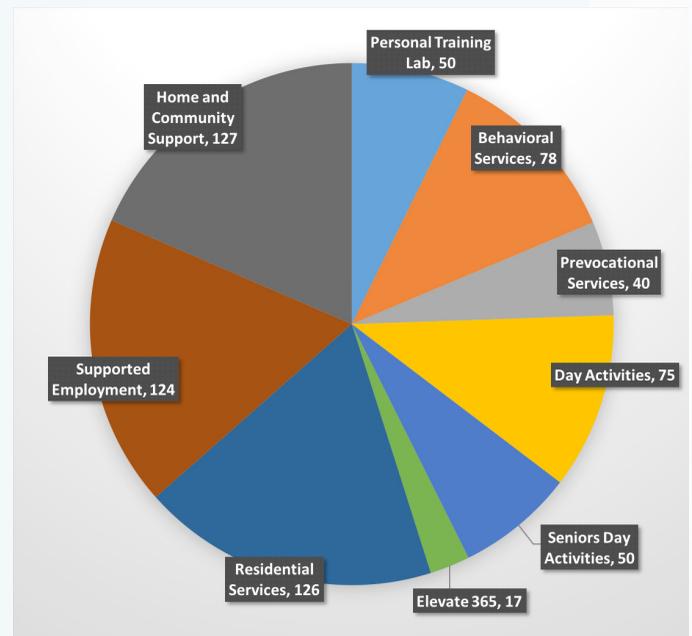
Elevate 365

Behavioral Services

The Personal Care Training Lab

Prevocational Services

Individuals Being Served



With Continuum's support, Tyler has been employed almost 4 months now. He's even gotten his first raise. He was so thrilled! Our entire family owes his job coach a debt of gratitude for the new world of work she's brought to Tyler. His future is infinitely brighter now.

- John, Karen & Tyler Glenn

Accomplishments

2013

- Transitioned all residential facilities and host homes to an online medication distribution program
- Expanded and enhanced the service menu provided by Seniors Choice, Day Activity Services, Pre-Vocational Services, Supported Employment, and Personal Care
- Implemented 2 new transportation routes that support an average of 735 rides per month for clients
- Completed building a Personal Care Lab for the training of Personal Care Workers
- Improved computer connectivity to every residential and day program facility to provide access to electronic tools enabling staff to better serve clients

2014

- Incorporated several new and enriching activities into the Day Program activity schedule including: participating in The Hocus Pocus workshop and The 2nd Annual Derby Day Car Races (pinewood derby); touring the Buckley Air Force base and the Denver Mint; attending Oz and Christmas Story productions at the Littleton Town Center; and volunteering with Operation Christmas Child
- Started the Family Caregiver Program that provides individualized, comprehensive services and supports to individuals in the comfort of their own homes
- Client satisfaction survey was issued, and 93% of respondents were satisfied with their residential services; while 98% of respondents were satisfied with their employment and/or activities services
- Participated in House Bill 1360 Statewide workgroup to examine the Supported Living Services and Children's Extensive Supports Waiver rules along with Colorado Department of Public Health and Environment Home Care rules and address the gaps and conflicts between both sets
- Developed a partnership with Aurora Public Schools resulting in Behavioral Services offering training and ongoing consultation support to parent and preschool educators
- Created and staffed the flex Personal Care Worker (PCW) position allowing the Personal Care department to meet emerging client needs more quickly
- Organized the Direct Support Professional Recognition Month, which included numerous recognition efforts culminating in the Direct Services Professional Awards Banquet that honored extraordinary employees

2015

- All management completed a two day Person Centered Thinking training and are beginning the implementation of person centered practices in all programs
- 100 active Personal Care Workers are now providing in-home and in-community services to over 125 individuals with a management team that is now completely bilingual (Spanish)
- Began the Family Caregiver Residential program
- Completed the remodel of the Fulton Group Home to implement the pilot program with Wheat Ridge transitioning individuals back into the community
- Served a total of 159 individuals in various supported employment services during 2015

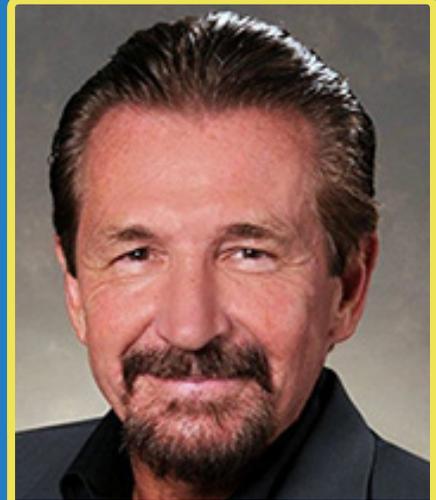
Key Leadership



Melanie Worley
Chief Executive Officer



Matt VanAuken
Chief Operations Officer



Lloyd Sweet, Jr.
Chief Financial Officer



Alexa Lanpher
Vice President of
Continuum of Colorado



Cindy Dutton
Director of Residential
and Therapeutic Services



Tom Knost
Director of Day and
Employment Services

Board of Directors

Tim Moore

President

Board member since 2011

Chief of Administration for Douglas County Sheriff's Department



JoAnne Zboyan

Vice President

Board member since 2012

Attorney at Law and of-counsel with Springer and Steinberg, P.C.



Beth Klein

Treasurer

Board member since 2012

Vice President of FirstBank of the Tech Center



Lynn Myers

Secretary

Board member since 2011

VP of Economic Development for Denver South Economic Development Partnership



Commissioner Nancy Sharpe

Board member since 2016

Arapahoe County Commissioner
Representing District 2



Commissioner Dave Weaver

Board member since 2014

Douglas County Commissioner
Representing District 1



Tim Batz

Board member since 2013

Vice President & Risk Control Manager at IMA, Inc.
Family member receives services from
Developmental Pathways



Chris Becze

Board member since 2011

Partner at TaxOptimization



Kristin Hoover

Board member since 2015

Senior Consultant for Allardice Enterprises, Inc.
Family member receives services from
Developmental Pathways



Bill Horner

Board member since 2014

Executive Director of Medicare Products
for Colorado Access



Adam Horney

Board member since 2014

Customer Service at The Arc Thrift Store
Receives services from Developmental
Pathways



Monique Peyton

Board member since 2014

Receives services from Developmental
Pathways



Dr. Andrew Pitts

Board member since 2015

Physician at Children's Hospital Colorado



Mayre Lynn Schmit

Board member since 2014

Dental Hygienist

Family member receives services from
Developmental Pathways



Jack Stiegelmar

Board member since 2014

Tax Department Group Lead at Encana Oil and Gas
Family member receives services from
Developmental Pathways



For full bios, visit www.continuumcolo.org



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