

Continuum of Colorado

The Source ((o)) JAN, FEB, MAR 2018

NEED TO GET FROM POINT A TO B? WE'VE GOT YOU COVERED

Your Roadmap To Transportation Services With Continuum of Colorado



By: Mark Messer
*Manager of Communication
& Customer Service*

In early 2017, Continuum of Colorado officially incorporated all transportation services internally, meaning that all transportation operations were now under the direction of our new Associate Director of Transportation, Lisa Heine. This marked a big win for our organization, in that we now had the ability to offer and adapt our transportation services in ways that truly benefited not only



**The James Bobo Horam
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An Overview Of Transportation Services At Continuum

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the individuals we serve but all individuals and their families in our community.

Since this transition, a goal of our Transportation Services department has been to increase accessibility of non-medical transportation to individuals with the desire to access things like employment, day programs, special events (e.g. Special Olympics, Elevate 365 Activities) and other as-needed requests. While services such as Access-A-Ride, through RTD, and other transit companies provide this valuable service, the need is still great and the demand continues to rise as our community grows and evolves.

Here is a highlight of some of the types of transportation services that Continuum currently offers:

The mission of our Transportation team is to provide high-quality, person-centered ride and transport services to people with intellectual, developmental and/or physical disabilities.

We work to build trust with the individuals and families we serve by demonstrating our commitment to safety, reliability and empowering our riders with the ability to access their community.



Different Vehicles for Different Needs



Our fleet offers small, mid-size and large vehicles to suit the preferences and needs of our riders, be it large groups or individuals passengers.

Scheduled Round-Trip Transportation



We provide pick-up and drop-off transportation services to individuals with varying needs and disabilities. This includes transportation to day programs, employment sites, medical appointments, and other regularly scheduled trips.



We provide these services not only to those who attend Continuum programs but to all within Arapahoe and Douglas counties and are currently expanding our services to other areas.

Transportation for Special Events



We understand the importance of reliable transportation to and from routine activities, but we also strive to expand accessibility to those with disabilities and accommodate our passengers needs so that they may also participate in social enrichment, athletic and other local events.

We value the feedback we've received from the individuals we serve, family members and other community members on how we can improve our services and meet the needs of those with disabilities. As we continue to provide high-quality, person-centered services, we've also identified goals that we're working towards for the future. Some of these goals include:

- Developing "On-Demand" Features for Transportation: Expanding Transportation Access Outside of Scheduled Routes
- Focusing on As-Needed Transportation to Caregivers: Providing Transportation Relief Outside of Normal Business Hours
- Promoting Senior and Elderly Transportation Services: Serving Unmet Needs for the Senior Community
- Expanding Routes to Other Areas: Identifying and Providing Services to Other Areas in the Denver-Metro Area, Such as Denver, Jefferson, and Adams counties.

In order to reach these goals and meet the transportation needs in our community, we're reaching out to all individuals, families, guardians and other community members to continuously provide us with your feedback and help. Only by working together with those in the community will be able to reach these important targets.



Are you or a loved one currently seeking transportation services? Do you have feedback you'd like to share with us? Contact us today!



Email: info@continuumcolo.org



Call: [\(303\) 214-3370](tel:(303)214-3370)

The Gary Plumery Foundation Brings Holiday Joy To Continuum



By: Mark Messer
Manager of Communication
& Customer Service

Every holiday season, Continuum of Colorado partners with The Gary Plumery Foundation to hold a holiday party and gift-giveaway aimed at individuals with Intellectual and/or Developmental Disabilities who may not have family to spend the holidays with.

The Plumery Foundation Holiday Party has become a great tradition that brings together our two organizations in the spirit of family and bringing happiness for all that attend. This past December, Plumery Foundation family members and Continuum volunteers came together to throw a fun-filled holiday bash, complete with good food, personalized gifts and a visit from everyone's favorite big guy from the North Pole!

Because of the overwhelming popularity of this event, the party is split into two different days in order to allow more individuals to participate. Along with providing dinner, entertainment and holiday activities, everyone's favorite part is when Santa enters the room, carrying gifts to give out to all of the guests.

One of the guests, Earl P., was overjoyed when opening up a gift that contained an official Denver Broncos hoodie and other sports swag. "I love the Broncos! Man, how did you know? Wow! This is great!"

Earl and many of the other guests showed their appreciation by reaching out to shake hands or hug Cheryl Kassner, one of the Plumery Foundation founders, who has played a hands-on role in many social activities through Elevate 365 over the years. Cheryl has become well known by many of our individuals due to her foundation's charitable works and frequent participation in our events, through which she's formed long-lasting friendships and bonds with our folks.

One particular bond that Cheryl has developed over the years is with one of our Day Activities participants, Venus E., who considers Cheryl a dear friend. During the Holiday Party, when Venus was opening her gifts, Cheryl came by her table to check in with her and see if she was happy with what she received. Venus was overjoyed. With tears in her eyes, she reached out to hug Cheryl (below). It was a truly touching moment that speaks to the value that our individuals receive through acts of compassion and service.

We'd like to offer a special thank you to all of the Gary Plumery family members, Continuum volunteers and people who came together to make this a very special event.

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The Gary Plumery Foundation Brings Holiday Joy To Continuum (Cont.)

The Gary Plumery Foundation, established in 2000, is a charitable organization with the mission to "help people with developmental disabilities live a better, more fulfilling life by providing them social activities, sporting events and community involvement projects." Their foundation continues to provide resources and funding so that programs like Elevate 365 and other activities can be provided to our individuals.

We are honored to partner with our friends at the Plumery Foundation in order to enrich the lives of those in our community. If you would like to learn more about their organization, please visit their website:

garyplumeryfoundation.weebly.com

If you are interested in learning more about how you can contribute to The Gary Plumery Foundation, either for the Holiday Wish List event or others, you can send an email to: plumery@aol.com



Lisa: "Thanks for inviting me to chat, Mark. I've really enjoyed my time so far and feel very fortunate to have the ability to work closely with the folks here at our Aurora office. I've made so many connections with the individuals we serve, which is so refreshing and fulfilling."

Before coming to Continuum, I owned and operated my own commercial transportation and logistics business for 15 years, and have been working in commercial transportation for over 30 years altogether. It's definitely a passion of mine and I'm excited to bring my experience here to Continuum and learn all that I can."

Mark: "That's great. Transportation, specifically in Colorado, is certainly a topic that's on the minds of a lot of us, whether it be public transportation, infrastructure, and accessibility. How do you keep a pulse on the needs in our community?"

Lisa: "I'm involved in several local transportation associations here in Colorado, which helps me stay informed on the needs and challenges of public and commercial transportation."

I'm currently a board member of the Denver Transportation Club, stepping down from my role as President for two years. We work to inform and educate the public, specifically younger people, about the importance of public transportation."

I'm also involved in the Colorado Motor Carriers Association (CMCA) as well as the Denver Regional Mobility & Access Council (DRMAC). My work with DRMAC relates closely to my role at Continuum, dealing specifically with disability transportation access within Arapahoe and Douglas counties."

Mark: "That's pretty impressive. Okay! Switching gears now. What are some of your interests outside of work?"

Lisa: "I love to travel! I have a bucket list of places I want to visit, but traveling, either internationally or continentally, is one of my passions."

Mark: "Really? I mean... that makes sense, seeing you've been working in transportation for a long time, but I figured you might be apt to go in the opposite direction and say something like 'sitting at home, in one place, and reading a book' kind-of thing?"

Lisa: "Oh, not at all! Some of the best times I've had are from traveling and going on road trips. I also like scuba diving and am an avid watcher of anything related to world history. My husband is more of a history buff than I am, but I like anything related to historical events, like documentaries, novels and museums."

Mark: "That sounds like fun! Do you and your family take trips to see the different historical sites in Colorado?"

Lisa: "I think my husband and I get more excited about road trips focused on history and culture than our two kids. I'm sure when they grow older, they'll look back and appreciate it and thank us for not letting them have their faces glued to their mobile devices the entire time!"



Lisa Heine
Associate Director of
Transportation Services

Leadership Spotlight: Lisa Heine



By: Mark Messer
Manager of Communications
& Customer Service

For this edition of The Source, I met with Lisa Heine, Associate Director of Transportation at Continuum. We spoke about her experience in other transportation industries, her move to work in the IDD community and some personal stories.

Mark: "Hi Lisa! Thanks for taking the time to meet with me. Now that you've been with Continuum for almost a year, how do you feel this position compares to working for other organizations? Have you always worked in the IDD community?"

Interested in learning more about Transportation services offered through Continuum? Please contact us today:

**Email: info@continuumcolo.org
Call: (303) 214-3370**



Continuum Recognizes Outstanding Work of DSP Teams at Annual James 'Bobo' Horam Awards



By: Jonathan Muller
Manager of Training & Staff Development

Last year, Continuum of Colorado created the James Bobo Horam Team Award in honor of the outstanding work of DSP staff and teams that came together at our Washington House to provide end-of-life care for a beloved resident, James Horam. This award, named in James Horam's honor, would be an annual celebration and recognition for DSP staff and teams that come together and provide exceptional care and services.

In the months leading up to our annual award ceremony for 2018, our committee has worked to identify teams who exemplify these values through their dedication and hard work. Thanks to staff across our organization, we received multiple nominations for this award, and we're happy to announce that each nominated team exceeded the criteria for this award, in one way or another. Our nominees this year include:

- Administration Team
- Behavioral Services Team
- First Avenue Apartments Team
- Fulton House Team
- Parker East House Team
- Ponderosa House Team
- Transportation Services Team

On Tuesday, February 27th, we invited all of our nominated teams, as well as their supervisors and managers, to attend our James Bobo Horam DSP Team Award ceremony.

The ceremony was officiated by Matt Van Auken, Melanie Worley and Lloyd Sweet, who were kind enough to be our guest speakers. They announced each nominee and gave a summary of their outstanding achievements and how this aligned with our organization's mission, vision and person-centered principles.

The envelope with the winners was handed to Melanie to share. It was a true Academy-Awards-esque moment! After opening the envelope, Melanie happily announced the winners:

The Fulton House and Behavioral Services Teams - For their collaboration in providing a resident of Fulton House with remarkable residential and behavioral care.

We want to congratulate our winning teams, as well as all of our nominees, for their incredible accomplishments. Our winners will receive a plaque, engraved with their team name, to place at their site, as well as an engraved notation on the James Bobo Horam plaques located at our Aurora and Englewood office locations.



Congratulations To The Winners Of Our Annual James Bobo Horam Team Award 2018!

The Fulton House Team & Behavioral Services Team

2018 James Bobo Horam Award Winners: Fulton House and Behavioral Services Teams. Top row-left: Sami Henry, Travis Nelson, Elizabeth Sustaita, Antoinette James, Kelly Stoskus, Julie Miller, Lillie Wilson, Christine Michaud-Drill, Todd Addleson, Matt Van Auken. Bottom row-left: Lloyd Sweet, Melanie Worley, Meghan Weber, Sadie Bondarchuk, Marcy Ekiko, Kate Tober, Morgan Poss, Leanne Riggio.



(Top-left): Matt Van Auken announcing the nominees the attendees. (Top-right): Melanie Worley announcing the award winners. (Bottom-left): Nominee Wosen Darsema and Shelly Wilson. (Bottom-right): Karl M, Aleece B, Renee W and Michelle G, nominees with the Administration team.

Rossana Castanon



Customer Service Spotlight

Customer Service Spotlight Winner

We're excited to announce that the Customer Service Spotlight winner for this edition of The Source is Rossana Castanon, Supervisor for our Home & Community Support Services Department!

Rossana works closely with families that are part of the Home & Community Supports team. She works hard to ensure that families are receiving the resources and support they need in their homes. One family member, Lisa Mark, personally nominated Rossana for her outstanding customer service and support she has provided to Lisa during the years they've worked together. Lisa's nomination stated:

"There is not one day that she does not go above and beyond the call of her responsibilities. Rossana performs multiple roles each day gladly. Specifically, she responds to many calls and emails I send to her in minutes, and to frustration and comments with ease and joy while demonstrating how important my correspondence is. Based upon her reputation from these past years, she is a highly sought after employee and friend. Quite simply, she is excellent!"

We congratulate Rossana Castanon as this edition's Customer Service Spotlight Winner! Rossana, a member of our leadership team will be visiting you soon with a \$25 gift card of your choice! Congratulations!

Continuum of Colorado Is Now Hiring!

Continuum of Colorado currently has fun and fantastic part-time and full-time opportunities for enthusiastic people who are committed to providing excellent customer service and supports to adults with intellectual and developmental disabilities! Perhaps you've seen our 'Now Hiring' flag outside of our Aurora office on Mississippi Avenue? We're excited to spread the word about these exciting job opportunities and would love to get the word out there to our community! Continuum of Colorado is a 501(c)(3), a nonprofit agency providing services to people with a wide range of disabilities. See our current openings below (as of March 4, 2018):

-  **Direct Support Professional/Caregiver**
Part-time and full-time shifts available working with adults/children
-  **Adult Day Program Facilitator (Part-Time & Full-Time)**
Shifts available at our East, West and Seniors's Choice Programs
-  **Behavior Technician (Part-Time)**
Available training for those seeking RBT certification
-  **Massage Therapist (Part-Time)**
Seeking Massage Therapists in Denver and Colorado Springs areas



Nurse Assistant (Full-Time)

Administrative and Healthcare support



Support Mentor (Part-Time)

Support role in helping adults and/or children with disabilities

[See more positions and apply with us on Indeed and LinkedIn!](#)



<https://www.linkedin.com/company/7022805/>



<https://www.indeed.com/cmp/Continuum-of-Colorado>

You can review current job postings, submit your application and stay up to date by visiting our careers webpage:



[JOBS.CONTINUUMCOLO.ORG](https://www.continuumcolo.org/jobs)

Any feedback you'd like to share with us? Questions? Comments? Please reach out to us! We want to hear from you about your experience with Continuum of Colorado.

Please take advantage of our 'Contact Us' webpage on our website to submit your feedback or contact our Manager of Communications and Customer Service below:

[Continuumcolo.org/contact-us/](https://www.continuumcolo.org/contact-us/)



Mark Messer
Manager of Communications and Customer Service
Office Phone: (303) 214-3370
Email: m.messer@continuumcolo.org

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