



2017

ANNUAL REPORT

Continuum
Partners in choice & independence





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WHO WE ARE

VISION & MISSION

Continuum of Colorado is a 501(c)(3), nonprofit agency providing services to people with a wide range of abilities. At Continuum, we empower individuals to live a meaningful life. We believe it is our responsibility to not only meet the needs

Person-centeredness is not just a trend or buzzword to us; it's a philosophy that embodies each team member we hire.

of each individual we support, but also to partner with our supported individuals to help them reach milestones, achieve their goals, and make their dreams a reality.

VISION

Empowering individuals to lead 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, fair

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

Partnership | To be a trusted, vital part of our community

Stewardship | To honor and protect all of our resources



KEY COMMITMENTS

LEAD
Service Delivery

To lead in individualized service delivery through innovation and evaluation.

GROW
Sustainable Funding

To actively evaluate, develop and pursue alternative funding streams.

PARTNER
Community Resources

To build relationships with local and state communities, thereby helping shape and influence regulatory changes.

TRAIN
Skilled Workforce

To train our team to create a highly adaptable and skilled workforce that is prepared to meet the demands of our changing industry.

OUTREACH
Shared Knowledge

To intentionally create external marketing strategies, targeting community partners, agencies, individuals, and their families with the goal of clarifying our mission and guiding principles.

WHO WE SERVE

AT A GLANCE

As of January 2018

Over the past several years, Colorado has experienced immense economic growth which has changed the socioeconomic landscape in the greater Denver Metro region. Arapahoe and Douglas counties grew by 11% and 15%, respectively¹. Considering that approximately 3% of the general population lives with I/DD², it's no surprise that the need for our services has grown as well.

Continuum of Colorado has responded to this growth by continuing to lead through innovation, exploring new service delivery models and adapting existing ones to meet the increasing needs of our surrounding communities and state.

As one of the largest Program Approved Service Agency (PASA) in Colorado, Continuum has adapted to include the needs of people throughout our area and beyond. While we've been serving individuals and families in Arapahoe and Douglas counties for more than 50 years, we have recently expanded to new locations, specifically the Colorado Springs region. We now offer Home & Community Support Services that facilitate participant-driven care across the Colorado Springs area. People in this area now have greater access to options like massage therapy, mentorship, and other personal care services.

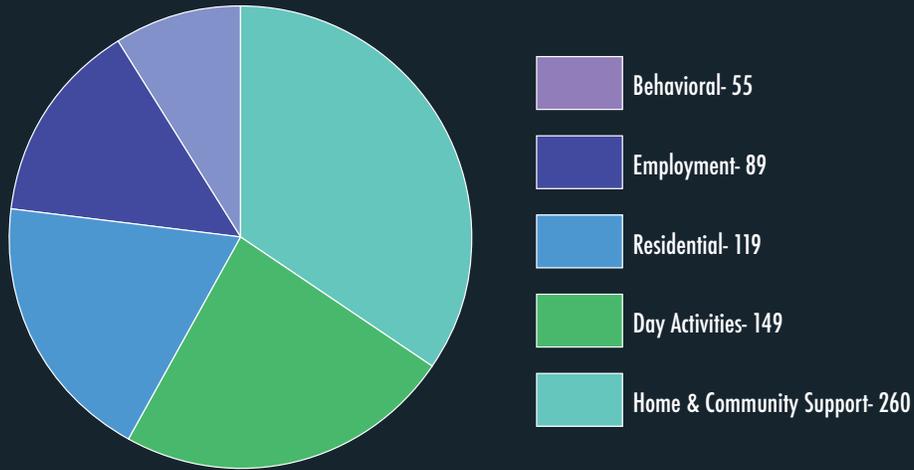
One thing that sets Continuum apart from others in our industry is our ongoing commitment to instill a Person-Centered Approach into every facet of the services and care we provide. Our desire to see and serve the uniqueness in people defines us as an organization and informs how we treat not only those we serve, but our staff as well. We actively and substantially invest in our employees with the goal of educating, empowering and holding ourselves accountable to our organization's Person-Centered Principles (found on page 9). By regularly practicing and promoting these standards, we believe that we can help shape the culture within the I/DD community towards a more Person-Centered climate.

The successes of the people we serve would not be possible without the partnerships we've fostered with families and individuals who make Continuum of Colorado their provider of choice year after year. We are honored to be a trusted and vital partner and will continue to empower individuals and their families to thrive in their community.

1. Census Bureau: [census.gov/quickfacts](https://www.census.gov/quickfacts)

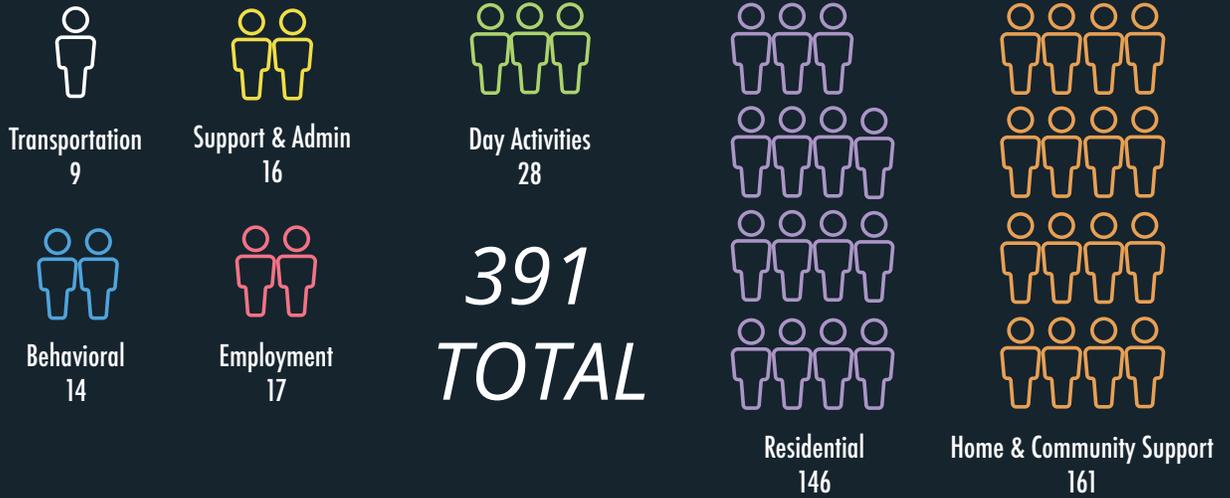
2. Administration for Community Living: [acl.gov](https://www.acl.gov)

INDIVIDUALS SERVED



672 TOTAL

STAFF



LOCATIONS



WHAT WE DO

PROGRAMS

RESIDENTIAL

Residential Programs 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, residential programs encourage involvement with family and friends. The comprehensive needs of each individual in a typical home environment are addressed. Home settings include family: caregiver (services provided in the individual's home), host homes, apartment settings, and group homes. Priorities include: appropriate access to medical care, counseling, behavioral services, proper nutrition, food preparation, grocery/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.

BERNIE'S PLACE

Bernie's Place is a brand new residential facility designed to assist young adults with high behavioral needs.



EMPLOYMENT

Our employment programs promote long-term relationships between individuals with I/DD and the business community. A participant's skills are matched to the personnel needs of local companies. Employment Consultants partner with businesses and other supportive organizations, such as Colorado Works (TANF), to work one-on-one with the individual to promote his/her independence in all aspects of a job. The Employment Consultant will remain involved with the individual and provide ongoing employment support. Many services are offered in the job placement and training process, including: vocational assessments, work adjustment training, supervised group employment, bus training, resume preparation, job seeking skills, personal adjustment training, and shadowing. We also host workshops to teach interviewing skills, job keeping skills, and social skills on the job.

**GARY PLUMERY FOUNDATION
HOLIDAY PARTY**

DAY ACTIVITIES

Day Programs serve people of all ages and abilities. Safe and well-supervised environments are offered with pre-planned, meaningful activities to meet varying interests and abilities. These programs encourage engagement in the community, socialization and relationship building, as well as service through volunteer opportunities. We have special programming for young adults that takes place outside of school hours and included activities like recreational sports, dances, and creative endeavors.

BEHAVIORAL

Behavioral Programs are available to support young children, adolescents, and adults faced with behavior challenges. Supports are provided in the areas of communication, social skill building, aggressive and/or self-injurious behaviors, toileting, and independent living skills. 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. As of October 2018, Continuum's Behavioral Team will become their own company and Continuum will no longer be providing behavioral services.

TRANSPORTATION

The Transportation team provides more than 700 trips monthly to individuals in Arapahoe and Douglas counties and the City of Aurora. Destinations often include day programs and job sites. Additionally, we provide RTD passes, coupon books, and taxi cab vouchers to more than 440 individuals each month. Limited transportation options continue to be the focus of several community partnerships to improve mobility options, especially in Douglas County.

HOME & COMMUNITY SUPPORT

We offer a wide range of participant-driven care options in home and community settings. Services include: personal care, respite, supported community connections, homemaker, massage therapy, and mentorship. Participants are active in choosing their caregivers, directing services, and ensuring expectations are met. Our Personal Care Training Lab trains individuals and staff from other agencies on how to provide non-medical personal care services so that they can serve any population in need.

Each year, The Gary Plumery Foundation hosts a holiday party for those supported in our residential programs who may not have family to spend the holidays with. They ask for guests to send "3 wishes" to be fulfilled at the party. It's also a great time for a private visit with Santa and a delicious catered dinner. We are incredibly grateful for the support of The Gary Plumery Foundation whose mission is to help people with developmental disabilities live a better, more fulfilling life by providing them social activities, sporting events, and community involvement projects.



LEADERSHIP

BOARD OF DIRECTORS & EXECUTIVE TEAM

BOARD OF DIRECTORS

DR. ANDREW PITTS

President

LISA STELKE

Vice President

JACK STIEGELMAR

Treasurer

MARSHA ALSTON

Secretary

EXECUTIVE TEAM



ALEXA LANPHER

Vice President

A native of Colorado, Alexa discovered at an early age her passion for helping others achieve their goals. This passion stuck with her through college, where she earned a BS in Psychology from Colorado State University. While at Continuum, Alexa has served on several state committees to update the rules and regulations governing service providers. While Alexa has held several positions within Continuum's management team over the past 20 years, her focus has always remained on providing creative supports to assist people with intellectual and developmental disabilities to thrive in their community.



MELANIE WORLEY

CEO

Melanie previously served as a Douglas County Commissioner for 10 years before coming to Continuum of Colorado. Among numerous other posts, Melanie serves on the board of directors for Parker Arts, Culture and Events (PACE) Center and Arapahoe/Douglas Mental Health Network. Melanie also served as past chairwoman of the Highlands Ranch Chamber. In 2015, Melanie was appointed by Governor John Hickenlooper to the Respite Care Task Force.



MATT VANAUKEN

COO & President of Continuum

Matt brings over 20 years of multi-unit and executive leadership and management experience to our organization. He holds a B.S. in Business Administration and an M.B.A. from Western Governor's University. Matt currently serves as the chairperson for the El Paso County Human Services Advisory Committee, is a Governor appointed member of the Colorado State Board of Health, and board member for the American Association on Intellectual and Developmental Disabilities.



LLOYD SWEET

CFO

Lloyd received his B.S. in accounting from Florida State University, is a registered CPA in Colorado, and has over 40 years of experience in the financial services field. He has worked as a managing partner and consulting/tax partner for large accounting firms in Colorado. Lloyd has served on the Board of Directors for Adam's Camp, RAFT (Resource Area for Teaching), The Denver Teacher's Awards, the Jefferson Symphony Orchestra, and the Community Housing Developmental Association.



ACHIEVEMENTS IN PERSON-CENTERED CARE

One of our efforts this year was to improve person-centered care. To do this, we developed principles to define what it means to be person-centric and supported these principles with trainings for all of our staff members. 80 employees have already completed the 12-month training, with the remaining staff expected to complete training by Spring 2019.

PRINCIPLES

1. EVERY PERSON IS CAPABLE OF LEARNING. WE ACTIVELY TEACH AND ENCOURAGE INDIVIDUALS, EMPOWERING THEM TO PARTICIPATE IN THEIR LIVES AND CARE.
2. WE HONOR AND RESPECT THE FACT THAT WE WORK WHERE PEOPLE LIVE, AND THAT THE SERVICES WE PROVIDE ARE PART OF PEOPLE'S LIVES.
3. EVERY PERSON DESERVES THE OPPORTUNITY TO MAKE INFORMED CHOICES AND TAKE RISKS, AND IT'S OUR RESPONSIBILITY TO BALANCE THEIR HEALTH AND SAFETY WHILE THEY DO SO.
4. WE SERVE PEOPLE, AND NO ONE IS PERFECT. EVERYONE IS ENTITLED TO A BAD DAY.

ACHIEVEMENTS



DIRECT SERVICE PROFESSIONAL **RECOGNITION**

Every September is dedicated to honoring Direct Support Professionals (DSP). We devote the entire month to celebrate their achievements and recognize the incredible work they do every day. Festivities include: drop-in visits to deliver treats, themed parties, and a banquet to honor those who have been nominated as our "Top 15 DSPs of the Year." This year's nominees (above) represent the personal, compassionate care that we strive for at Continuum. Our winner (top right) was Kelly Stoskus, who works at Fulton House.

Another one of our Top 15, Katrina Vincent, was selected as a finalist for the Alliance DSP of the Year award which honors DSPs from across the state (bottom right with her supervisor, Rossana Castanon). Although Katrina did not win the Alliance award, she was chosen by the state chapter of the American Network of Community Options (ANCOR) as their DSP of the year for Colorado. We're proud of the passion Kelly and Katrina both bring to their roles and honored that they choose to call Continuum home.





(Above) The exterior of Bernie's Place located in Aurora. (Right) Community partners joined CEO, Melanie Worley, at the grand opening of the facility.

YOUTH HOUSING INITIATIVE

In 2016, Continuum of Colorado partnered with several businesses and community members to begin the Youth Housing Initiative. The goal of the initiative was to create an innovative residential facility specifically designed to meet the needs of young adults with developmental disabilities who have high behavioral needs.

Some of these children exhibit aggressive and self-injurious behaviors that require heightened levels of care and highly-individualized treatments. Often, this level of

care and treatments exceed the abilities and expertise of their primary caregivers. However, the facilities equipped to handle such behaviors in Colorado do not accept children under the age of 17 and caregivers who seek help through foster care placement typically must relinquish custody of their children to get the help they need. This presents a lose-lose situation for families.

Bernie's Place was established to preserve families while providing the behavioral assistance their children need. Our program focuses on reducing problematic behaviors, increasing communication skills, and teaching greater independence. It also provides support and trainings to caregivers, a key element in the ultimate goal of transitioning the child back into the care of their loved ones.

Bernie's Place became fully licensed on March 3, 2018 and currently has one resident who moved in the same month.



PEOPLE FIRST INITIATIVE

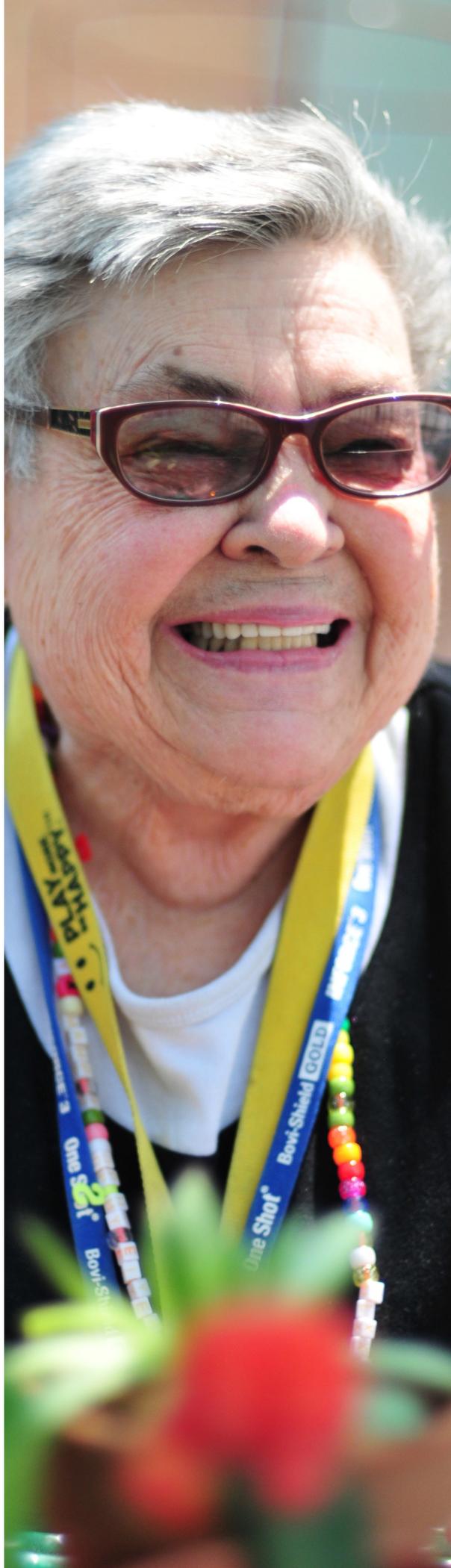
Over the course of several planning sessions, our Training and Behavioral Services teams partnered to develop a set of principles that could guide our efforts to deliver person-centered care. These principles have shaped our training curriculum and the decision to switch crisis intervention systems from Safety Care to Mandt.

The Mandt system provides staff with tools to meet people they serve where they are in their lives rather than simply mitigating a crisis in the way that's easiest for the staff to manage. This new system also improves the staff experience by making it easier for team members to complete needed trainings and recertifications.

One staff member summed up the benefits of Mandt in this way:

Mandt offers the basic tools on how to build relationships and resolve conflicts [with the goal of] building people up...It's based on enriching lives, not just managing crisis situations.

From a Behavioral Services standpoint, the People First initiative has informed the development of our organization's very first "People First Training Curriculum." This 12-month series pairs Behavioral Services team members with staff at residential, day, and other program sites to implement person-centered topics and track how staff are meeting goals. The curriculum blends online learning with in-person coaching to improve accountability and outcomes.



Continuum of Colorado

PERSON-CENTERED PRINCIPLES

- 1 Every person is capable of learning. We actively teach and encourage individuals, empowering them to participate in their lives and care.
- 2 We honor and respect the fact that we work where people live, and that the services we provide are part of peoples' lives.
- 3 Every person deserves the opportunity to make informed choices and take risks, and it's our responsibility to balance their health and safety while they do so.
- 4 We serve people, and no one is perfect. Everyone is entitled to a bad day.



*committed
to life-
changing
care*



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