

# STRATEGIC PLAN

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2020 - 2022



Continuum  
  
Partners in choice & independence

# VISION

Empowering individuals to lead a meaningful live.



## 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 innovation by providing services that actively empower individuals to participate in their own lives

### GROW

#### **Sustainable Funding**

To actively evaluate, develop, & pursue alternative funding streams

### OUTREACH

#### **Marketing Strategies**

To intentionally create marketing strategies focused on our exceptional customer service and person-centered approach to providing support

### 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

# STRATEGIC PRIORITIES

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## RESIDENTIAL

1. Expand host home & family caregiver programs into Colorado Springs, Fort Collins, & Pueblo
2. Evaluate & ensure that individuals are being served in least restrictive environment and that funding matches their level of need
3. Partner with Recruiting team to develop innovative hiring solutions
4. Continue participating in state committees such as: HCBS settings rule & informed consent

## ACTIVITIES | HOME & COMMUNITY SUPPORTS & SUPPORTED EMPLOYMENT

1. Relocate & grow activities and senior program in the Highlands Ranch area and expand services in Colorado Springs and north of Denver
2. Roll out partnership with ADWorks! to provide integrated employment supports through the workforce centers
3. Continue participating in state committees such as Employment First Advisory Partnership to help guide state development of employment supports
4. Partner with Recruiting team to develop innovative hiring solutions

## COMMUNICATIONS | TRANSPORTATION & ADMINISTRATIVE SERVICES

1. Develop branded materials, update website
2. Research & apply for new grant opportunities for Transportation
3. Continue collaboration with NMSC to create a curriculum that will be useful and attractive to supervisors and managers in furthering their professional experience
4. Streamline research into missing cases & denials to recoup monies owed for services provided through waivers



Empowering individuals to live a meaningful life

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