



Community Living Alternatives

Our World Revolves Around Yours!

www.clainc.org



2014

14252 East Evans Avenue, Aurora, CO 80014

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WELCOME!

Thank you for considering us as the agency to provide your residential and/or day program services and supports. Community Living Alternatives, Inc., also known as "CLA", has been providing services and supports to individuals with intellectual and developmental disabilities (I/DD) since 1979. We pride ourselves on our approach to individual solutions opposed to group options.

Our Promise! "We will do our best to assist you in developing and implementing a plan for support that helps you achieve your goals and dreams."

Our Mission

"CLA enhances the lives of individuals with developmental disabilities towards fulfillment of their life goals through choice and support in homes, employment and community activities."

Our Vision

"We imagine a world where each individual is accepted and respected for their unique contributions to their communities."

We Value:

- **Interdependence/Diversity:** As a community, we rely on each other to fulfill our needs and enrich our lives. Each individual is valued and respected for their unique contributions.
- **Empowerment:** Individuals manage daily life in ways that have positive results for themselves and others.
- **Family:** Families provide a positive, secure and loving base for learning and growth.
- **Advocacy:** Individuals' basic civil rights are supported and protected to ensure equal opportunities of choice and active participation in living and working environments.
- **Professional Development:** Educational and practical opportunities are available to promote expertise in one's chosen career.

The purpose of this manual is to provide information you will need to make CLA services work for you. If needed, CLA will provide someone to assist you in reviewing this manual and answering any questions that you may have. If you have recommendations on what else we might add to this manual to make it helpful to others, please contact our Executive Director.

OUR STORY

Throughout history there have been pivotal moments in time, where a slender thread of an idea gestates, grows, and then takes hold; where the actions of a few progressive thinkers have the opportunity to cultivate a movement that changes the world for millions of people, for the better, for... ever.

"Starting in the 1970s, a nationwide movement began by implementing community-based services in place of often dangerous and discriminatory institutions for people with intellectual/developmental disabilities. The effort was prompted by the deinstitutionalization lawsuit of *Halderman v. Pennhurst* and, as a result, people with intellectual/developmental disabilities were reintegrated into society and the population of large state-run institutions was dramatically reduced from nearly 200,000 in 1967 to below 40,000 in 2008. In place of those institutions, smaller settings and systems to support community living were built across the country. "

Right here in Colorado, Community Living Alternatives was at the forefront of this crusade. Prior to this campaign, common wisdom among the professional community led to the distorted practice that it was best to place people in institutionalized situations; effectively shutting them off from the rest of society. In these settings, there was little hope for living a fulfilling, productive life.

Deinstitutionalization

"For decades throughout the country, people with developmental disabilities were segregated from the community in massive state-run warehouses, where they often suffered physical and mental abuse, total neglect, and isolation from friends, family, and society in general. Even children were sent to state institutions, excluded from public schools."

"Institutions did nothing to help people with disabilities – indeed, most regressed in basic life skills in confinement. Instead, the system indulged an ugly and irrational prejudice against people with disabilities – a belief, in the words of the Supreme Court, that people with developmental disabilities are 'incapable or unworthy of participating in community life.'"

The Public Interest Law Center of Philadelphia
www.pilcop.org

CLA, along with several other agencies and organizations in the disabilities community, had the wisdom to think differently.

As the Association of Retarded Citizens of Denver (ARC) watched this strong push for deinstitutionalization, they realized that many of the individuals who were moving into the community had never lived with their families, or had ever experienced family life. While the transition from large institutions to group homes was a positive action, it wasn't fully integrating individuals back into typical community living.

children would never be able to live and grow in community settings or contribute to society. They mistakenly believed, and told families, it was best to put these children in institutions where they could be cared for and not be a burden on families and society.

When ARC presented the idea of putting people back in the community, into family settings, it went against everything families had been hearing from professionals for years. It promoted guilt in family members and made professionals look incompetent. In the midst of this controversy, ARC moved forward with their vision.

Host home living has resulted in dramatically increased opportunities.

At the same time, people in Michigan began using a residential model they called a "host home" in which individuals with intellectual/developmental disabilities moved in with families to get their support needs met while living in a family environment. Using these basic principles, ARC's Board of Directors provided funds for the start of Colorado's first host homes in 1979.

Implementing the host home model was a controversial venture. For years, parents of children with intellectual/developmental disabilities were told by doctors and other professionals to give up their children at birth. Many professionals working with individuals with disabilities thought these

Rapid Expansion:

In January of 1981, Family Living Project, Inc. (FLP) became its own entity apart from ARC. The residential services were extended to individuals in Arapahoe, Adams, Jefferson and Denver counties. By the end of 1981, the agency was serving 35 individuals in host homes. After seven years and with plans for continued expansion, in April of 1986, FLP changed its name to Community Living Alternatives, Inc. (CLA). In January of 1987, an apartment program called "Alternatives in Supported Living" was started to further enhance CLA's focus on living alternatives.

Then, in April of 1988, the "Community Employment Alternatives" program began

to assist individuals to find employment in neighborhood jobs rather than working in sheltered workshops.

During that same year, CLA provided services to a maximum number of 105 individuals in the residential program, 12 in the employment program, and four in a retirement program.

Quality vs. Quantity:



In an effort to improve individual services by meeting the broad variety of needs that individuals with intellectual/developmental disabilities had, in July of 1991, CLA reduced the number of individuals served. We felt it was important to get back to our roots, step up our quality and provide more personalized services to the individuals we serve. Since that time, CLA has made a conscious decision to focus on quality of

services rather than the quantity of people served.

Progressive Programming:

Over the years, CLA has developed several unique programs that focus on the talents and abilities of the individuals who receive services from us. Some of these distinctive programs include Positive Images, a public television show which was produced by and about people with disabilities.

CLA also introduced an art program, Artists in Bloom, which featured the artistic talents of the individuals receiving services from the agency through exhibits and entrepreneurial ventures. We expanded on that idea by collaborating with other agencies and opening an art gallery called Artists Unlimited. We continue to try new projects to increase and expand the services we offer and the opportunities for those we serve.

The day program department continues to evolve while providing excellent employment opportunities. It has also expanded its services by providing supported community connection services and day habilitation activities services.

Our person-centered focus is to support each individual through personal and career exploration. Once goals are discovered, CLA is committed to expanding its array of services to meet individual goals. Our commitment is to continue developing unique, progressive programs that address individual needs.

This person-centered promise is a core component of our strong vision for the community's future.

THE TEAM PROCESS



At the heart of our approach is a team environment, where you are the focus of a system of interdependent individuals and structures, including the host home provider, our staff, family, and community members.

with you to plan and follow through with services and supports.

The IDT is made up of: you, your guardian (if applicable), an authorized representative (if applicable), an advocate (if you have one), your host home provider or direct support staff person (if applicable), a representative from your residential agency, a representative from your employment or vocational agency (if you are employed or receive day program services), and a representative from the CCB. If you wish for anyone else to be a part of the IDT, you should call your Case Manager at your CCB.

Person-Centered Planning

As defined by The Learning Community, "A person-centered plan is a means and not an end."

Person-centered planning is a process of learning how a person wants to live and then describing what needs to be done to help the person move toward that life. It is

Experience that Counts! Every member of our program management team has over ten years of service with our agency, a majority of our staff has personal experience with intellectual/developmental disabilities, and 3 of our 5 program managers have been host home providers.

Once you begin receiving services from a Community Centered Board (CCB) such as Rocky Mountain Human Services, Developmental Pathways, or North Metro, you have a team of people (called an Interdisciplinary Team, or IDT) who will work

a description of where the person wants their life to go and what needs to be done (and what needs to be maintained) to get there."

Service Plan (SP)

As defined by Rocky Mountain Human Services, a service plan is a plan that is developed with you and/or your family and others who may be involved with you.

The service plan (also called an SP) spells out what services and supports you need. The plan serves as an agreement between you and members of your support team about what services and supports you can expect from them. It also serves as an agreement between your support team and the State and Federal government that will pay for your services.

Your support team meets with you at least once a year to develop a new plan or amend the current one. At that time, the IDT will meet to talk about everything that is going on in your life and what services and supports you will need for the future.

The topics that will be discussed include, but are not limited to: residential services, employment/day services, money/benefits, health and medical issues, safety, transportation, relationships, leisure/recreational activities, dignity and respect, and individual rights. This is a chance for you, and those that know you best, to discuss the ways that the agencies that work with you can best help you meet your needs and outcomes.

Individual Service and Support Plan (ISSP)

The focus of an ISSP is to help you to live as independent a life as is possible within your abilities. This is also known as habilitation.

It is a personalized plan and step-by-step process that assigns SMART objectives in an effort to improve the overall goal of independence and the specific goals determined in the SP. SMART is an acronym for specific, measurable, assignable, realistic,



and timely.

At each SP meeting, the team will decide on what individual services and supports are necessary to best develop new skills to improve your ability to habilitate, or live as independently as possible.

ISSPs are dynamic in nature and are decided upon by everyone in the team, they may be amended as new information is discovered, and are usually developed by a staff person in the residential and day program departments.

If at any time, the ISSP is not performing adequately and working to attain your goals, you can discuss it with the staff to modify the plan.

fulfilling life and help you achieve your hopes and dreams.

This practice helps us strike a balance between what is “important to” and

Person-centered programming, it permeates our core!

Essential Lifestyle Planning (ELP)

Essential lifestyle planning is a service not always offered by other service agencies.

An ELP is a vital part of our person-centered programming. Upon receiving services from our agency, CLA staff may ask you if you would like to participate in the process to develop an Essential Lifestyle Plan (ELP).

“important for” you and assists us by ensuring the services we are providing are supporting your choices.

The process is not required by the State of Colorado and does not happen on a regular basis. CLA, however, does try to use this process to assist us in best meeting your needs. An ELP also focuses on your goals and dreams that we hope to help you accomplish, such as traveling to another state, learning a new skill, taking classes at a college, etc.

If, at any time, you would like to go through this process, or would like more information on how this process works, you can talk with your Program Manager at CLA.



Our FACs provide inclusive community activities.

This process is very helpful in determining what is most important in your life from a health, safety, relationship, and quality of life perspective. It can facilitate a more

opportunity to meet and discuss important updates or concerns. While the members of the IDT talk on the phone regularly,

Interdisciplinary Team Meetings (IDT)

IDT meetings are scheduled throughout the year as an

sometimes it is better for everyone to get together to discuss what is going on and to come up with plans.

These meetings can be called by anyone on the team, including you. If you would like to have a meeting to discuss a concern or current issue in which everyone on the team needs to hear about, you can contact your Case Manager at the CCB to set it up.

OUR SERVICES

Residential Programs

Individuals are supported to live as independently as possible while having access to trained staff 24 hours a day. We take care to ensure all of the individual's needs are met—medical, emotional, social, financial, and residential.

We have three residential programs from which you may choose:

1. **The Family Caregiver Act:** (FCA) is where you may live in your own home and receive support from your family and/or paid staff.
2. **Host Home Families:** You may live in a host home made up of a family, a couple, or single male or female. The service recipient can be the only person receiving services or there can be up to one other individual living in the home who is also receiving support services.
3. **Apartment Living:** You may choose to live in an apartment setting by yourself or with a roommate with support from our staff.

Residential Team & Process

CLA's residential team is comprised of a Residential Director, Program Managers, a Registered Nurse, an Intake Coordinator, the Host Home Provider and/or Direct Support Staff.



All team members have extensive experience in working with adults with intellectual/developmental disabilities and have received special training for their area of expertise.

Intake Coordination

Our Intake Coordinator (IC) is responsible for meeting with each potential new service recipient and those who know him/her best. The IC gathers information about his/her needs and wants to determine how CLA can best provide services.

they have both the skills and desired home for the individual. Once this is determined, a site visit is performed to verify that the host home will pass the HUD (Housing and Urban Development) safety standards.

All host home providers are thoroughly screened and vetted with a Colorado Bureau of Investigation background check, Department of Motor Vehicle report, and reference checks.

In addition, we require that each host home

We strive to ensure and maintain an exceptional match.

The Intake Coordinator is responsible for making the best match possible between an individual and a host home provider. The Intake Coordinator makes sure that



potential providers receive information about CLA and the responsibilities and requirements of becoming a host home provider.

Prior to a placement, the IC, Executive Director, and the Residential Director interview the potential provider to ensure

provider be trained in First Aid, CPR, Medication Administration, Abuse/Neglect Prevention, and Rights of Persons with Developmental Disabilities before they can work with an individual. Once the host home provider has someone move into their home, we also require that the provider continue training on a regular basis.

When an individual chooses CLA for residential services in a host home setting, the Intake Coordinator introduces them to host home providers that we have determined could be a good match for them. In this way, individuals have an opportunity to spend a few hours, or several days, with each potential provider.

Once an individual chooses which host home provider they would like to live with, a

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probationary 90-day contract is entered into with the host home provider for services.

During those three months, both the individual and the host home provider have more time to decide if this is a good match for them. If not, the process starts all over again until everyone is comfortable with the living arrangement. Host home contracts are not final. At any time, an individual has the ability to move to another host home, even if a contract is in place.

All that is needed to change host homes is to notify the Program Manager. To ensure

Manager's role is to ensure the health, safety, and well-being of the individual and warrant that the SP, ISSP, and ELP are being effectively administered and implemented.

The Program Manager will meet with the individual on a monthly basis to make sure that s/he is getting his/her needs met. The Program Manager will also meet with the host home provider or staff person(s) on a minimum of a monthly basis to review necessary documentation and discuss any questions or concerns.

The individual and the HHP and/or staff are



the move is positive, the Program Manager will want to discuss the reasons for the desire to change homes. If a move is what is in the individual's best interest, a referral will be made to the Intake Coordinator to look for a new host home.

Program Management

Once an individual chooses CLA for residential services, s/he will be assigned to a Program Manager. The Program

Manager is encouraged to contact their Program Manager by phone if they have any questions or concerns.

Nursing

CLA employs registered nurses to assist with medical needs. The nurses are responsible for reviewing all medication changes, following up on medical problems and training host home providers and staff on an individual's specific medical needs.

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The nurses review records to make sure the individual is up to date on all medical appointments. They come out to visit with the individual, host home provider and/or staff to provide medical support and oversight, as needed. In addition, they conduct the Medication Administration certification class.

Direct Support Staff

CLA hires direct support staff to work with individuals who need support in their family home, their own apartment, at the day

program center or while accessing the community. In the home, our trained staff are able to assist individuals develop the skills necessary to become more independent in such areas as budgeting and banking, medical appointments, menu planning and grocery shopping, cooking, household cleaning and maintenance and personal care. In the community, staff can assist in finding places to explore personal interests, exercise, become more connected with neighbors and develop friendships. Our direct support staff are supervised by our program managers, the Residential Director, and/or the Day Program Director.

Residential Director

The Program Managers and nurses are supervised by the Residential Director (RD).



The RD oversees the residential department and makes sure that all of the state regulations and CCB policies and procedures are followed. If an individual has an unresolvable problem with his/her Program Manager, the Residential Director will intervene on behalf of the individual to

resolve the dispute.

Individuals may contact the RD for assistance at any time.

Family Caregiver Act

Through FCA, we provide a unique opportunity for

flexible care-giver options. We tailor services to meet your specific needs; in your home, or a family member's, with either paid, or unpaid options. FCA can serve as a transition to a host home, or apartment.

Friday Afternoon Club (FAC)

As part of our residential services, our Friday Afternoon Club meets once a month. The group goes on outings such as fishing, hiking, and special events. There are also opportunities to learn about different cultures and foods, try new hobbies, while getting to meet new people and form new friendships.

In the past, FACs have included some of the following activities: scrapbooking, snowshoeing in Winter Park, fishing at the Rainbow Round Up Trout Pond, Glamour

Shots, Tea Ceremonies, introduction to Karate, making marionettes, dance party with a DJ and more!

CLA provides FAC activities at a low cost, but there is also scholarship money available to those who cannot afford the cost but have an interest in joining the group.

Day Program Services



CLA's day programs provide interpersonal, team-like opportunities for individuals to be exposed to a wide variety of confidence building, learning experiences, and personal skills including computers, photography, music, cooking, exercise and socialization skills.

C.L.A.S.S. (Community Living Alternatives' Specialized Services)

Our Day programs are unique in the community, providing individually designed day services for individuals who desire to stay active, who want to learn, volunteer, and connect with others in their community. CLASS is comprised of two components.

Specialized Habilitation Activities

Classes in our day center include: computer skills, cell phone skills, digital photography, music, dance, healthy menu planning and cooking, arts and crafts, exercise, social and relationship skills, community safety and stranger awareness skills and money management/budgeting skills.

Supported Community Connections

For those who receive supported community connection services, individuals have opportunities to interact with others in the community while taking part in diverse educational and leisure activities. Individuals have opportunities to visit places such as: museums, photography studios/galleries, parks and grocery stores. This is a stand-alone service, or it complements the skills that are learned in Specialized Habilitation Activities.

Employment Opportunities

This day program service provides job seekers with individualized job development services including preparation of an Individual Marketing Profile (IMP) to determine skills and desirable employment options, assistance with resume writing, completing applications, and interviewing with potential employers. It also provides job coaching for those individuals who have obtained a job and need support to maintain employment.

Employment services are an excellent community resource, providing an individual

with the opportunity to get a job they enjoy while local businesses learn how they can tap into a valuable but underutilized labor pool.

Employment Consultant

Whether an individual is looking for his/her first job, changing careers, or enjoying his/her present job, a CLA Employment Consultant will assist in developing short and long-term career plans. The Employment Consultant assists in defining interests, a preferred working environment, schedule, and development of natural support networks at the jobsite.

Day Program Director

The Day Program Director supervises the day program staff in the provision of day

FINANCIAL MATTERS

Personal Needs

On the first business day of each month, every person receiving residential services from our agency receives a personal needs check. This money, which is a portion of the monthly benefit check, is to be used to purchase personal items, such as clothing, deodorant and hair care products. If the direct support staff or host home provider helps with spending personal needs money for allowable items, they will have to turn in receipts to show that the money was spent correctly.

Room and Board

Options for employment are an important aspect of a fulfilling life.

habilitation, employment and supported community connections opportunities. S/he is responsible to oversee the development and quality of the activities offered through CLA's day services. S/he also meets with prospective attendees for the day program.

Everyone who receives residential services from CLA, or agencies similar to us, is required to pay room and board. This money helps pay for your part of the utilities, rent/mortgage and food where you live. Normally, this money comes from government benefits (such as SSDI or SSI). Sometimes benefits are reduced because you have a job. Sometimes benefits are reduced for other reasons such as you were paid too much in the past. When these things happen, CLA may send a bill to you to cover this reduction in benefits.

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There is a maximum amount that CLA can charge for room and board, plus personal needs money. This amount changes each year. If the benefits are less than that

more of this information is being stored on computers as we move towards a “paperless” office.



Got a Dream? Tell us about it and we'll do our best to make it happen!

amount, you may receive a bill from CLA to make up the difference. If you have any questions when you receive this bill, you can set up an appointment with the CLA Controller to have it explained.

Records

Community Living Alternatives, Inc. is required to keep documentation on each individual who receives services from us. At the office, we maintain a Master File which contains all of the records that are required by the Division for Intellectual and Developmental Disabilities (DIDD). These files are kept up to date by the CLA staff.

In each host home or apartment, there are also records kept that are called Home Files in which current personal and safety information, contact notes and progress notes on training goals, and all medical information is kept. Over time, more and

The information that is kept in these files about you is confidential and can be only be read by staff members who need to know this information, you, and anyone you designate.

If you wish to review, or have someone read to you, the information in these files, please contact your Program Manager to set up an appointment to do so.

All of the information in these records is strictly confidential and we follow the Federal guidelines of HIPAA (Health Insurance Portability and Accountability Act).

ADMINISTRATION

The **Executive Director** is responsible for overseeing all of the activities of the agency to insure that they meet the goals, policies

and budget as set by the CLA Board of Directors.

S/he supervises all of the administrative staff including the Administrative Director, Controller, Residential Director, Intake Coordinator and Day Program Director.

The **Controller** oversees all of the financial records and information of the agency and supervises the accounting staff. S/he completes all of the agency billing to Medicaid, staff payroll and financial statements. In addition, s/he is responsible for making sure that each individual receives and keeps any benefits that are available to him/her. This may include, but is not limited to, Medicaid, Medicare, Social Security, Railroad Retirement, and Veterans Administration.

The **Accounting Technician** prepares all of the checks to pay the agency bills and to reimburse the host home providers. S/he completes all of the bank deposits, collects paystubs and bank statements from residential service recipients and sends information that is needed to Social Security.

The **Administrative Director** is in charge of the overall operation of the office. S/he assists the Executive Director to make sure that CLA is following all necessary regulations. S/he maintains staff personnel files and monitors all of the Host Home Provider contracts to insure that they are up to date on their training, insurance and background checks. In addition, s/he completes audits of the personal needs

ledgers that are turned in by staff and host home providers.

Contact Information

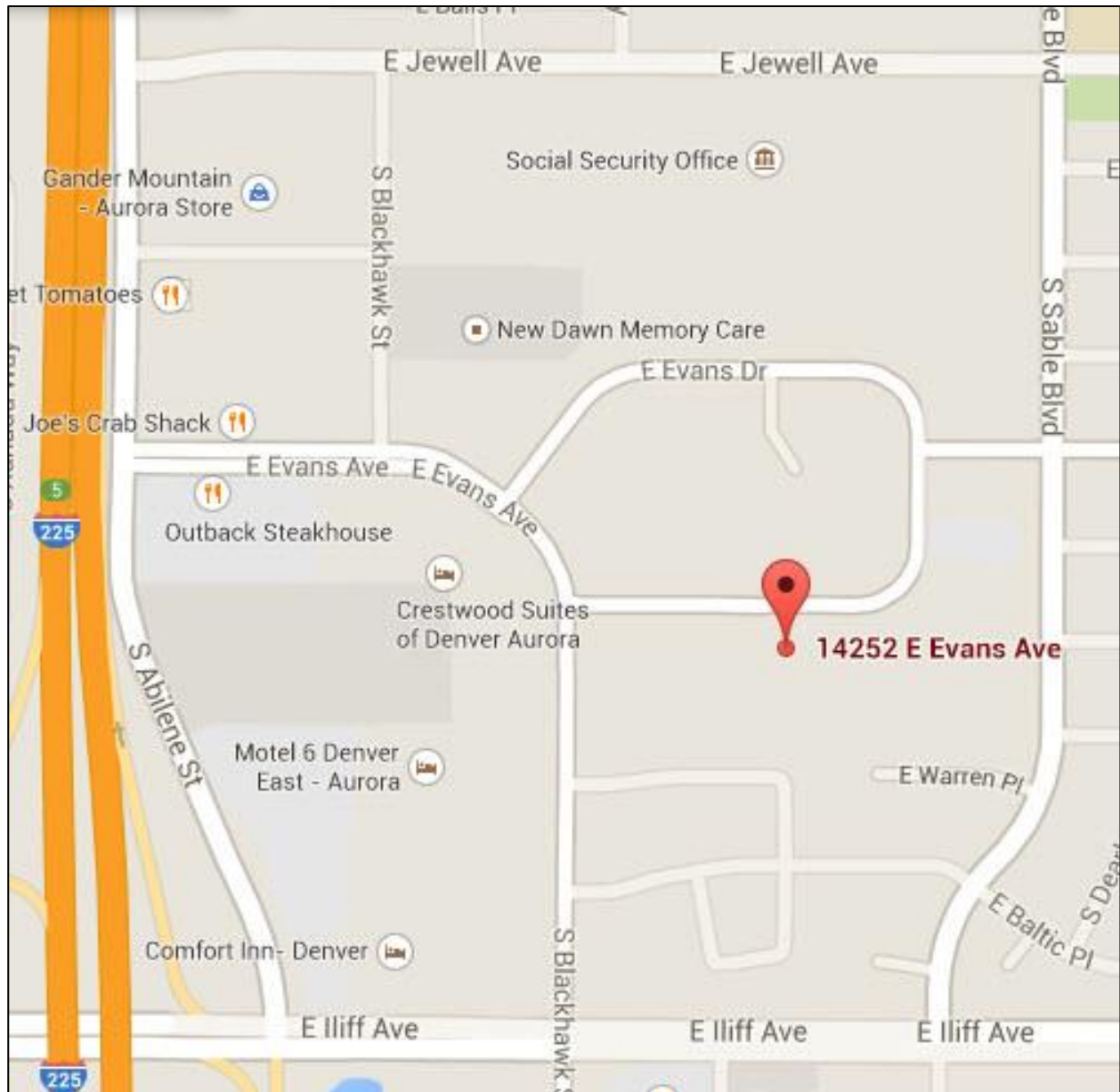
CLA's office hours are Monday through Thursday from 8:00 am to 4:30 pm and Friday from 8:00 am to 12:00 pm.

If you call during those hours and the Program Manager is not available, you can ask to speak to the back-up Program Manager. There will always be someone available at the CLA office to assist you if you cannot wait until the Program Manager returns. Our phone number is 303-745-8015.

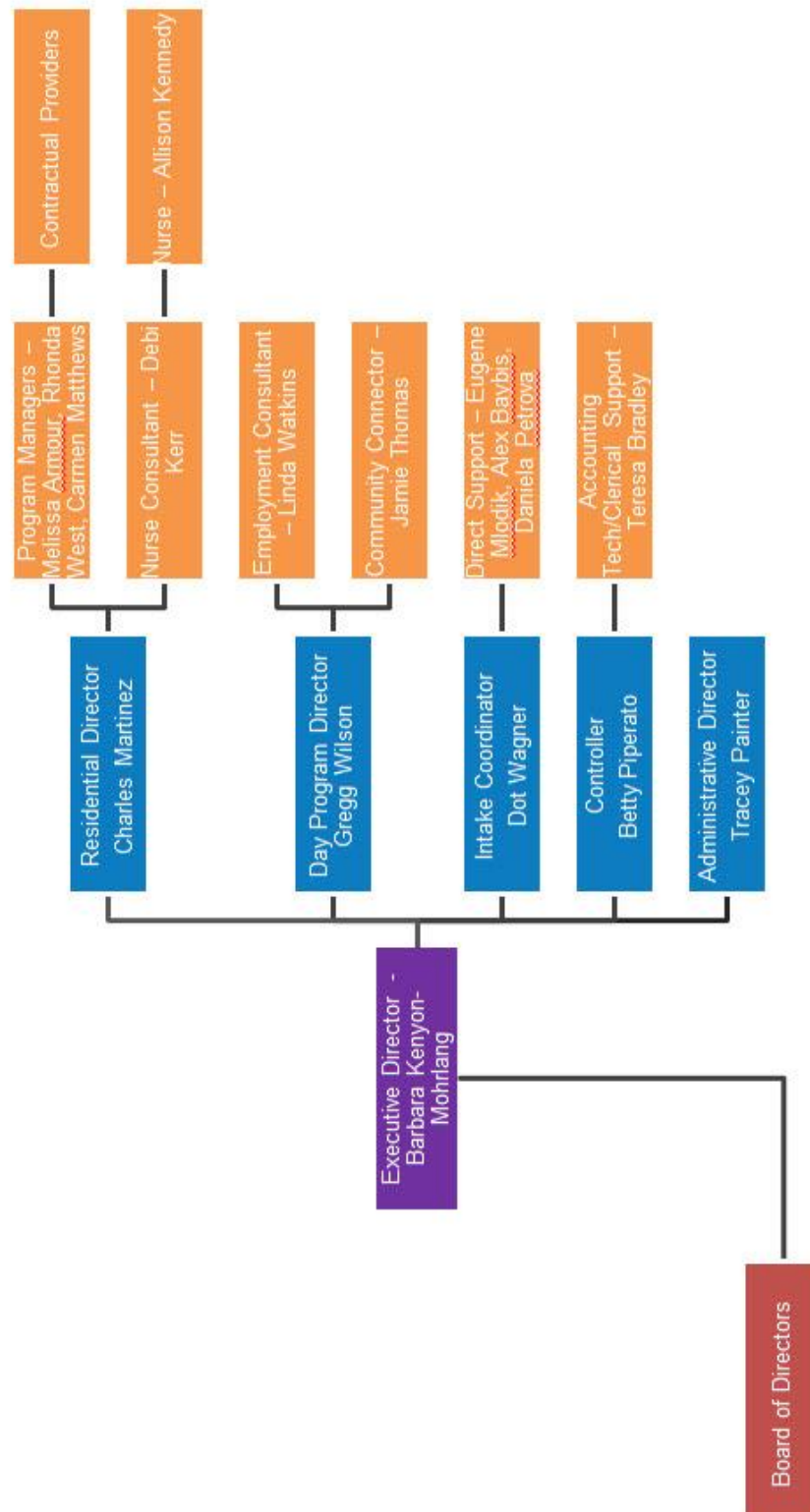
If you call after business hours, you can leave a message on the voice mail of the Program Manager by pushing his/her extension number. The Program Manager will call back within 24 hours or on the next working day following the weekend or a vacation.

If you call after business hours and you have an emergency, you can reach the person on the emergency cell phone at 720-206-5988. Leave a detailed message and someone will return your call within 15 minutes.

Our Location



Community Living Alternatives, Inc. Organizational Chart



OUR STAFF

Executive Director



Barbara Kenyon Mohrlang (Ext. 218)

Barb has over 30 years of experience working with individuals with intellectual/developmental disabilities. She started out when she was a teenager at a day camp in Long Island, NY in the summers and has worked with individuals with I/DD ever since. She worked in recreational programs, was a job coach, was live-in staff and was an assistant group home manager.

Barb also worked with the Residential Director of the CCB to open the first PCA (24 hour staffed apartments) in Glenwood Springs in the 80's. While there, she was an advisor for People First and had the opportunity to travel in Europe with a group of self-advocates following the International People First Conference in London.

When she moved to Denver, she worked for a short time as relief staff for an apartment program, and as direct support staff in respite apartments. Then she began working at CLA in 1989 as a Program Manager. After a few years she became Assistant Director and, in 1995, she became the Executive

Director. Barb has a Bachelor's Degree in Elementary and Special Education from St. John's University, New York. Barb has been with CLA since 1989.

Residential Director



Charles Martinez (Ext. 221)

Charles worked for an independent living center for seven years as an independent living specialist, which consisted of training and teaching people of all disabilities how to live as independently as possible with family or in their own apartments.

Charles also did some work in the transition program for high school students. He was involved in the housing program at the center, which included locating housing and resources for the disabled homeless population.

He began working at CLA in 1997 as direct support and community connector. He then became a program manager and is now the Residential Director. As another asset to CLA, Charles is bilingual.

Intake Coordinator



Dot Wagner (Ext. 227)

Dot grew up with her brother Ed, who had special needs. She started out in college as a psychology intern at Belchertown State School for the Mentally Retarded in Massachusetts. She has also worked in school settings and day programs. Dot has worked for CLA in the residential program since 1993. When she's not working at CLA, she does PATH (Planning Alternative Tomorrows with Hope) Plans for the Peak Parent Group. Dot has also been a host home provider.

Day Program Director



Gregg Wilson (Ext. 213)

Gregg started working in this field because he truly wanted to help people. He began working with individuals with intellectual/developmental disabilities at

another agency in 2000, providing direct care for individuals living in apartments.

Gregg started with CLA in 2001 working with individuals to integrate them into the community and help them become more independent. In addition, he assisted individuals obtain jobs in the community. From 2001 to 2005, he was also an advisor for People First of Denver, a self-advocacy group for people with intellectual and developmental disabilities.

In 2013, Gregg became the Day Program Director and was a main player in developing and implementing C.L.A.S.S. Gregg has a background in music education and plays in a blues band when he's not at CLA.

Program Manager/Events Coordinator



Melissa Armour (Ext. 223)

Melissa worked as a Special Education Teacher's Aide for three years and was an Independent Living Specialist for five years. Melissa has completed her Master's Degree from Regis University and hopes to utilize those skills to benefit CLA with their strategic planning goals.

In addition to Program Management, Melissa also runs the F.A.C. (Friday Afternoon Club) and Special Events Programs for CLA. Melissa had the opportunity to work with another agency as a host home provider for three years while, at the same time, working for CLA.

She finds working with a variety of people with different needs interesting and satisfying. Melissa has been with CLA since 2005.

Program Manager



Carmen Matthews (Ext. 211)

Carmen received her Bachelors of Arts Degree in Sociology from Kansas Wesleyan University in Salina, Kansas in 2000. She started working with individuals with intellectual/developmental disabilities shortly after. She started at CLA as an Employment Consultant and Community Partner and then became a Program Manager. Carmen has been with CLA since 2001.

Program Manager



Rhonda West (Ext. 215)

When Rhonda was a child, her parents took care of people with developmental issues who lived with her and her family. When she was 15, she worked at a nursing home that also had a youth wing for younger people whose families could not care for them.

Rhonda's husband's youngest sister also had a developmental disability and stayed with Rhonda and her husband off and on. Rhonda did home child care for 4 years, worked with the Aurora Schools for 1 1/2 years, and at Health One Hospital for nearly 6 years.

In 2000, Rhonda became a Host Home Provider and was a provider for nearly 4 years. Rhonda was then asked by CLA to join the team as Direct Support Staff. She then became a Program Manager. Rhonda has been with CLA since 2005.

Nurse Consultant



Debi Kerr (Ext. 216)

Debi started volunteering in a nursing home at the age of twelve and started getting paid when she was 15. Debi went to school while she worked in the nursing home and became an RN in 1985. She worked as evening charge nurse RN at the same nursing home until 1987.

She then worked at the Medical Center of Aurora as a charge nurse for a 38 bed medical/cardiac floor for ten years. She taught cardiac rehabilitation for post cardiac patients for 3 years and volunteered as respite camp nurse at Easter Seals for three summers.

Debi has volunteered as a nurse for Boy Scouts, school outings, muscular dystrophy camp, and vision and hearing screening through Cherry Creek schools for nine years. She then started working at Heritage Club of Aurora when it first opened its doors and was a wellness coordinator supervisor with 96 elderly residents. Debi has also worked at a twelve bed Alzheimer's unit. Debi then joined CLA in 2001.

Nurse



Allison Kennedy

Allison is a caring advocate for our service recipients. She has been an RN since 2008 and thoroughly enjoys monitoring the health of individuals with intellectual or developmental disabilities. She is instrumental in all aspects of our medical program, assisting our nurse consultant with the specialized medical needs of our service recipients.

Allison takes great pride in her regular personal visits to individuals in our program to ensure their health and well-being and has become a compassionate advocate for their medical concerns.

Allison often volunteers with Special Olympics and has served as a mentor for many of the recreational activities of our service recipients.

She is currently pursuing her master's degree in nursing through Frontier Nursing University with the goal of becoming a Family Nurse Practitioner.

Direct Support Staff



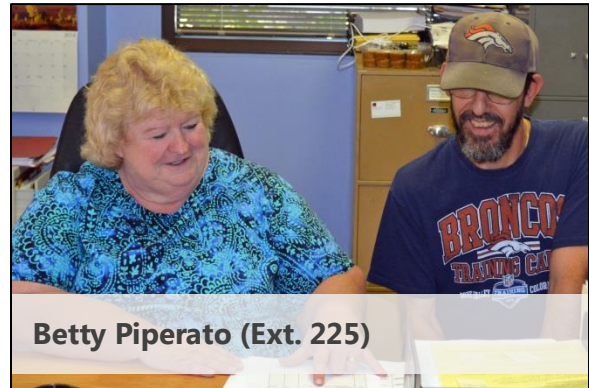
Our direct support staff has a broad range of experience and expertise to ensure you receive the utmost in a full range of support services.

Administrative Director



Tracey has had extensive experience as an Office Manager and was a Human Resources Manager for about 5 of those years. She spent several years working for the cable and entertainment industry including office management/HR for advertising sales, finance, legal, sales, marketing, PR, and information technology. Tracey has worked for CLA since 2000.

Controller



Betty has a Bachelor of Science Business degree with an emphasis in Accounting. She has been working in all aspects of the accounting field for almost 30 years. She has worked for various types of companies including non-profit and for-profit, but her heart has been set in the non-profit world! Betty started with CLA in 2009.



Accounting Technician

Teresa joined our family in October 2012 and has over 30 years of experience in accounting.



Community Living Alternatives

Our World Revolves Around Yours!

www.clainc.org

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