

David Corliss, Town Manager
Trish Muller, Director of Finance
Town Council
Town of Castle Rock
100 N Wilcox Street
Castle Rock, CO 80104

January 24, 2025

Re: 2024 Castle Rock Senior Activity Center, End of Year Town Contract Report

In 2024, the Castle Rock Senior Activity Center experienced remarkable growth in both the scope and number of programs and services offered. This year brought record increases in transportation services, wellness activities, and social engagement offerings. With the unwavering support of the community and the Town of Castle Rock, we have truly solidified our place as a focal point where older adults can thrive and continue to "Love Life in the Second Half."

The Castle Rock Senior Activity Center provides programs and services that foster a sense of community, allowing older adults to stay active, connected, and engaged. Our educational, social, health, and recreational programming is specifically designed to help seniors meet new people and explore diverse opportunities for involvement. According to the National Institute on Aging (NIA), loneliness and social isolation among older adults are linked to higher rates of depression, weakened immune systems, heart disease, dementia, and even early mortality. We firmly believe that our programs and services play a critical role in preventing these risks, helping seniors lead healthier, more fulfilling lives while staying connected to their community.

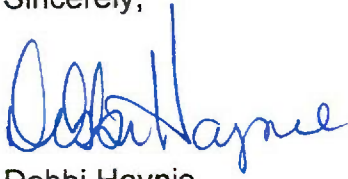
As Douglas County's older adult population is projected to increase by 154% by 2050, the demand for programs, services, and activities tailored to this demographic will continue to rise. Douglas County is the fastest-growing county in Colorado, and we are already witnessing the impact of this growth. Over the past year, our membership grew by 9%, increasing from 1,200 to more than 1,300 members. While this growth is a testament to the Center's importance to the community, it also underscores the pressing need for additional space to accommodate the growing demand.

The Castle Rock Senior Activity Center has become a cornerstone for older adults in our community, and we kindly ask that you keep us in mind if additional space becomes available at the Recreation Center. Expanding our space will allow us to better meet the needs of our growing population and continue to serve as a vital resource for older adults in Castle Rock.

Enclosed, you will find detailed documents outlining the growth and outcomes achieved in 2024. Should you require any additional information or documentation, please do not hesitate to reach out. On behalf of the Board of Directors, Staff, and members of the

Castle Rock Senior Activity Center, thank you for your ongoing support and commitment to the well-being of our community's older adults.

Sincerely,

A handwritten signature in blue ink, appearing to read "Debbi Haynie". The signature is fluid and cursive, with the first name "Debbi" and last name "Haynie" clearly distinguishable.

Debbi Haynie
Executive Director
dhaynie@crgov.com

2024 PERFORMANCE OBJECTIVES

Programs and Activities

- 1.) Provide over an average 150+ activities and/or events per month that are recognized as essential components to healthy and successful aging.

This year, we experienced a significant surge in membership and participation, reflecting the growing interest in our programs and services. In 2024, we successfully hosted 1,889 activities and events, averaging 158 each month..

As shared in the past, the evolving landscape of restaurant, venue, and program operations continues to influence how we deliver our services. Workforce shortages and operational constraints have necessitated adjustments, including running multiple smaller group trips to accommodate businesses. Despite these challenges, we have adapted and continued to thrive by diversifying our offerings.

At the center, we expanded our range of activities to include more special interest presentation, watercolor classes, movement and balance classes, and more. These programs have been incredibly popular, consistently attracting large attendance. However, space constraints have emerged as a key challenge. Many of our programs have waitlists due to limited room availability, even with the use of the Panorama space in the afternoons for larger programs.

The demand for more programs remains strong, underscoring the need for additional space to better serve our community.

- 2.) Continue to serve an average of over 2500 (duplicated) senior participants each month with social, cultural and educational opportunities.

In 2024, our Center saw a total of 32,014 participants across all programs and services, including on-site, off-site, and virtual offerings. Due to high demand, with many of our trips and activities reaching full capacity and creating waitlists, we have successfully added additional buses and scheduled extra trips to accommodate more participants.

One of the areas experiencing the most growth has been in our wellness programs, particularly the dance and balance classes, which have seen a significant increase in participation.

Our membership remains strong, with over 1,300 unduplicated members, including 332 new members who joined in 2024. We take pride in our diverse membership, striving to provide programs that meet a wide variety of interests

and needs (see membership by age report). Currently, the average age of our members is 75, reflecting a strong and engaged community.

(See attached Participation Report & *Center Statistics Report*)

Transportation

- 1.) Continue to provide over 650+ monthly shuttle rides to seniors and those adults with disabilities to medical appointments, social events and basic living needs.

In 2024, the Center provided 11,200 rides, averaging 934 rides per month. These included:

- 3,402 medical rides,
- 4,008 nutrition/meal/grocery rides, and
- Additional rides bringing residents to the Center for social activities, volunteer opportunities, and wellness programs.

Our “specials”—trips outside of Castle Rock for critical medical appointments in Denver or Colorado Springs—totaled 391 rides, an average of 33 per month. These trips are resource-intensive, requiring both a vehicle and driver to be away from the Town for much of the day.

Despite decreases in Federal and State transportation funding, the Center continued to provide rides pro bono in 2024, ensuring that residents had access to essential services. To better manage resources, the Center partnered with ARDC to support more out-of-town trips while focusing its in-house transportation efforts on rides within Castle Rock.

- 2.) Add at least 75 new riders to the transportation program in 2024.

In 2024, we welcomed 164 new riders to our transportation services. Over the course of the year, there were 480 registered riders, with 257 actively using the service. This reflects strong engagement and highlights the continued demand for reliable transportation within our community.

(See attached Rider Numbers and Trip Classification Report)

Health & Wellness

- 1.) Continue to provide VOA low-cost meals 2 times a week, and continue to coordinate Meals on Wheels weekly home deliveries to qualified clients.

Through our continued partnership with the Volunteers of America, the Center provided 5,105 hot meals to Castle Rock participants through our congregant meal program in 2024. To further support nutritional needs, participants also received 1,684 boxed meals to supplement their weekly meals.

The Home Delivered Meal Program (Meals on Wheels) served an average of 77 unduplicated clients each month. This program experiences significant turnover, as many clients use it temporarily or as a last resource before transitioning to assisted care. In 2024, 64 new clients were added to the program.

Through this vital service, the program delivered:

- 13,340 regular meals, and
- 2,850 breakfast meals to homebound older adults in the region.

This program continues to play a critical role in addressing food security and supporting the well-being of older adults in our community.

(See attached VOA/MOW Program Report)

- 2.) Provide a Hot Lunch Delivery Program 2 times a week to Low Income Senior Housing communities. This program is in partnership with RUOK.

In 2024, we entered our third year of partnership with the Town of Castle Rock, supported by Community Development Block Grant (CDBG) funding, to deliver hot meals to low-income senior housing communities. This year, we served the Oakwood, Reyn Rock, and Auburn Ridge communities, with some notable developments and challenges along the way.

Due to the relocation of Volunteers of America and the temporary closure of their kitchen, we transitioned to delivering frozen meals for a few months. Hot meal delivery resumed in June, but participation numbers were slower to recover. Many residents at Reyn Rock have expressed reluctance to leave their community due to the loss of convenient downtown parking, impacting their willingness to participate in outside activities and socialization.

To address this, we added bus service to Reyn Rock Apartments on Tuesdays and Thursdays, allowing residents to come to the Center for a hot meal and socialization. While this reduced the number of hot meals delivered under the CDBG program, it increased engagement and interaction among residents.

Our Meal Program Manager has been working closely with Oakwood and Reyn Rock communities to conduct onsite recruitment. However, frequent management turnover this past year has made it challenging to secure consistent opportunities to present the program to residents.

In December, we expanded our program to include Meadowmark Senior Housing, a newly opened community. Although residents began moving in mid-December, we've already onboarded 8 new hot meal clients, setting a strong foundation for 2025.

We remain committed to overcoming these challenges and expanding access to hot meals for our community's low-income senior residents.

3.) Continue to expand the wellness programming to serve the needs of the seniors.

Wellness and sports programs at the Center continue to grow, offering options for participants of all ages and abilities. From “Sit and Be Fit” and “Tai Chi for Arthritis” to golf and softball leagues and active hikes during warmer months, the Center provides a diverse range of activities.

This year, we doubled our wellness programming compared to last year, now offering an average of 18 different programs and activities. Highlights include:

- Adding a second dance class through the *Shall We Dance* organization, featuring a seated line dance class designed for those with balance or mobility challenges.
- Expanding arts and crafts classes, as well as offering Balance and Mobility workshops.
- A growing Low Vision Group, which now attracts 14–16 older adults each month.
- Popular wellness clinics, such as foot care and hearing screenings, which consistently bring participants into the Center.
- Massage therapy offerings, which have developed such a following that they are always fully booked with waitlists.

Care and Connect Call Program

Although funding for the *Connect and Care Call Program* (formerly *Reassurance Calls* during COVID) ended in June 2024, the Center has continued the program due to its vital role in supporting homebound older adults. While we are not currently adding new clients, the program continues to serve 55–60 older adult residents of Douglas County, with each client receiving 3–4 calls per month, and more during crises or concerning situations.

The program is supported by 23 trained and dedicated volunteers, who provide essential social connections to isolated older adults.

Looking ahead, we have secured funding through Douglas County ARPA funds for 2025 to expand this program. We plan to add more volunteer callers and clients, ensuring this vital service continues to meet the needs of homebound and isolated older adults in our community.

(See attached VOA/MOW Program Report, Connect and Care Call Report & Center Statistics Report.)

Center Objectives

- 1.) Be a leader in the community outreach for Senior Resources –

This year, we celebrated the 10th Annual Senior Life Expo on June 5, 2024. While the date was adjusted due to a scheduling conflict at the Douglas County Event Center, the event was a tremendous success.

Event Highlights:

- 88 exhibitor booths showcasing services and resources for older adults.
- Over 760 attendees, demonstrating strong community interest and engagement.
- 8 presentations and 3 demonstrations, providing valuable information and interactive experiences.

As an added benefit, the event's program book serves as an ongoing resource guide for attendees. Copies are also distributed at the Center throughout the year to older adults seeking support and resources.

Looking Ahead:

Mark your calendars for the **11th Annual Senior Life Expo**, scheduled for **June 4, 2025**. We look forward to building on this event's success and continuing to serve our community.

Attachments:

1. Membership/Age Gender Report – 2024
2. Center Statistics Report
3. Center Participation Report
4. Rider Numbers and Trip Classification Report
5. VOA/MOW Program Report
6. Connect and Care Call Report
7. February 2025 Newsletter

4G. # by Membership/Age/Gender on DATE selected-Pick 1 date only.

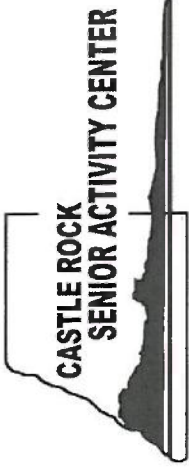
Castle Rock Senior Center

Report Range: 1/23/2025 12:00am to 1/23/2025 11:59pm

FILTERS

Membership -- ALL MEMBERS

Membership Name	Code	Freq	Fee	Count	Male/Female	Under 50	50-64	65-69	70-74	75-79	80+	Avg
Regular	REG	YEARLY	\$40.00	1305	448 / 814	0	105	156	324	318	396	75.48
Associate	ASSOC	YEARLY	\$40.00	14	/ 13	5	8	0	1	0	0	51.69
Honorary	HONOR	YEARLY	\$0.00	2	/	0	0	0	0	0	0	
Lifetime	LIFE	YEARLY	\$0.00	14	6 / 8	0	0	0	1	1	11	79.73
											AVERAGE AGE ACROSS ALL	75.16



2024 Castle Rock Senior Activity Center Statistics

	2024 # OF ONSITE ACTIVITIES/ EVENTS OFFERED (1E ONSITE)	2024 # OF OFFSITE ACTIVITIES/ EVENTS OFFERED (1E OFFSITE)	2024 # OF ALL ACTIVITIES/ EVENTS OFFERED (1E)	PARTICIPATION			2024 TOTAL ATTENDEES (All Programs & Services)	TRANSPORTATION		VOLUNTEER HOURS				Total of All Vol. HRS Columns	
				2024 ON-SITE ACTIVITY PARTICIPANTS 1E	2024 OFFSITE/ SPORTS/ MISC	2024 CENTER VISITORS (Walk-ins)		ACTIVITY/ EVENTS RIDES	SHUTTLE RIDES (Lisa)	SHUTTLE/ SPECIAL DRIVER (3D)	MEALS ON WHEELS DRIVER	EVENT DRIVER (3D)	ADMIN HELP	ALL OTHER	
JAN	97	28	125	1756	246	110	2112	106	1000	503	140	41	414	550	1648
FEB	109	27	136	2082	368	100	2550	106	1039	520	169	39	397	679	1804
MAR	122	38	160	1899	644	105	2648	141	980	566	111	36	347	807	1867
APR	139	45	184	1962	649	110	2721	140	1164	684	154	31	418	1119	2406
MAY	144	33	177	1945	599	110	2654	106	1096	579	181	35	510	1249	2554
JUNE	121	37	158	1779	1029	100	2908	165	979	580	136	59	370	1317	2462
JULY	131	26	180	1841	1222	110	3173	176	1072	726	138	39	367	986	2256
AUG	131	35	166	1682	911	110	2703	150	959	532	115	75	276	969	1967
SEPT	136	33	169	1870	995	105	2970	236	1141	656	128	66	313	1080	2243
OCT	147	22	169	2330	313	115	2758	161	1307	737	154	61	361	1028	2341
NOV	114	22	136	1544	327	80	1951	114	839	436	93	35	291	437	1292
DEC	111	18	129	2265	501	100	2866	106	981	545	147	66	284	1246	2288
2024 TOTALS	1502	364	1889	22955	7804	1255	32014	1707	12557	7064	1666	583	4348	11467	25128

Total Volunteer Hours in 2024 # 25,660.5

Total Volunteers in 2024 # 339

Total Rides (Activity, shuttle, events) in 2024 # 13,298



SUMMARY OF ACTIVITY PARTICIPATION AND # OF PARTICIPANTS BY CATEGORY 2024

	TOTAL # OF PEOPLE AT ALL ACTIVITIES (1A)	At - Home Activities (1E)	TOTAL # ATTENDEES- VIRTUAL ACTIVITIES - Remember to add VITU & VIRTUAL FROM EVENT CATEGORY REPORT (1A)	VOA DINING BOX PICK UP & DELIVERY PARTICIPANTS	VOA HOT MEALS	TOTAL # OF PEOPLE MISC (1A)	TOTAL # OF PEOPLE AT ON-SITE ACTIVITIES (1E)	TOTAL # OF PEOPLE HEALTH & WELLNESS ACTIVITIES *** (1E)	TOTAL # OF PEOPLE CURRENT SPORTS THIS MONTH (1E)	# OF ACTIVITIES /EVENTS OFFERED THIS MONTH	TOTAL NUMBER OF RIDERS FOR ACTIVITIES (Eds #s) (1A1)	Notes about the month
JAN	2112	0	0	72	369	110	1663	93	128	125	106	Closed Monday, 01/15 - MLK Jr. Day
FEB	2550	1	102	83	435	100	1974	108	134	136	106	Closed Monday, 02/19 Presidents' Day/closed 2 days for weather
MAR	2643	1	274	89	267	105	1816	83	207	160	141	closed 3 days for weather
APR	2721	1	228	85	495	110	1838	124	215	184	140	
MAY	2854	1	167	88	523	110	1773	172	177	177	106	Closed Monday, 05/27 Memorial Day
JUNE	2908	1	183	88	464	100	1655	124	635	158	165	Closed Monday, 06/19 Juneteenth
JULY	3173	1	233	93	451	110	1750	81	793	180	176	Closed Tuesday, 07/04 July 4th
AUG	2703	1	218	82	399	110	1526	156	593	166	150	Closed M-F Aug 12-16
SEPT	2970	1	164	87	445	105	1735	135	582	169	236	Closed Monday, 09/02 Labor Day
OCT	2758	1	195	86	565	115	1969	166	151	169	161	
NOV	1951	1	211	84	332	80	1215	118	185	136	114	Closed 11/8, 11/7, 11/8 for weather Closed Thurs/Fri 11/28 & 11/29 Thanksgiving
DEC	2866	1		76	360	100	2184	81	125	129	106	Closed Monday/Tuesday 12/24 12/25 12/31 (no events) Holidays
2024 TOTALS	32014	11	1975	1011	5105	1255	21098	1441	3925	1889	1707	

CASTLE ROCK SENIOR ACTIVITY CENTER

2024 Rider Numbers and Trip Classifications

2024 Rider Numbers and Trip Classifications													Non Rider Trips	
Month	New Clients Added			Medical	Grocery	Employment /Volunteer	SR Center/ Activity	Quality of Life	Nutrition	Totals	Specials	Bus Trip Riders	Incidental trip(MOW & Hot Meals)	
January	14			294	51	40	137	171	218	911	23	106	87	
February	18			271	64	37	165	146	251	934	33	106	105	
March	12			294	48	35	129	195	196	897	37	141	77	
April	11			324	63	42	165	171	302	1067	43	140	94	
May	14			266	82	17	152	121	331	969	26	106	127	
June	14			229	91	19	155	61	304	859	28	165	120	
July	15			296	90	20	210	78	256	950	42	176	122	
August	19			281	84	16	158	90	218	847	42	150	112	
September	15			327	92	29	209	99	258	1014	33	236	127	
October	14			353	102	47	205	111	326	1144	49	161	163	
November	8			213	68	32	150	69	206	738	7	114	101	
December	10			254	94	41	166	102	213	870	28	106	111	
YTD	164			3402	929	375	2001	1414	3079	11200	391	1707	1346	

Closed			
Jan	1, 15	Holidays	
Jan	8, 16	Snow	
Feb	19	Holiday	
Feb	27	Cancelled 10 rides due to Squall	
March	14, 15, 25	Snow	
June	19	Holiday	
July	4	Holiday	
Aug	12 thru 16	Closed	
Oct	29	Cancelled 7 rides for	
Nov	6, 7, 8, 11, 28, 29	Closed for snow and	
Dec	24, 25, 31	Holidays	

Total Registered	As of Dec /24
Total Riders using	
	480
	257

2023 VOA/MOW PROGRAM
NUMBERS

	VOA Dining Room Program						Meals on Wheels Program								
Month	Hot Meals	2-Meal Boxes	Total 2-Meal Boxes(2x)	Total amount of Meals	Clients receiving meals	New clients added	Households served	Clients receiving meals	New Clients Added	Clients Discontinuing Service	Boxes Delivered	Box Meals (5x)	Breakfast Boxes	Breakfast Box Meals(5x)	Total Amount of Meals
Jan	369	94	188	557	53	3	73	84	2	8	242	1210	103	515	1725
Feb	435	67	134	569	83	6	72	81	7	3	246	1230	111	555	1785
Mar	267	48	96	363	89	5	70	80	2	5	208	1040	80	400	1440
Apr	495	78	156	651	85	3	72	83	8	10	252	1260	103	515	1775
May	523	93	186	709	86	13	68	76	3	4	250	1250	124	620	1870
Jun	464	68	136	600	88	6	72	83	10	12	248	1240	49	245	1485
Jul	451	60	120	571	93	8	67	77	8	12	201	1005	0	0	1005
Aug	399	67	134	533	82	2	65	74	5	8	228	1140	0	0	1140
Sept	445	70	140	585	87	2	61	70	5	6	211	1055	0	0	1055
Oct	565	94	188	753	86	5	60	70	9	3	242	1210	0	0	1210
Nov	332	40	80	412	84	3	57	74	2	9	158	790	0	0	790
Dec	360	63	126	486	76	0	60	69	3	5	182	910	0	0	910
															0
YTD	5105	842	1684	6789	992	56	797	921	64	85	2668	13340	570	2850	16190

CASTLE ROCK SENIOR ACTIVITY CENTER

Connect & Care Calls 2024

Month	Total Calls Made	Unduplicated Clients	New Clients Added	Volunteers Making Calls
January	200	57	0	20
February	202	57	0	22
March	198	57	0	20
April	217	49	2	20
May	233	46	0	21
June	207	44	0	21
July	198	44	0	19
August	112	44	0	19
September	190	44	0	18
October	143	31	0	16
November	168	35	0	16
December	171	37	0	18
YTD	2239	545	2	230

Closed for one week -
annual Maintenance