

July 24<sup>th</sup>, 2020

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

**Re: 2020 Castle Rock Senior Activity Center  
1<sup>st</sup> Half Town Contract Report**

We started the year off with record numbers in membership, activities and ridership only to have that come to a complete halt because of the Corona Virus Pandemic. We quickly learned to adapt from the very beginning and we discovered that you don't have to look or work the same way. Innovation, creativity and flexibility are critical to reinventing and re-implementing an organization to weather a pandemic.

With the onset of the COVID-19 crisis, we had to close our doors to the general public on March 13th, however we have been far from being stilled. Our staff has been working full time both inside the office and from home to ensure we continue to provide the services and programs our seniors so clearly need. We have been able to continue our transportation services, the Meals on Wheels (MOW) program, transition our Volunteers of America (VOA) from a congregate meal site to a pick up/delivery program, establish reassurance phone calls to our most at risk older adults, deliver care packages, as well as grocery shop and RX delivery to their door. Our virtual programming has been constantly developing to help keep our older adults engaged and active. Being able to stay open while providing these services has been critical to the health and safety of older adults in our community.

We have been able to maintain our mission of helping older adults stay independent during this time. As you might have been aware, in the beginning of the pandemic very few services and/or resources existed, as well as a "how-to" guide on how to navigate the crisis. The rate of change was so intense and so much was changing day by day, that we had to develop all new and creative ways to help older adults, while keeping them safe since they are the most vulnerable population affected by the virus. While many business have finally put services (i.e.; grocery delivery, RX delivery, etc) in place, these initially were not available or even accessible by older adults. Many were charging fees or requiring the use of a computer or smart phones to access services for ordering and delivery. These were the things that many older adults simply could not navigate, and even for those who use state issued assistance cards they soon discovered that they were not an approved form of payment leaving older adults unable to access basic necessities such as food, without going into stores. Just being able to be open and talk to our older adults, we were able to help them with ways to stay safe at home and get the resources they need was instrumental. Each one of my staff members have been and are continuing to play a vital role in how we reinvent ourselves to serve older adult's changing new needs during these trying times. Without this team we would not have been able have had the impact in helping older adults during this pandemic. I have attached a PDF PowerPoint to show the impact of some of the things we have been able to provide.

We have been able to receive COVID relief grants to support our operating expenses and be able to provide free or reduce virtual programming, along with take home projects/activities for our members. Through donations from the community, we have also been able to create care packages for our older adults.

We have always known that volunteers are the backbone of our organization, but even more so during this crisis. While we have had some volunteers step back during this time, we have more step forward wanting to help. The spirit of a volunteer to help has also enabled us to do what we do for the older adult community. During this time volunteer job descriptions were rewritten along with policies and procedures for the safety of the older adults and the volunteers.

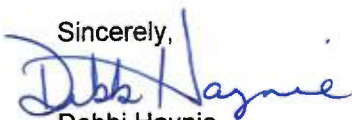
While many age groups are getting out of their homes and returning to a new normal with shopping, dining and more, many older adults are still at home and being very cautious about getting out in the community for daily living. Since we are working with the most vulnerable population affected by this virus, the recovery phase will be longer for the center and those we serve. We see many of our services, resources and programs continuing much longer than originally expected. With many of the programs we have created, we will be carrying these forward into the future to continue to help older adults.

It is our continued wish to be "The Place" again where seniors come to gather, to find friendships, resources and activities for their Second Half, but in the meantime we will continue to provide this in different safe ways for them. We hope to reopen the Center in a limited capacity in mid-September. We plan to utilize a similar model that the Rec Centers are using with two open periods for scheduled programming by reservations. This will be contingent on the current status of the Virus and directive in place at that time.

I've attached several documents that support many of the statistics I've cited. Please feel free to let me know if you are in need of any other documents or have questions.

In closing, myself, my staff, and the Board of Directors would like to especially "THANK" the Town Council, David Corliss, Kristen Read, Dan Wahl and all the Town's staff for their support, given not only during this time but the ongoing belief in what we do to serve the older adults in our community. This year has shown how much our older adults need the support, services and resources that the Center provides. We believe that through our partnership, we could not make the impact we do in the lives of Seniors without your support.

Sincerely,



Debbi Haynie  
Executive Director  
[dhaynie@crgov.com](mailto:dhaynie@crgov.com)



## **2020 PROPOSED PERFORMANCE OBJECTIVES**

### **1.) Provide over an average 140+ activities and/or events per month that are recognized as essential components to healthy and successful aging.**

During the first quarter of this year we started out the year strong with many great activities for the seniors. We are continually researching new places and sights and getting feedback so as to see all that Colorado has to offer. We have so many new members who are new to the area and appreciate it all the more. We were fortunate to be able to offer tours at the CBS studio. Only 15 were allowed at one time, and the trip was so popular that it was scheduled to run about 6 times throughout the year. An ever-popular repeat trip was to the National Western Stock Show, with 19 attendees. The seniors went on an eye-opening trip to the Women's Bean Project downtown and then found a new hidden gem of a theater, the "Cherry Creek Theatre," and saw a Frank Sinatra musical. We took a brave group to the mountains on a Bucket List Trip to see the Ice Castles in Dillon. A member favorite this year was a Bucket List Trip to Estes Park to try their hands at dog sledding. They loved it so much that they'd like to repeat the trip to give others the opportunity to attend. Still taking advantage of the wintry weather, we have a snowshoe group that sets out once a month as well. A group of 50 set out on a Mystery Trip with Denver History Tours on a coach bus and discovered the Eisenhower love story; seeing the chapel in Lowry where they married and his hospital room at Fitzsimmons.

One of our quarterly programs that draws a lot of participants is our Discovery Hour. Abe & Mary Lincoln impersonators were back by popular demand and wowed everyone with a rendition of "Lincoln's Happiest Day." Other ongoing activities included Lunch & Learns (with our nurse), Casino Trips, Active Minds, Free Trips to the Seniors' Council, theatre trips and movie & popcorn afternoons.

In March with the onset of the COVID Crisis, we reduce our activities/events immediately. However by mid-April we began to find ways to offer virtual programs and take home activities. While we are not offering our proposed amount of activities and events each month, we are slowly adding more each month. One of the biggest hurdles has been the technology aspect for older adults to adjust to. This was an area that was thrust on many who did not or still do not have a way to the means, ways or support to navigate. As a staff we have been able to walk many through the process of ordering groceries to participating in a Zoom/online activity. However many do not have the tools to even access these services. We plan to provide classes that will teach and empower older adults to feel comfortable with using websites and apps to access services and goods once we reopen. Along with classes on how to use Zoom, Web Ex, Face-time, Duo and other ways to connect to virtual programming. (See attached Statistics Report and COVID Operation PowerPoint).

### **2.) Continue to serve over 3200 (duplicated) senior participants each month with social, cultural and educational opportunities.**

In January we had reach another record membership high at 1134 members and were on tract to continue this trend. In March we had 75 new members join the center, this was almost a 50% increase over same time last year. Our participation numbers also were at record highs. Then COVID hit, while we closed the center to the public we still worked behind the scene on providing resources to our older adults. In late April, we began adding virtual programs and take home activities. Over the next few months we have added more each month and seen the participation pick up. (See attached Participation Report and COVID Operation PowerPoint).

## 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.**

New riders and ridership started out strong at the beginning of the year with 774 rides given in January. The numbers dropped slightly in February and by March 17<sup>th</sup> we were only providing essential medical rides, grocery store trips and delivery of groceries/RX. In June we began to add a few quality of life trip to hair dressers and barbers. We have been seeing a slow increase in rides since June, but with the Center closed we do not anticipate reaching the 650+ for a while. (Please see the Rider Numbers and Trip Classification Report).

- 2.) Add at least 75 new riders to the transportation program in 2020.**

We have currently added 41 new riders to our transportation program for the 1<sup>st</sup> half of the year. Even during the COVID Crisis we have been able to add new riders each month and maintain our mission of helping older adults stay independent during this time

## Health & Wellness

- 1.) Continue to provide VOA low cost meals 3 times a week, and continue to coordinate Meals on Wheels weekly home deliveries to qualified clients.**

These programs continue to be an important service our center provides and especially during these last few months. In March, we transitioned our Volunteers of America (VOA) congregate meal site to a pick up/delivery program. We have also seen a rise in the delivery of the Meals on Wheels since March. While the overall monthly deliveries might not show it, it seems that for every new client added, an existing client will leave the program. The initial intake process for a client takes about 1 hour. Having staff during this time has been critical to fulfilling these services. (See our attached VOA Dining and MOW Statistics Report for the first half of 2020 along with the Power Point attachment).

- 2.) Continue to expand the wellness programming to serve the needs of the seniors.**

The programs we have offered so far are:

"Abe & Mary Lincoln" – Historical Impersonators

More of our offerings for wellness included Seniorzart and Drama workshops. Our Tai Chi for Arthritis classes remain a huge hit and we are now adding weekly playtime for graduates of the classes to continue their skills. Seniors are also enjoying Sit & Be Fit sessions which help their balance, posture and strength.

We continue to offer a low vision support group, blood pressure spot, hearing checks, and lung function screenings as great resources for seniors to keep a watch on their changing health. We have a great partnership with the Volunteers of America, and they education our seniors a couple of times a year. In March, a dietician talked about "Sugars." Our monthly Lunch and Learns, Matter of Balance courses and Preventing Diabetes programs are appreciated by all those who attend, and are in place to improve their health.



## **Center Objectives**

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- 1.) Be a leader in the community outreach for Senior Resources – April 16<sup>th</sup>, 2020  
6th Annual Senior Life Expo – Douglas County Events Center.**

We had to make the very difficult decision to cancel the 2020 Senior Life Expo back in March due to the onset of the Coronavirus, we feel it is our responsibility to always consider the safety of our senior population and community first. While no restrictions or Governor's orders were in place yet, we feel it is a necessary decision to do our part to protect those who would be participating. We hope that we will be able to host this vital event in 2021.

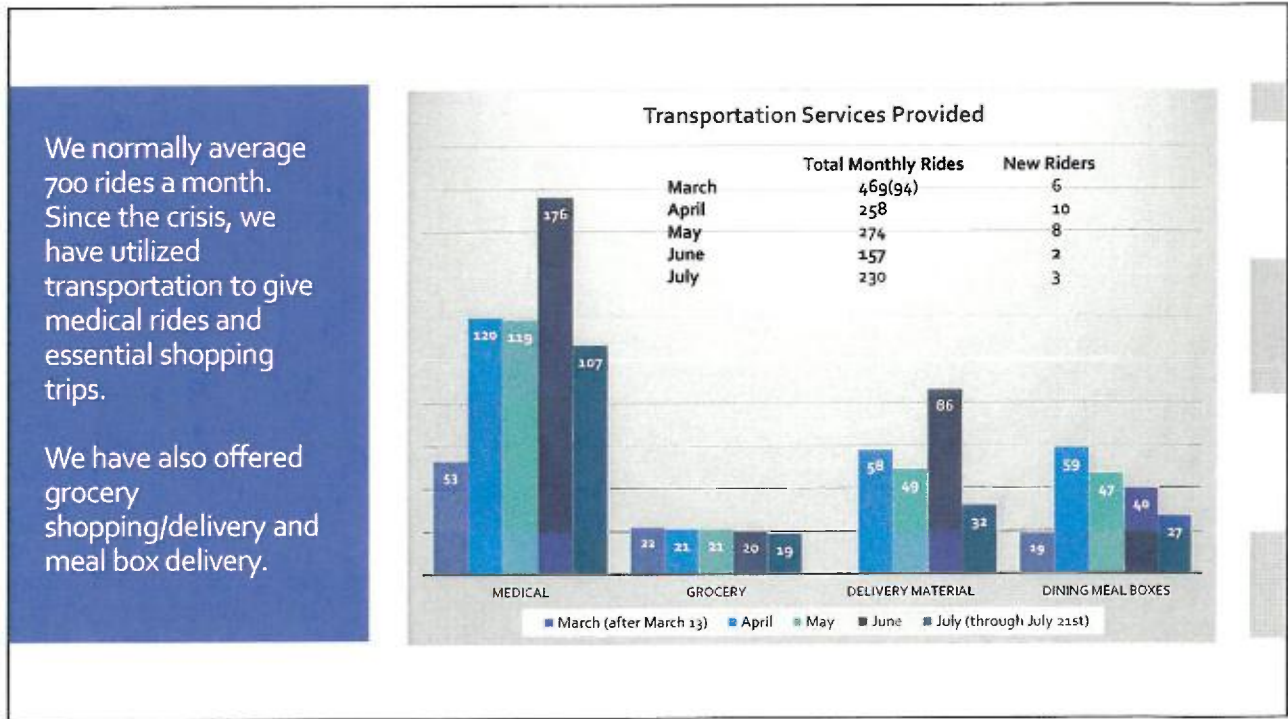
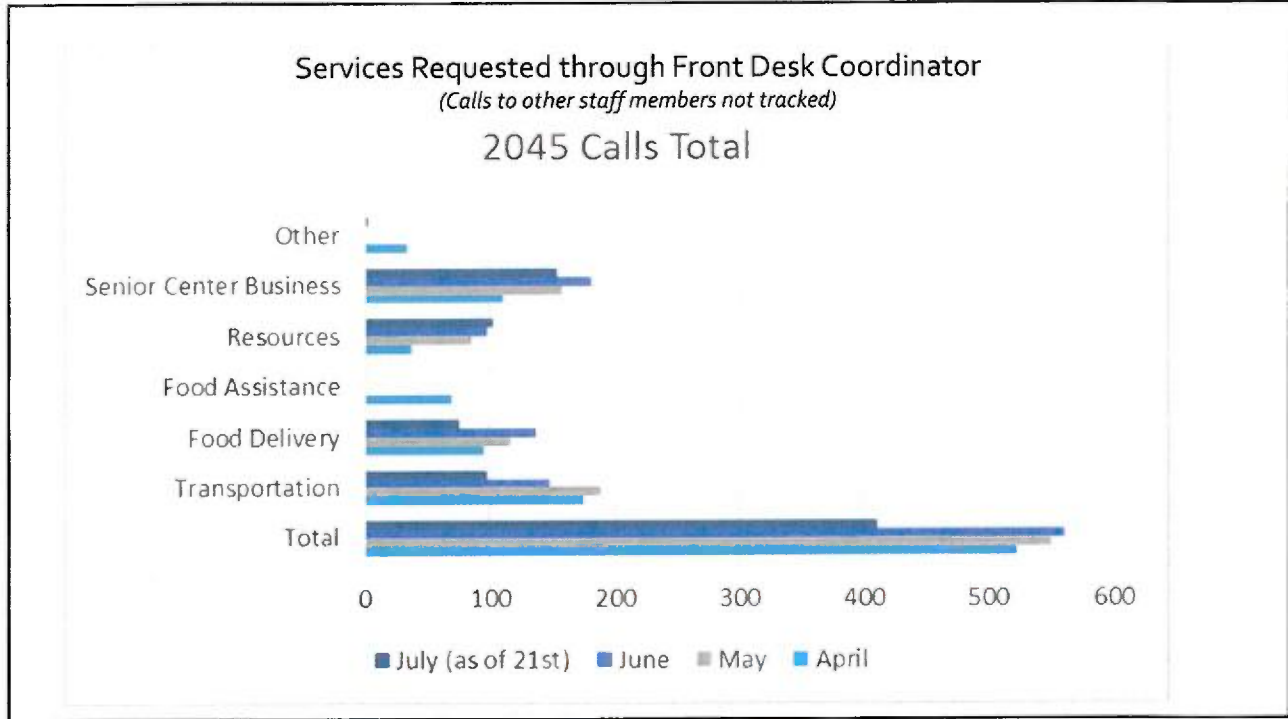
# Castle Rock Senior Activity Center

Operation During Covid-19 Crisis

July 22, 2020

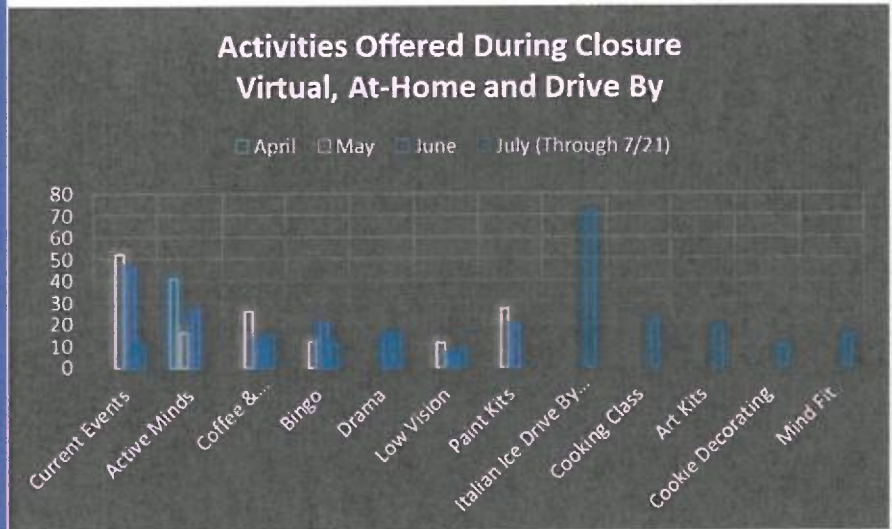
As of July 10, our volunteers have made 1,563 reassurance calls to 45 vulnerable older adults to offer support, companionship and help assess their needs.





In late April, we began using Zoom to help offer virtual activities.

We also have introduced at home activities like art kits and cookie decorating.



Our virtual trips are getting lots of views on both Facebook and YouTube. Please check out our other trips. Plus we have more to come!



VirtualMysteryTrip May2020

279 Views



Visit to the Royal Gorge Bridge and Park  
Gloria Taylor - Denver

266 Views





Through our partnership with Volunteers of America, we have delivered 975 meal boxes and had older adults pick up 157 boxes curbside.

This totals 5,660 meals given to older adults in need since March 17.



The CRSAC was able to deliver 138 care packages to older adults comprised of donations from the community.

We also sent out over 300 post cards to our members telling them "they are missed."



As of July 22, our volunteer sewers have made over 2,167 masks for South Metro Fire, VNA, Sky Ridge Cancer Closet and the CRSAC.

They have spent 1,127 volunteer hours making masks.



The "heart" of our Center, our volunteers, have been helping make all this happen.

Since March 14, we have had 135 volunteers which is less than half of our normal monthly volunteer pool. They have given over 4,822 hours of service.





## 2020 Castle Rock Senior Activity Center Statistics

	2020 # OF ACTIVITIES/ EVENTS OFFERED	2020 ACTIVITY PARTICIPANTS	2020 CENTER VISITORS	TRANSPORTATION		VOLUNTEER HOURS			
				ACTIVITY RIDES	SHUTTLE RIDES	SHUTTLE/SPECIAL DRIVER	MEALS ON WHEELS DRIVER	EVENT DRIVER	ALL OTHER
JAN	131	3027	196	326	774	458	127	121	1326
FEB **	101	2432	118	166	622	421	114	69	1037
MAR +	68	1623	40	134	538	351	112	61	1170
APR ++	9	188	0	0	258	200	146	0	1142
MAY	10	135	0	0	276	249	121	0	747
JUNE	17	195	0	0	339	280	143	0	713
JULY									
AUG**									
SEPT									
OCT									
NOV									
DEC									
<b>2020 TOTALS</b>									

Total Rides in 2020 #

Total Volunteer Hours in 2020 #

Total volunteers in 2020

\*In 2020, Pickleball is no longer included which reflects lower Activities offered and Activity Participation

\*\*One holiday closure, 2 weather closures, 1 weather delay, 1 weather early closure (26 activities canceled due to weather)

+ Covid-19 virus caused closure starting 3/14-3/31

SUMMARY OF ACTIVITY PARTICIPATION AND # OF PARTICIPANTS BY CATEGORY 2020



	TOTAL # OF PEOPLE AT ALL ACTIVITIES	TOTAL # ATTENDEES-VIRTUAL ACTIVITIES DUE TO COVID-19	VOA DINING BOX PICK UP AND DELIVERY PARTICIPANTS	TOTAL # OF PEOPLE ON-SITE ACTIVITIES & EVENTS*	TOTAL # OF PEOPLE OF OFF-SITE TRIPS**	TOTAL # OF PEOPLE HEALTH & WELLNESS ACTIVITIES ***	TOTAL # OF PEOPLE MISC. PARTICIPATION	TOTAL # OF PEOPLE CURRENT SPORTS	# OF ACTIVITIES/EVENTS OFFERED THIS MONTH	TOTAL NUMBER OF RIDERS FOR ACTIVITIES ****	Notes about the month
JAN	3027			2041	188	177	577	44	131	326	1 holiday
FEB	2432			1669	164	189	386	24	101	166	1 holiday closure, 2 full day weather closures, 1 delay(weather), 1 early closure (weather)
MAR	1623			1008	85	243	232	55	68	134	COVID-19 VIRUS Center closure 3/14-3/31
APR	188	51	130	0	0	0	7	0	9	0	COVID-19 VIRUS Center closure
MAY	135	118	89	0	0	0	17	0	10	0	COVID-19 VIRUS Center closure
JUNE	195	153	72	0	0	29	13	0	17	0	COVID-19 VIRUS Center closure
JULY											
AUG											
SEPT											
OCT											
NOV											
DEC											
2020 TOTALS											

\* Includes VOA lunch but not health and wellness  
 \*\* Includes Monthly Dining to Donate and other events without transportation.  
 \*\*\*Includes exercise and art. +++In 2020, Pickleball is no longer included which reflects lower Activities offered and Activity Participation  
 \*\*\*\*Total people on all buses for all trips, and then doubled as they are all round-trips



**Castle Rock Senior Activity Center  
2018 Rider Numbers and trip Classification**

**2020**

Month	New Riders Added	Medical	Grocery	Incidental trip	Nutrition	Employment /Volunteer	Quality of Life	Totals	Specials
January	8	245	58	0	190	19	262	774	28
February	7	175	64	0	160	13	210	622	34
March	6	121	56	20	110	12	150	469	16
April	10	113	20	121	0	0	4	258	3
May	8	132	18	119	0	0	5	274	22
June	2	171	21	127	0	0	20	339	22
July				0				0	
August				0				0	
September				0				0	
October				0				0	
November				0				0	
December				0				0	
YTD	41	957	237	387	460	25	651	2736	125

January Closed 20th holiday  
 February Closed 17th holiday \*snow day /losed 4th & 7th  
 February Limited rides Snow -3rd, 11th, 18th  
 March 16th closed to public  
 March 20th Snow day  
 Closed to the public starting march 16 dt due to virus  
 May 25th closed for Memorial day

July 3r closed for Holiday

2020  
VOA/MOW PROGRAM  
NUMBERS

Month	VOA Dining Room Program				Meals on Wheels Program						
	Meals Served	Snack Packs Given Out	Emergency Boxes	Clients receiving meals	New Clients Added	Clients Discontinuing Service	Market Meals	Boxes Delivered	Emergency Boxes	Total Amount of Meals	
January	423	0	13	50	9	3	10	203	10	1055	
February	275	0	0	52	6	4	0	192	41	1083	
March	186		63	46	10	0	10	178	0	900	
April	0	0	130	50	9	3	10	240	45	1345	
May	0	0	89	47	5	4	0	180	0	900	
June	0	0	72	47	3	4	0	185	0	925	
July											
August											
September											
October											
November											
December											
YTD											

January Closed 1  
 \*\* August - Center closed 1 entire week ( Maintenance)  
 \*\* Nov-Closed 26-27  
 \*\*\* Dec-Closed 24&25



