

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

February 4, 2022

**Re: 2021 Castle Rock Senior Activity Center
Year End Town Contract Report**

2021 was a year of Celebration and continued navigation through the ever-changing COVID-19 crisis as we celebrated 50 years of serving our Senior Community. We greatly appreciated being recognized twice – first with a Proclamation from the Mayor and then being named “Non-Profit of the Year” by the Chamber of Commerce.

The Castle Rock Senior Activity Center is proud to be able to offer programs and services that give seniors a community environment with which to stay active and connected to others. The types of programming we provide are educational, social, health and recreational, as well as providing a wonderful environment to meet people and explore a variety of options to stay active and involved. We truly believe that our programs and services extends lives, giving seniors the desire to remain engaged in their community.

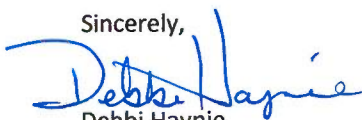
Throughout the past year we continued to evolve many of our programs, services and activities as we navigated through the pandemic. We continued to offer our essential transportation services for medical, nutritional and quality of life trips. As a result, each month we saw increases in ride requests and new rider applications. Through our continued partnership with Volunteers of America, we were able to maintain our Meals on Wheels (MOW) program and Hot Lunch program via pick up/delivery program versus the congregate dining program. These programs were very important in 2021, as the number of homebound residents needing this service continued to grow with the pandemic. By the fall, we brought back the in-center dining program, along with continuing the to-go option for those older adults still wanting a hot meal, but not yet comfortable with in-person dining.

We are very proud of the success we achieved by maintaining our mission of helping older adults stay independent during this time, along with providing activities, programs and services. Simply speaking to our older adults, allowed us to help them stay both engaged and safe at home, while getting them the resources they need. As the pandemic continued to disrupt and upend people’s lives, the Center was instrumental in keeping our most vulnerable group active and socially engaged. As we celebrated being “50 Years Young” in 2021, we honored our founders who had the original vision to create “The Place” where seniors come to gather, to find friendships, resources and activities for their Second Half.

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

The Board of Directors and Staff of the Castle Rock Senior Activity Center thanks you for all your support on behalf of our members and for all whom we serve.

Sincerely,



Debbi Haynie
Executive Director
dhaynie@crgov.com

2021 PROPOSED PERFORMANCE OBJECTIVES

Programs and Activities

- 1.) Provide activities and/or events each month that are recognized as essential components to healthy and successful aging. These will be done virtually, take home or in-person. We will continue to create new ways of programming to promote safety among the senior population.

While the first half of the year was still very isolating for our older adult population we continued to provide virtual and outdoor activities and programs. This was done by providing Zoom exercise classes, Zoom special interest group meetings, Zoom presentations and entertainment. When the weather allowed, Parking Lot Programming was added and included bingo, concerts and drive-in movies. In June, we brought back "In-Center" programs and activities while at first were slow to return, participation continued to increase throughout the year. We continued our popular take home kits which included art, cooking and gardening kits. Through grants and donations we were able to provide most of the activities for free or at a very reduced cost so that everyone had access to ways with which to connect with others over the past year without added financial stress. We only charged if it was take-home items and even then we were able to reduce the cost to make it very affordable. By the fall, almost ALL programs were brought back to the Center including our indoor dining program, afternoon of games, bridge groups and even bus trips. Some trips taken were to the Flying W Ranch, the Olympic Museum and Wild Life Sanctuary, along with the ever popular Casino Trips, Out to Lunch/Dinner trips and Theater trips.

(See attached Center Statistics Report).

Transportation

- 1.) Provide shuttle rides to seniors and adults with disabilities to medical appointments, social events and basic living needs 5-days a week (M-F) except during holidays and inclement weather.

In 2021, we provided 7999 rides which averages a little over 650 rides a month. These numbers have been steadily increasing towards year end. While we aren't quite back to our monthly average of 700+ rides a month, we foresee this happening in 2022. The transportation program was available 243 days last year. With the holidays, snow days and the annual closure we were closed 19 business days, this making an average of 33 rides per day. We prioritize our ride requests by medical first, nutrition and grocery second and then by local priority. Our waitlist is very small each month, as we work with the riders to provide them a ride on different days if we are already full. We currently have 3 to 4 vehicles on the road for the shuttle service Monday thru Friday, and an average of 6-10 specials each week which are one-on-one rides to medical appointments outside our shuttle area (i.e. VA Hospital, Swedish Hospital, etc.).

(See attached Rider Numbers and Trip Classification Report).

- 2.) Add at least 50 new riders to the transportation program in 2021.

We added 99 new riders to our transportation program in 2021. This is more in line with our Pre-pandemic numbers.

(See attached Rider Numbers and Trip Classification Report).

Health & Wellness

- 1.) Continue to provide VOA low cost meals each week while coordinating Meals on Wheels weekly home deliveries to qualified clients across Douglas County.

We converted our VOA congregate meal site to a curbside pick-up/or delivery for those who were riders with us. We were able to keep the hot nutrition program going to make sure older adults were getting a

hot meal at least 2-days a week, along with receiving a 2-day frozen meal box and snack pack to enjoy later in the week. We reopened the dining room in August for our diners, but also continue curbside pick-up for those who are not quite ready to join the indoor dining just yet. Again this has shown a slow return as we are still not quite back at pre-COVID participation numbers.

(See attached VOA/MOW Program Report).

- 2.) Provide health and wellness programming both virtually and in-person to serve the needs of our seniors. Continue to partner with the Recreation Center to also provide virtual programs to our seniors in 2021.

While the first half of the year was primarily virtual programming, we began bringing many programs back into the Center mid-year (a few had a hybrid format with some virtual and some in-person). In June we brought back to the Center our well-attended "Sit & Be Fit" sessions which helps seniors with their balance, posture and strength. Our popular "Lunch and Learn" program returned in the Fall with guest speakers sharing about wellness-related topics. Through our partnership with Visiting Nurse Association – our Foot Care Clinic returned to the Center in May.

In addition to our regular programs and services, we were also able to assist the more isolated older adults at home. Volunteer buddies made reassurance calls 2-3 times a week totaling over 1875 calls in 2021. Currently, we average about 160 calls a month. We have now partnered with the Castle Rock Police Department receiving from them referrals of older adults in need of our services.

To assist seniors with vaccine access, we provided 9 Vaccine Clinics at the Center (four – 2-dose Moderna and one- J & J Clinic). We helped 525 members, riders, Meals On Wheels clients and community older adults receive the shot in a familiar environment along with providing transportation for those in need.

(See attached Center Statistics Report).

Center Objectives

- 1.) **Be a leader in the community outreach for Senior Resources – April 15th, 2021
7th Annual Senior Life Expo – Douglas County Events Center.**

We were able to successfully hold our Senior Life Expo on June 30th from 1pm – 5pm with a little over 300 people participating in the event. We had 60 Community Partners participating. While this was lower attendance than years past, our Community Partners were very happy with the quality time they were able to spend with the older adults and family members seeking information. We are planning to hold this event again next year in June 2022.

Attachments:

1. Center Statistics Report
2. Summary of Activity Participations and # of Participation by Category 2021
3. Rider Numbers and Trip Classification Report
4. VOA/MOW Program Report

2021 Castle Rock Senior Activity Center Statistics

	2021 # OF ACTIVITIES/ EVENTS OFFERED	2021 ACTIVITY PARTICIPANTS	2021 CENTER VISITORS	TRANSPORTATION		VOLUNTEER HOURS					Total of All Columns
				ACTIVITY RIDES	SHUTTLE RIDES (Tina)	SHUTTLE/ SPECIAL DRIVER	MEALS ON WHEELS DRIVER	EVENT DRIVER	ALL OTHER		
JAN	19	668	0	0	575	307	120	0	570		
FEB	24	877	0	0	629	378	118	0	646		
MAR	26	1252	0	0	766	445	149	0	643		
APR	24	1488	0	0	629	381	140	0	606		
MAY	22	1849	0	0	604	442	137	17	507		
JUNE	32	2272	0	0	622	394	163	37	913		
JULY	23	1912	40	0	658	478	165	17	723		
AUG	61	2062	68	288	585	375	148	92	645		
SEPT	108	1512	150	156	756	499	146	108	1196		
OCT	116	1251	168	190	753	547	122	97	1954		
NOV	108	1087	185	246	682	503	166	97	1949		
DEC	101	910	200	166	740	508	182	55	1824		
2021 TOTALS	664	17140	811	1046	7999	5257	1756	520	12176	47369	

Total Rides in 2021 # 9045
 Total Volunteer Hours in 2021 # 16581
 Total volunteers in 2021 259

SUMMARY OF ACTIVITY PARTICIPATION AND # OF PARTICIPANTS BY CATEGORY 2021



CASTLE ROCK SENIOR ACTIVITY CENTER

	TOTAL # OF PEOPLE AT ALL ACTIVITIES	At - Home Activities	TOTAL # ATTENDEES-VIRTUAL ACTIVITIES DUE TO COVID-19- Remember to add VITU & VIRTUAL FROM EVENT CATEGORY REPORT	VOA DINING BOX PICK UP AND DELIVERY PARTICIPANTS	VOA HOT MEALS	TOTAL # OF PEOPLE ON-SITE ACTIVITIES & EVENTS*	TOTAL # OF PEOPLE 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 (don't #'s)	Notes about the month
JAN	668	34	118	26	177	469	0	47	0	0	48	0	COVID-19, 1 holiday closure 1/17
FEB	877	25	156	29	178	633	0	63	0	0	42	0	COVID-19, 1 holiday closure 2/15
MAR	1252	13	181	29	233	955	0	61	0	42	44	0	COVID-19, 1 Snow closure
APR	1488	11	155	30	219	952	19	44	0	307	39	0	20, 27 & 28 vac clinic (250); vac clinic (250);
MAY	1849	22	126	27	188	1131	19	46	0	1080	43	0	Grandma's Art sale 23 & 24; 5/31
JUNE	2272	0	88	22	221	744	0	66	0	1080	53	0	Grandma's Art sale 23 & 24; Expo 30
JULY	1912	0	107	23	219	496	1	75	0	953	53	0	1-sportball week cancelled
AUG	2062	8	46	33	234	715	85	52	0	1088	61	170	# of activities count came from a manual count by RR; closed for 1 week
SEPT	1512	0	5	32	161	988	139	64	0	299	110	184	Closed 1 day for Labor Day
OCT	1251	0	5	52	150	978	141	69	0	56	138	115	No closing days getting ready for Holidays
NOV	1087	0	0	39	147	853	96	64	0	74	101	48	Craft Show Nov 6th; closed 2 days
DEC	910	0	14	39	183	756	95	45	0	0	101	43	Closed for 3 days due to holiday
2021 TOTALS	17140	113	1001	381	2310	9670	595	696	0	4979	833	560	38278

**Castle Rock Senior Activity Center
Rider Numbers and Trip Classification**

2021

Month	New Riders Added	Medical	Grocery	Incidental trip	Vaccine	Employment /Volunteer	Quality of Life	Nutrition	Totals	Specials
January	4	202	47	301	0	12	13	0	575	17
February	4	186	36	315	64	12	16	0	629	32
March	10	233	53	360	83	10	27	0	766	36
April	9	197	57	322	14	17	22	0	629	31
May	12	210	59	300	2	12	21	0	604	37
June	10	223	47	294	2	10	46	0	622	12
July	10	226	60	250	0	14	108	0	658	34
August	7	140	52	231	0	8	104	50	585	23
September	5	178	50	246	2	12	178	90	756	22
October	10	218	54	190	2	15	169	105	753	18
November	9	232	48	156	0	12	145	89	682	32
December	9	210	53	239	4	12	134	88	740	32
YTD	99	2455	616	3204	173	146	983	422	7999	326

closed 1/1 & 1/18
holidays
closed 2/15 holiday
Holiday closed 3/18
Snow closed 15-Mar
Holiday closed 5/31
Holiday closed 7/4
Rec. & senior Center closed 8/9-8/14
Holiday closed 9/6

Holiday closed 11/25 & 26
Holiday Closed 12/24, & 27
no transportation 12/31

2021 VOA/MOW PROGRAM
NUMBERS

VOA Dining Room Program										Meals on Wheels Program									
Month	Hot Meals	Snack Packs Given Out	Emergency Boxes	Emergency Box Meals	Frozen 5 Meals	2-Meal Boxes	Total 2-Meal Boxes	Total amount of Meals		Clients receiving meals	New Clients Added	Clients Discontinuing Service	Market Meals	Boxes Delivered	Emergency Boxes	Emergency Box Meals	Total Amount of Meals		
Jan	169	76	0		0	76	152	397		54	2	9	0	192	0		960		
Feb	171	76	0		0	76	152	399		54	9	6	0	192	0		960		
Mar	208	88	0		0	88	176	472		56	4	5	0	238	0		1190		
Apr	210	104	0		0	104	208	522		51	6	8	0	202	0		1010		
May	187	80	0		0	80	160	427		49	3	4	0	177	0		885		
Jun	213	83	0		0	83	166	462		45	8	4	0	203	0		1015		
Jul	209	82	0		0	82	164	455		46	3	5	0	183	0		915		
Aug	171	45	0		0	45	90	306		48	7	5	0	187	0		935		
Sept	250	81	39	90	0	45	90	421		52	9	5	0	172	39	117	977		
Oct	250	80	0		0	40	80	410		46	2	4	0	161	0		805		
Nov	171	80	0		0	32	64	315		48	13	2	0	218	0		1090		
Dec	205	29	15	30	0	14	28	262		54	10	3	0	154	10	30	800		
YTD	2414	904	54	120	0	765	1530	4848		603	76	60	0	2279	49	147	11542		