

January 27th, 2021

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
Year End Town Contract Report**

This year looked quite different than years past. During the COVID-19 crisis while our doors have been closed to the general public, we have been far from being stilled. The Castle Rock Senior Activity Center's Staff worked hard from inside the office and from home to ensure we continued to provide the services and programs our seniors so clearly need. We were able to continue our transportation services, the Meals on Wheels (MOW) Program, transitioned our Volunteers of America (VOA) congregate meal site to a pick up/delivery program, added reassurance phone calls made to the most at risk older adults, delivered care packages, as well as provided grocery shopping and RX delivery to their door.

We switched to virtual and take-home programming to keep our seniors connected and engaged. Through these programs and services we provided seniors a community environment in which to stay active and connected with others. We were able to offer educational, social, health and recreational, as well as a wonderful environment for older adults to meet people others and explore a variety of options to stay active and involved. Staying connected is a very important aspect of mental health for our aging population.

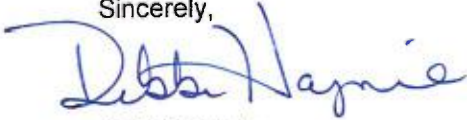
Our transportation services were critical during this past year of the pandemic for our older adults and people with disabilities. Prior to the pandemic we would average between 700-750 rides a month. However, after March that dropped to around 400 rides. These were the most important and critical rides for older adults. They were rides to essential medical appointments such as dialysis - 3 times a week, grocery shopping and the delivery of groceries and prescriptions. While we missed providing the trips to the senior center for activities or non-essential shopping, we know that our services were serving our older adults during these difficult times and will continue to into 2021.

While we are only a staff of 7 dedicated individuals, we could not have provide the services and programs without our volunteers. We have always known that volunteers are the backbone of our organization, but know that now 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. This past year has shown us the community spirit through our volunteers and the community partnership that have been formed.

We also look forward to 2021 and to returning to a more normal operation maybe in the summer or early fall. However, as this pandemic lingers, we know that we can continue to serve this vulnerable population with our new learned ways to operate and make a difference for this most vulnerable population.

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

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.

The first quarter of 2020 started out strong with many great activities and trips for the seniors with waiting lists to participate. However, in March with the onset of the COVID Crisis, we reduced our activities/events immediately. By mid-April we began to find ways to offer virtual programs and take-home activities. While we did not offer our proposed goal of activities and events each month, we added more each month as opportunities for safe programming became available. One of the biggest hurdles has been the technology aspect for older adults. This was an area that was thrust upon 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 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. Some of our most popular programs in 2020 were:

- Take-Home Kits – These ranged from acrylic painting, cookie decorating, mandala rock designing, along with ceramic pottery and pizza making to name a few.
- Parking Lot Activities – During the warmer months, we offer Parking lot Tai Chi, Drive in Movies, Bingo and a Concert with a female Elvis impersonator. These were a great success and we can't wait to bring them back in 2021.
- Virtual Programs – We partnered with several local businesses to provide history presentations about Colorado and other interesting topics. We also offer virtual Bingo, Concerts and other learning programs.

(See attached Statistics Report).

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

In January we had reached another record membership high at 1134 members and were on track 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 scenes on providing resources to our older adults. While our Membership dropped to 863 at year's end, many of the non-renewing members were part of our sports leagues and do not participate in our other programming. We know once we are able to resume normal operations again these numbers will rise and possibly exceed the 1100 mark again. With the help of the Town's funding, Grants and Local Foundations we have been able to offer our programs for free or for a small fee regardless of membership. Our mission was and is to provide social, cultural and education opportunities for all older adults in community during these COVID times and not provide financial stress for older adults. It is our continued wish to be "The Place" again where seniors come to gather, 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 have heard from many new older adults to our programming that they can't wait to come check out the center when we offer our in-center programs and trips again.

(See attached Participation Report and Membership 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.**

While this goal was not met, the rides that we did provide were the most critical and essential for our older adults and disabled adults. The year began with rides over 750, but by March we were around 300 with that number slowly rising throughout the year. While that number may be low, these rides were providing essential medical rides such as lifesaving dialysis trips, grocery store trips and the delivery of groceries/RX. In June we began to add a few quality of life trip to hair dressers and barbers. In the last quarter of the year we saw an increase as many older adults began taken advantage of the grocery delivery and food services.
(Please see the Rider Numbers and Trip Classification Report).

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

We were able to add 71 new riders to our transportation program in 2020. Even during the COVID Crisis we were able to maintain our mission of helping older adults stay independent during this time. As we move in to the vaccine stage for older adults, we are seeing more ride requests to help with this need, along with new riders added to the program.

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 continued to be important services our center provided in 2020 and continuing into March of 2020. We suspended the in-center hot lunch and transitioned our Volunteers of America (VOA) congregate meal site to a curbside pickup/delivery frozen meal program twice a week. In August, we were able to bring back hot meals for our congregate meal site clients with the curbside pickup or delivery twice a week. Clients also receive a frozen meal package to provide additional meals for the weekend. Throughout 2020 we saw a rise in the delivery of the Meals on Wheels program to those who were homebound. While the overall monthly deliveries might not show it, it seems that for every new client added, an existing client will leave the program. As the weather has turned colder we have seen an increase in both the hot meals and MOW programs.
(See our attached VOA Dining and MOW Statistics Report)

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

Through our virtual programing we continued to offer many wellness programs in 2020. These include:

- o Drama Workshops twice a month
- o Parking Lot Tai Chi – Weekly during August, September and October
- o Mind Fit Class – Monthly
- o Wellness Presentation – Once a month
- o Low Vision Support group – this group meets once a month via a conference call
- o Fitness classes with Faith Falconer- In partnership with the Rec Center via a zoom link weekly

Center Objectives

Center Objectives

- 1.) Be a leader in the community outreach for Senior Resources – April 16th, 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 are planning to host this event in June depending on the current health restrictions at that time. We are looking at the possibility to hold it as an outdoor activity in the event we could not indoors. However the safety of our older adults and the community will be our determining factor if the event will be viable.

ATTACHMENTS:

Statistics Report
Participation Report
Membership Report
Rider Numbers and Trip Classification Report
VOA Dining and MOW Statistics Report
Photo Recap

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	223	0	0	276	249	121	0	747
JUNE +	17	267	0	0	339	280	143	0	713
JULY +	20	369	0	0	370	332	159	0	510
AUG +	19	343	0	0	391	380	130	0	707
SEPT +	23	496	0	0	379	356	189	0	948
OCT+	24	508	0	0	570	389	160	0	341
NOV+	18	454	0	0	523	330	133	0	454
DEC+	18	768	0	0	657	348	142	0	423
2020 TOTALS	458	10698	354	626	5697	4094	1676	251	9518

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

SUMMARY OF ACTIVITY PARTICIPATION AND # OF PARTICIPANTS BY CATEGORY 2020

CASTLE ROCK SENIOR ACTIVITY CENTER

	TOTAL # OF PEOPLE AT ALL ACTIVITIES	At - Home Activities	TOTAL # ATTENDEES- VIRTUAL ACTIVITIES DUE TO COVID-19	VOA DINING BOX PICK UP AND DELIVERY PARTICIPANTS	VOA HOT MEALS	TOTAL # OF PEOPLE SITE ACTIVITIES & EVENTS*	TOTAL # OF PEOPLE OFF-SITE TRIPS**	TOTAL # OF PEOPLE HEALTH & WELLNESS ACTIVITIES ***	TOTAL # OF PEOPLE MISC. PARTICIPATION	TOTAL # OF CURRENT SPORTS	# OF ACTIVITIES/EVENTS OFFERED THIS MONTH	TOTAL NUMBER OF RIDERS FOR ACTIVITIES ****	Notes about the month
JAN	3027				423	2041	188	177	577	44	131	326	1 holiday
FEB	2432				275	1669	164	189	386	24	101	166	1 holiday closure, 2 full day weather closures, 1 delay (weather), 1 early closure (weather)
MAR	1623			63	186	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	223	27	96	89		0	0	0	11	0	10	0	COVID-19 VIRUS Center closure
JUNE	267	25	128	72		0	0	29	13	0	17	0	COVID-19 VIRUS Center closure
JULY	369	26	226	84		0	0	33		0	20	0	COVID-19 VIRUS Center closure
AUG	343	62	151	65		20	0	45	0	0	19	0	COVID-19 VIRUS Center closure
SEPT	496	10	164	32	151	216	0	106	0	0	23	0	COVID-19 VIRUS Center closure
OCT	508	46	143	31	154	218	0	101	0	0	24	0	COVID-19 VIRUS Center closure
NOV	554	45	145	28	144	319	0	45	0	0	18	0	COVID-19 VIRUS Center closure
DEC	768	21	172	27	192	513	0	62	0	0	18	0	COVID-19 VIRUS Center closure
2020 TOTALS	10798	262	1276	621	1525	6004	437	1030	1226	123	458	626	0

* Includes VOA lunch but not health and wellness

** Includes Monthly Dining to Donate and other events without transportation.

***Includes exercise and art

****Total people on all buses for all trips, and then doubled as they are all round-trips

Castle Rock Senior Activity Center
2020 Membership Totals
and New Members added

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Regular	1096	1080	1082	1023	991	968	959	938	908	887	859	836	
Associate	11	11	11	11	11	11	11	11	11	11	11	11	
Lifetime	17	17	17	17	16	16	16	16	16	16	16	16	
TOTAL													
MEMBERSHIP	1124	1108	1110	1051	1018	995	986	965	935	914	886	863	
New Members	14	22	26	0	1	1	6	2	2	0	1	1	76

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	5	197	25	99	0	13	36	370	37
August	5	221	36	87		16	31	391	32
September	3	205	43	79		13	39	379	24
October	5	179	34	315		10	32	570	21
November	7	174	32	270		5	28	509	22
December	5	193	54	384		10	16	657	26
YTD	71	2126	461	1621	460	92	833	5612	287

January Closed 20th holiday	July 3r closed for Holiday
February Closed 17th holiday *snow day losed 4th & 7th	Sept. 7th closed for Labor day
February Limited rides Snow -3rd, 11th, 18th	Oct 26th closed snow
March 16th closed to public	Nov. closed 26-27 Holiday
March 20th Snow day	Dec. closed 24-25 holiday
Closed to the l public starting march 16 d due to virus	Dec. no transportation 31st
May 25th closed for Memorial day	

2020 VOA/MOW PROGRAM
NUMBERS

Month	VOA Dining Room Program						Meals on Wheels Program					
	Hot Meals	Snack Packs Given Out	Emergency Boxes	Frozen 5 Meals	2-Meal Boxes	Clients receiving meals	New Clients Added	Clients Discontinuing Service	Market Meals	Boxes Delivered	Emergency Boxes	Total Amount of Meals
Jan	423	0	13	0	0	50	9	3	10	203	10	1055
Feb	275	0	0	0	0	52	6	6	0	192	41	1083
Mar	186	0	0	63	0	46	10	3	10	178	0	900
Apr	0	0		130	0	50	9	9	10	240	45	1345
May	0	0		89	0	47	5	5	0	180	0	900
Jun	0	0		72	0	47	3	4	0	185	0	925
Jul	0	0		84	0	54	15	5	10	250	0	1250
Aug	0	0		65	0	47	7	3	10	197	0	995
Sept	119	28	16	30	28	56	8	5	10	242	47	1361
Oct	154	82	0	0	82	55	5	3	10	213	12	1109
Nov	144	72	0	0	72	56	9	4	10	165	18	853
Dec	180	51	0	33	51	42	12	7	0	261	34	1407
YTD	1481	233	1714	566	233	602	98	57	80	2506	207	13183

March 13-December 31-Center Closed due to COVID-19. All meal service was delivery or curbside pick up during that time. Frozen boxes only from March-September 15. After that a combination of hot meals and frozen meal boxes.

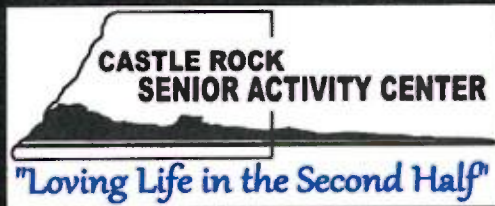
January Closed 1

** August - Center closed 1 entire week (Maintenance)

** Nov-Closed 26-27

***Dec-Closed 24&25

**This is what
COVID Strong
looks like,
Castle Rock
"Style."**



PARKING LOT CONCERTS

