



2023-2024

Quick Guide

TO SENIOR SERVICES

Volume 34



Timothy M. Keller, Mayor | Anna M. Sanchez, Director

Sponsored by:



A Division of Health Care Service Corporation, a Mutual Legal Reserve Company,
an Independent Licensee of the Blue Cross and Blue Shield Association

www.cabq.gov/seniors

Welcome to the City of Albuquerque's Department of Senior Affairs Quick Guide for 2023!

The City of Albuquerque's Department of Senior Affairs (DSA) is thrilled to bring you this 2023 edition of the Quick Guide to Senior Services. With the COVID-19 pandemic almost in the rear-view mirror, we feel extremely hopeful and optimistic as we continue to pursue our mission centered on care and compassion of helping our neighbors thrive while aging.

This guide serves as an important tool for our community -- especially as we engage in the process of reconnecting with many of our pre-pandemic community partners -- all in an effort to provide you and your family with the most up-to-date information possible.

DSA has taken intentional steps to put the lessons learned during the COVID-19 pandemic into action, as well to meet the evolving needs of our community as more seniors desire to age in place and continue living independently. We are proud to live in a city that champions the positive aging of older adults and recognizes the need to change and adapt as the population ages.

This includes finding new ways to leverage our Senior and Multigenerational Centers to improve the overall health and well-being of Albuquerque's older adult population -- from hosting technology workshops to expanding our meal programs for those 60 and older. It takes all of us working together to ensure that everyone in our community has the opportunity to thrive.

DSA has also refined its practices to better accommodate the growing need for popular services such as our Home Services program and expanded Senior Transportation options. Already, we have seen participation in many of our programs return to pre-pandemic levels, including many of our fitness and wellness offerings. To refine our focus, we have released a Strategic Plan to guide our work and prepare for growing demand as our population ages. Learn more at cabq.gov/seniors/about-senior-affairs.

In addition, we will continue our work to ensure that our seniors are well-informed and well-protected against illnesses like COVID-19 and influenza by expanding access to vaccine clinics at our Centers, thanks in part to a grant the Department was recently awarded by the National Council on Aging (NCOA).

DSA strives to create connections between seniors and people of all ages that promote the sharing of wisdom and enhance the well-being of the entire community. This Quick Guide contains an extensive collection of resources from the City and our partners that are available to help support you and your loved ones. In addition to programs and services from DSA, you will find information pertaining to other City programs, departments, non-profit organizations, and government agencies.

Of course, if you have any questions or require additional support, you can always reach out to DSA at (505) 764-6400 or by email at seniorinformation@cabq.gov. Our knowledgeable staff members are available Monday through Friday between 8:15 am and 4:30 pm to assist you and help connect you to the most up-to-date resources. We are here and ready to serve you, our neighbors.

Many thanks to Blue Cross Blue Shield of New Mexico for making the production of this Quick Guide possible!

Sincerely,



A handwritten signature in black ink that reads "Timothy M. Keller".

Timothy M. Keller, Mayor

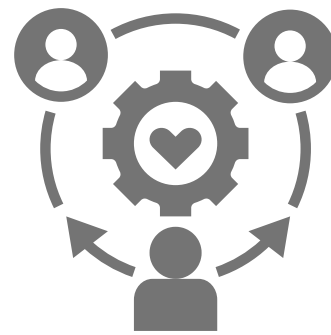


A handwritten signature in black ink that reads "Anna M. Sanchez".

Anna M. Sanchez, Senior Affairs Director

The Department of Senior Affairs offers a continuum of services designed to support our community as they age:

- Senior, Multigenerational and 50+ Sports and Fitness Centers
- Senior Meal Sites
- Care Coordination
- Home Delivered Meal Service
- Home Chores, Minor Repairs
- Transportation
- Referral Assistance and more..



Requirement for some services:

- Age 60 and older
- Bernalillo County Resident

Senior Information & Assistance Line: 505-764-6400/TTY: 1-800-659-8331
Hours: Monday-Friday 8:15am-4:30pm Website: cabq.gov/seniors

The Department of Senior Affairs requests contributions to offset expenses for some services and materials, meals, exercise classes, transportation, home chores, home repair and home retrofit services. No one will be denied service if a person chooses not to contribute.

The information in the Quick Guide to Senior Services is correct, to the best of our knowledge, as of January 2023. Inclusion of a service does not imply endorsement, nor does exclusion reflect on the quality of service.

CASE MANAGEMENT

Call: (505) 764-6400

The **CASE MANAGEMENT** program links seniors and un-paid caregivers to critical support services.

The **Case Management** program (CM) is a client-centered, social model of case management. The approach is to identify and arrange appropriate support services that meet basic needs, promote independent living, and enhance quality of life.

Case Management functions as a link between the client, family caregivers, and service providers to facilitate an appropriate, comprehensive, and coordinated response to needs and maximize all resources and services available in the community to meet these needs.

Services are provided at no cost. Individuals with the greatest economic or social need are prioritized.

To be eligible for services, one must live in Albuquerque/Bernalillo County and be age 60 and older; or be an unpaid caregiver of someone age 60 and older. For some services, other eligibility criteria may exist.

Referrals for services are made by a Case Management Coordinator only after the completion of an in-home assessment to determine eligibility.

Area Agency on Aging Funded Services*

Adult Day Care	Adult Day Care is designed to support and assist family caregivers so they may continue to care for their loved one in good health with minimal stress, preventing or delaying the need for institutionalization.
Home Delivered Meals	Home Delivered Meals support goals of improving or maintaining senior health and decreasing feelings of isolation through sound nutrition and informal safety checks.
Homemaker	Homemaker services aid with shopping, money management, light housework, preparing meals, some transportation and errands, personal care and supervision to persons needing help with daily living activities like bathing, grooming, eating, dressing, etc.
Home Services	Home Services performs chores, repairs, and retrofit to promote independent living (see next page).
Respite (In-Home Care)	Respite services provide brief periods of relief or rest for non-paid caregivers. Both caregiver and care recipient are registered.

AmeriCorps Seniors Funded Services

Senior Companion Program	Senior Companion Program (SCP) matches senior volunteers with clients experiencing isolation and loneliness. SCP volunteers provide friendship, assistance, and companionship and may run errands or accompany clients on outings.
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**Some services require periodic reassessments.*

HOME SERVICES

The **HOME SERVICES** program performs chores, repairs, and retrofit to promote safe, independent living.

The **HOME SERVICES** program **does not perform cosmetic services or services requiring a license.**

Materials and/or equipment are provided unless otherwise noted. Services are provided at no cost. Donations are welcomed; however, no one is denied services based on their inability to donate. Individuals with the greatest economic or social need are prioritized.

To be eligible for services, one must live in Albuquerque/Bernalillo County and be age 60 and over. Some services are limited based on availability or other eligibility criteria as indicated by the following categories.

For Homeowners Who Occupy The Service Address:	
Door Knobs and/or Locks	Replacement or Repair on Exterior / Bathroom Doors Only
Wireless Doorbell	Limit One (1) per Home
Flooring Trip Hazards	Threshold Strip, Carpet Edge Tacking, or Reflective Paint
Smoke Detectors	Limit Two (2) per Home
Carbon Monoxide Detector	Limit One (1) per Home
Fire Extinguisher	Limit One (1) per Home (no servicing)
Batteries	For Detectors or Doorbell
Lightbulbs	Standard Bulbs Provided. Specialty Bulbs Not Provided; Installation Only.
Yardwork (Seasonal)	For Safety and/or Code Enforcement Citations Only; No Landscaping. Requests accepted February - April for Spring; August - October for Fall. Limited to 1 Request per Year; Spring or Fall (on a rolling-calendar basis)
Evaporative Cooler	Spring Start-Up – Requests Accepted Beginning in April Fall Shut-Down – Requests Accepted Beginning in August (No Cooler Maintenance or Repairs)
Firewood	Two Wheelbarrows per Home. Homes with Fire as the Sole Source of Heat are Prioritized
For Homeowners Who Occupy the Service Address and Are Not Receiving Services Through Other Federal or State Sources (i.e. Centennial Care, VA, Medicaid Waiver, etc.); Contingent on an In-Home Assessment*;	
Durable Equipment**	Delivery of: Toilet Seat Riser or Bedside Commode; Tub Transfer Bench or Shower Seat (with or without back)
Safety Equipment**	Bathroom Grab Bars (2 per Home) or Toilet Frame, Hand-Held Shower (w/ 5-ft. hose)
Safety Railing	Exterior Metal Pipe Railing or Wooden Railing, Interior Wooden Banister
Step Modification	Interior or Exterior Steps for Cane / Walker User
Doorway Modification	Hinge Expansion (1 exterior and 1 bathroom) for Walker / Wheelchair User
Wheelchair Ramp	Wood (stained/sealed; not painted) or Pre-Fabricated Metal

**Assessments Performed by a Senior Affairs Case Management Coordinator to Determine Eligibility, Including Barriers to Performing Daily Activities*

***Available to Renters with Owner's Signed Permission Form Submitted Within 30 Days*



SILVER ALERT SYSTEM



The **SILVER ALERT** System helps caregivers and families find missing loved ones who may not be aware of their surroundings or who have wandered due to cognitive impairment.

WHAT IS SILVER ALERT?

Enacted in 2013, SILVER ALERT is patterned after the Amber Alert. Instead of missing children, this alert informs the public about endangered, missing adults over the age of 50, with irreversible cognitive impairments such as Alzheimer's or other dementia.

HOW DOES SILVER ALERT WORK?

The SILVER ALERT System works much like an Amber Alert. The at-risk missing person is reported to law enforcement. Responding officers may ask for personal information that indicates the person has dementia or other cognitive impairments. Caregivers will be asked to provide details that will help locate the missing or endangered loved one.

After verification, police inform the state agency tasked with issuing alerts. In many states, including New Mexico, the Department of Public Safety is able to issue alerts. Once issued, the alert is displayed on electronic highway signs as well as broadcast on radio and television as well as various social media outlets. Time is of the essence in these situations.

SILVER ALERT is a valuable way to help ensure loved ones safety before further harm can come to them.

HOW TO REPORT SOMEONE MISSING THAT FALLS UNDER THE SILVER ALERT LAW:

- **CONTACT** law enforcement immediately.
- **INFORM** the dispatch officer your loved one has dementia, Alzheimer's or other cognitive impairment.
- **KEEP** a current photo, description and vital medical info to quickly give it to law enforcement.

HAVE A PLAN IN CASE YOUR LOVED ONE WANDERS.. We can help you be prepared.

Plan ahead...

The Department of Senior Affairs can provide families with a **FREE** portable USB drive and assist in storing the following information:

- A recent photograph
- Description information
- Important medical information

In the event their loved one at risk, wanders and is missing, caregivers can provide the USB drive to Albuquerque Police Department officers with their loved one's vital information.

For assistance in preparing your free portable USB drive, call (505) 764-6400 Monday through Friday, 8:30 a.m. to 4:30 p.m.



The **Vial of Life** program is a universal, smart way to have personal medical information on hand in case of an emergency. This could be critical for older adults living alone, especially those with constant medical changes and medications. The **Vial of Life** is designed to speak for someone when they can't speak for themselves. The **Vial of Life** kit contains important medical information that can assist emergency personnel in administering the proper medical treatment.

HOW DOES VIAL OF LIFE WORK?

The **Vial of Life** program is a simple four step process:

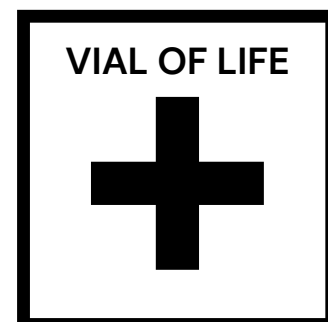
- Individuals can complete the form which has instructions in English, Spanish and Vietnamese with their current medical information.
- Place the completed form into the "vial" or baggie.
- Place the baggie on the refrigerator door using the Vial of Life decal magnet.
- Affix the Vial of Life sticker decal on your front door or window, whichever is most visible for first responders.

Since the **Vial of Life** is a universal program, first responders know where to look for vital medical information.

In the event of an emergency, the stress or trauma of the unexpected event can make it almost impossible to think straight. At these times, it is imperative all emergency personnel get the information they need— especially if the individual has a complex medical history. The benefit of this program goes beyond just helping older adults but can benefit anyone with any medical condition that first responders need to know about. It is important to be prepared and the **Vial of Life** form can also be stored in vehicles or backpacks. It also serves as an important piece of communication during the exchange from emergency transport to emergency room personnel.

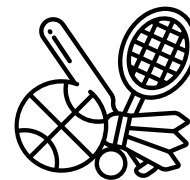
REQUEST YOUR FREE VIAL OF LIFE KIT:

Call Department of Senior Affairs Information and Assistance Line at
505-764-6400
Monday – Friday
8:15am – 4:30pm





50+ RECREATION, SPORTS & FITNESS



Albuquerque's older adults can enjoy sports and recreation activities, the arts, unlimited learning opportunities, trips and outings, meals, special events and support groups at any of the Metro area's eight centers.

Educational and social activities include: computing, health management, musical concerts, lectures, theater, pottery, breakfast, lunch, and support groups. Recreational and sports activities include hiking, down-hill skiing, aerobics, and a range of other indoor and outdoor sports and fitness opportunities.

For specific Senior and Multigenerational center current, ongoing schedule of events and classes you can view each center's monthly newsletter online by visiting the center location page located at our cabq.gov/seniors webpage.

50+ Sports & Fitness

Regular physical activity and exercise for older adults help improve mental and physical health, both of which will help you maintain your independence as you age. As a Department of Senior Affairs member, you can take advantage of our sports and fitness facilities, classes, and trips. The Department of Senior Affairs 50+ Sports & Fitness Program includes individual and group weight training classes; aerobic, gentle, and flex tone exercise classes; water exercise; an outdoor recreation program; evidenced-based programs; and the Albuquerque 50+ Games. New classes and opportunities are added regularly.

You can view the 50+ Sports and Fitness schedule by visiting cabq.gov/seniors/50-sports-fitness.

Senior Affairs Membership

All Department of Senior Affairs Senior, Multigenerational and Fitness Centers operate on a membership basis. Memberships help us keep accurate count of participants, as well as help make sure we obtain appropriate resources and funding to continue providing free and low-cost services to our active adult community.

Annual membership cost is \$20 however, a fee waiver can be requested. Members have access to fitness programs, classes, travel, meals, computer labs, volunteer opportunities, competitive sports events and more.

If you have an active membership at one location, you are entitled to participate in programs and activities at any other senior and multigenerational centers. If a trip or class is filled at your home center, a similar trip or class may be available to you at another. Senior centers are available for anyone age 50 and older and Multigenerational Centers are for anyone age 6 and older, including seniors.



DEPARTMENT OF SENIOR AFFAIRS

TRANSPORTATION PROGRAM



505-764-6464

The City of Albuquerque Department of Senior Affairs Transportation program is a **curb to curb, donation-based** service offered to adults 60 years and older in the Albuquerque, and surrounding Bernalillo County area. These services include transportation to medical appointments, non-medical errands, and limited mile-radius transportation to all City of Albuquerque senior and multigenerational centers, as well as select satellite senior meal sites.

WHAT WE OFFER

- RIDE SERVICES FOR MEDICAL APPOINTMENTS AND NON-MEDICAL ERRANDS
- CENTER AND MEAL SITE TRANSPORTATION
- ADA ACCESSIBLE VEHICLES

MEDICAL APPOINTMENT TRANSPORTATION

MONDAY-FRIDAY

Medical appointment rides are always considered priority and are scheduled 7-days in advance to appointment date. Transport is available to Presbyterian Rust Medical Center in Rio Rancho for Bernalillo County residents. "Call when ready" return rides must be called in by 5:00pm in the greater Albuquerque area and by 4:00pm in the East Mountain/Cedar Crest area. To request medical appointment transport, please call 505-764-6464.

SENIOR, MULTIGENERATIONAL AND MEAL SITE TRANSPORTATION

MONDAY-FRIDAY

Seniors can request daily pick up from their homes within a five-mile radius to all City of Albuquerque's senior and multigenerational centers and Bernalillo County meal sites. We also offer transport within a six-mile radius to Whispering Pines and Tijeras Senior Center. To utilize meal site transport services, individuals can register directly with their center site.



ON-DEMAND TRANSPORTATION

MONDAY-FRIDAY

On-demand rides can be requested for non-medical errands scheduled 3-days in advance. Return rides must be scheduled within 2-hours from initial pick up time. To request on-demand errand transport, please call 505-764-6464.



CITY OF ALBUQUERQUE

senior affairs

1 Civic Plaza NW, 6th Floor | Albuquerque, NM 87102
www.cabq.gov/seniors

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We recommend that consumers discuss services requested and associated costs directly with providers of services.

DISCLAIMER: The City of Albuquerque/Bernalillo County Department of Senior Affairs does not recommend or vouch for any individual, agency or advertiser offering free or fee-based services.

The City of Albuquerque does not inspect or investigate service providers and is not responsible for any illegal acts or deficiencies by any of the service providers listed with the Department of Senior Affairs.

The City of Albuquerque is not responsible for unsatisfactory services. It is the sole responsibility of the requestor of services to determine the suitability of the service provider. The consumer agrees to hold harmless the City and its officials, employees, contractors, agents or servants, from and against any and all claims, actions, suits or proceedings of any kind brought against the City for any matter arising out of its request for services from the Department of Senior Affairs.

EMERGENCY PHONE NUMBERS

EMERGENCY - Police/Fire/Medical Service	911
Adult Protective Services: www.nmaging.state.nm.us/Adult_ProtectiveServices.aspx	
NM Aging and Long-Term Services (24/7)*	1-866-654-3219
625 Silver SW, Suite 414, 87102	
Report suspected abuse, neglect or exploitation of adults 18 years and older.	
Albuquerque Ambulance (24/7)*	761-8200
NM Children Youth and Families Department (CYFD)	1-855-333-7233
300 San Mateo, NE, Ste. 500, 87108	#7233 from cell phone
Investigates child abuse and neglect reports for children under the age of 18, and oversees foster care and adoption, and statewide domestic violence programs.	
www.cyfd.org	
NM Poison and Drug Information Center (24/7)*	1-800-222-1222
1650 University Blvd., NE, 87102	www.nmpoisoncenter.unm.edu
Experts assess and make treatment recommendations during possible poisonings.	

Utility Emergencies – Electricity, Gas, and Water

Electricity - Public Service Company of NM (PNM) (24/7)*	1-888-342-5766 246-5700
4201 Edith Blvd., NE, 87107	www.pnm.com/report-an-outage
Report a power outage or find the status of an outage in your area.	
Gas - NM Gas Company (24/7)*	1-888-NM-GAS-CO or 1-888-664-2726
1625 Rio Bravo SW, Ste., 27, 87105	www.nmgco.com
Safety and emergency information and to report natural gas related emergencies.	
Water - Albuquerque Water Utility Authority	842-WATR (9287) Option #1 Billing Inquiries Option #0
1 Civic Plaza NW, Room 5027, 87102	www.abcwua.org
Dispatch center available 24 hours a day to report water and sewer emergencies, request emergency turn-offs, offer customer services and report water waste.	

ALZHEIMER'S & DEMENTIA ASSISTANCE

Alzheimer's Association, New Mexico Chapter	1-800-272-3900 or 266-4473
6731 Academy Rd., NE 87109	www.alz.org/newmexico
Provides 24/7* helpline, support groups, skills for dementia caregiving, respite, safety programs (Silver Alert), and information and referrals.	
• Respite Reimbursement (voucher program) - provides \$450 a year (for respite care) to a caregiver who lives at the same address as the care recipient. • Skills for Dementia Caregiving (aka Savvy Caregiver) - Free program for family caregivers presented by the Alzheimer's Association, NM Chapter. Provides practical techniques for interacting with loved ones with dementia or Alzheimer's disease.	

City of Albuquerque Department of Senior Affairs (DSA)

Senior Information and Assistance Line 764-6400

www.cabq.gov/seniors/senior-services/senior-information-line

Information and referral to community services for Bernalillo County residents age 60 and older, caregivers, and service providers.

Hilarity for Charity – Apply on-line

In-home care grants to those providing care to their loved ones living with Alzheimer's disease or other dementias. **www.helpforalzheimersfamilies.com/grant-application**

MedicAlert® Alzheimer's Association Safe Return® 266-4473

Provides a MedicAlert® Identification bracelet or pendant jewelry that comes engraved with the MedicAlert® Alzheimer's Association Safe Return® 24-hour nationwide emergency toll-free number that utilizes a community support network, including local Alzheimer Association chapters and law enforcement agencies, for locating Individuals with Alzheimer's or a related dementia that wander, or have a medical emergency, no matter when or where the person is reported missing.

www.alz.org/help-support/caregiving/safety/medicalalert-safe-return

NM Department of Health 841-5523

Pre-Admission Screening and Resident Review (PASRR)

5301 Central Ave., NE, Ste. 1100, 87108 **www.nmhealth.org/about/ddsd/pgsv/pasrr**

Ensures individuals who may be eligible for a dementia or respite stay waiver are evaluated for placement in the least restrictive environment.

National Institute on Aging 1-800-222-2225

Alzheimer's disease education and referral center. **www.nia.nih.gov/alzheimers**

CANCER RESOURCES

American Cancer Society 1-800-227-2345 or 260-2105

8500 Menaul Blvd. NE Ste. A-500, 87112 **www.cancer.org**

Assistance for cancer patients in managing through treatment and recovery, and emotional support. Provides free wigs, hats, scarves, turbans, transportation to appointments and hotel lodging depending on availability.

Cancer Care Co-pay Assistance Foundation 1-866-552-6729

Offers limited financial assistance for cancer-related costs and co-pays.

www.cancercare.org

Cancer Services of New Mexico 259-9583

P.O. Box 51735, 87181-1735 **www.cancerservicesnm.org or www.nmcancerhelp.org**

Offers caregiver support, free legal and paperwork assistance for those coping with cancer.

People Living through Cancer 242-3263

3411 Candelaria NE, Ste. M, 87107

Support program for individuals living through cancer. **www.pltc.org**

Prostate Cancer Support Association of New Mexico (PCSANM) 1-800-278-7678 or 2533 Virginia St. NE, Ste. C, 87110 254-7784

Assists all interested individuals and their families by providing publications on prostate cancer subjects, a buddy list of individuals, and support meetings. **www.pcsanm.org**

CAREGIVER & HOSPICE SERVICES

AARP New Mexico.....505-946-3601

Provides Information and referrals to caregivers.

Aging Life Network.....aginglifenetWORK.com

Connects families and caregivers with one-on-one consultations by licensed senior care experts and provides free online information and resources. Radio show also available at **www.voiceamerica.com/show/3973** every Wednesday at 11:00 AM which covers aging topics discussed with senior professionals.

Caregiving.com..... www.caregiving.com

Features the blogs of family caregivers, weekly words of comfort, daily chats, podcasts, and free webinars for those caring for a loved one.

EnCasa Caregivers 510-3295

Connects families and caregivers with highly-qualified caregivers to get the trusted care they need. **www.encasacare.com**

Family Caregiver Center of New Mexico 494-4021

Supports the well-being of family caregivers through resources, social connection, and mental health care. **www.familycaregivernm.org**

NM Association for Home & Hospice Care 565-5777

2424 Louisiana Blvd., NE, Ste. 220, 87110 **www.nmahc.org**

Facilitates advocacy, networking, education, and communication to promote success and best practices in home and hospice care.

NM Direct Caregivers Coalition 867-6046

906 S. Camino del Pueblo, Bernalillo, 87004 **www.nmdcc.org**

Provides training to caregivers in medication management, safe transfer and mobility.

Stress Busting Program for Family Caregivers.....1-830-377-1484

Support group for caregivers of a loved one with a chronic illness.

www.caregiverstressbusters.org

National Hospice and Palliative Care Organization..... 1-800-658-8898

Provides free consumer information on hospice care and places caregivers in direct contact with hospice programs. **www.nhpco.org**

The American Diabetes Association 1-800-342-2383

Provides resources about all types of diabetes as well as Information for caregivers and others affected Indirectly by the disease.

www.diabetes.org/living-with-diabetes/recently-diagnosed/8-tips-for-caregivers

The American Heart/Stroke Association 1-800-242-8721

Provides a support network for caregivers of people with heart disease or who have experienced a stroke.

www.heart.org/en/health-topics/caregiver-support

www.strokeassociation.org/en/help-and-support/for-family-caregivers

The Family Caregiver Alliance 1-800-445-8106

Maintains a comprehensive collection of family friendly Information on caregiver Issues and health related topics.

www.caregiver.org/resources-health-issue-or-condition

The National Family Caregiver Association..... 1-202-454-3970

Supports and empowers caregivers caring for a chronically ill, aged, or disabled loved one.

www.caregiveraction.org

UNM Palliative Care..... 272-4868

Provides support to families and caregivers in navigating the health care system to alleviate suffering and improve quality of life for a seriously ill loved one.

<https://hsc.unm.edu/health/patient-care/palliative-care/index.html>

US Department of Health and Human Services 1-202-454-3970

Long-term care Pathfinder web site with basic Information and planning tools.

www.longtermcare.gov

COMMUNITY-BASED ORGANIZATIONS

(Services may be based on availability)

Adelante – Benefits Connection 1-844-266-2236 or 273-5222

3900 Osuna Rd. NE, 87109

Assists low-income seniors (65 and older) and individuals diagnosed with a disability (ages 21 and older) to enroll in benefits: Medicaid, LIHEAP, SNAP, SSI, Medicare Savings Programs (MSP), and Medicare Part D Low Income Subsidy (LIS).

www.goadelante.org

Centro Savila 312-7296

3 Locations: 1317 Isleta Blvd., SW, 87105 | 7401 Copper Ave., NE, 87108 |

217 San Pablo St., SE, 87108

www.centrosavila.org

Provides case management by assisting clients with applying for public benefits such as housing, medical Insurance, food applications, rental assistance and much more.

Catholic Charities..... 724-4670

2010 Bridge Blvd., SW, 87105

www.ccasfnm.org

Provides rental assistance to income-qualified families as funds are available.

City of Albuquerque Department of Family and Community Services

All Center Hours Monday – Friday 8:00 A.M. – 5:00 P.M. 768-2860

All locations provide emergency food, utility, and rental assistance. Specific assistance items may need an appointment; call centers for further information.

SEE CENTER LOCATIONS ON NEXT PAGE

6900 Gonzales Rd., SW, 87121

East Central Health and Social Service Center 767-5700

7525 Zuni Rd., SE, 87108

John Marshall Health and Social Service Center..... 848-1345

1500 Walter St., SE, 87102

Serves the residents of Central Albuquerque.

1231 Candelaria Rd., NW, 87107

Serves the residents of the Northeast Heights, Northwest Valley, and the North Westside areas of Albuquerque.

411 Broadway Blvd., SE, 87102

www.nmgco.com/en/HEAT For Help

Our Budget Billing program helps you avoid month-to-month fluctuations. With Budget Billing, your payments are evened out throughout the year so that you pay the same amount each month.

5101 Copper Ave., NE, 87108

www.helpnm.com

Provides assistance for eviction, and disconnection notices for utilities and water.

555 Lake Border Drive, Apopka, FL 32703

FAX - 1-866-810-7530

Provides a discount on telephone service to Medicaid and LIHEAP recipients.

www.lifelinesupport.org

The New Mexico Home Fund is available for renters and homeowners who need help paying for rent, mortgage, and utilities. Assistance is for past due, current, and future rent and utility bills. This assistance is not a loan and does not need to be repaid.

www.nmhomefund.org

600 Coors Blvd NW, 87121

Our Budget Billing program helps you avoid month-to-month fluctuations. With Budget Billing, your payments are evened out throughout the year so that you pay the same amount each month. You can sign up for Budget Billing quickly and easily by calling 1-888-342-5766. www.pnm.com/good-neighbor-func

www.pnm.com/good-neighbor-fund

4120 Menaul Blvd., NE, 87110

Provides assistance with utility disconnect notices, rental evictions and food.

Safe Link Wireless 1-800-723-3546
NM Association of Community Partners www.safelinkwireless.com
3200 Carlisle Blvd., Ste. 101, NE, 87110
Free cell phone to recipients of public benefits and HUD Housing Assistance.

Salvation Army Family Services 872-1171
411 Broadway Blvd., SW, 87102 www.salvationarmyalbuquerque.org
Provides food boxes, bus passes, clothing, rental, water and utility assistance.

Silver Horizons 884-3881
3540 Pan American Fwy., NE, Ste. B, 87107
Assists income-qualified Seniors (50 and older) pay important household bills such as rent, utilities, etc. www.silverhorizons.org

Storehouse New Mexico 842-6491
106 Broadway Blvd., SE, 87102 www.thestorehouseabq.org
Provides monthly food boxes and assistance with paying water/solid waste utilities to income-qualified Bernalillo County homeowners who are current on their water bill.

United Way of Central NM 211 or 245-1735
2340 Alamo Ave. SE, 2nd Floor, 87106 www.uwcnm.org
Connects individuals and families to organizations that can best address their needs.

CORONAVIRUS (COVID-19) INFORMATION

Bernalillo County Emergency Rental Assistance 468-1279
One-time emergency rental and utility assistance to Bernalillo County households experiencing financial hardship as a result of the COVID-19 crisis.

City of Albuquerque www.cabq.gov
Provides updates on City events, offices, programs, and services that are impacted. Material throughout the web-site is available in multiple languages.

City of Albuquerque Department of Senior Affairs 764-6400
Provides information on community resources available throughout Bernalillo County. www.cabq.gov/seniors

Coronavirus Health Hotline 1-855-600-3453
Hotline for residents with health-related questions.

Coronavirus Information Hotline 1-833-551-0518
Hotline for residents with non-health-related questions. www.newmexico.gov/hotlines

Court Outreach for Rental Assistance Program (CORA) 768-3896
Works in partnership with the New Mexico Emergency Rental Assistance Program (ERAP) and the Bernalillo County Metropolitan Court system. Representatives can assist with creating an online account, scanning and uploading documents, and submitting applications.

Covid-19 Funeral Assistance 1-844-684-6333
Hotline to get a Covid-19 Funeral Assistance application and assistance from FEMA's representatives. Multilingual services available. www.newmexico.gov/hotlines

NM Homeowner Assistance Fund 1-866-488-0498

344 Fourth St., SW, 87102

Provides emergency housing grants to income-eligible households experiencing financial hardship associated with the COVID-19 health crisis.

<https://housingnm.org/new-mexico-homeowner-assistance-fund>

Direct website for resources available to the public for all things COVID-19

www.cv.nmhealth.org

NM State Assistance Website www.newmexico.gov/i-need-assistance

Information for individuals experiencing financial hardship due to Covid 19.

Vaccine Registration

New Mexico Department of Health (NMDOH) **<https://vaccinenm.org/registration.html>**

Users who have questions or would like support with the registration process—including those who do not have internet access—**1-855-600-3453 and press 1 (o 3 para español)**.

Seniors and those with disabilities can call **1-800-432-2080 or 764-6400** for support with registration and scheduling.

CRISIS & DOMESTIC VIOLENCE RESOURCES

988 Suicide and Crisis Lifeline 988 (ext. 3)

If feeling sad, angry or not feeling safe, TEXT “TALK” to 988

Or chat at **www.suicidepreventionlifeline.org/chat**

Veterans – extension 1 or en español extension 2

Interpreter available for other languages when you call

Advocacy for Domestic Violence Survivors 248-3165

Advocates assist with finding resources and options. This may include helping with filing restraining orders, and creating safety plans.

Agora Crisis Center 277-3013

Helpline providing on-line emotional support (chat), information and referrals.

www.agoracares.org

City of Albuquerque Family Advocacy Center 243-2333

625 Silver SW, Ste. 200, 87102

www.cabq.gov/albuquerque-family-advocacy-center

Provides victims of domestic violence, child abuse, and sexual assault with a safe setting to assist in addressing and overcoming the trauma of their experience.

Domestic Violence Crisis Hotline and S.A.F.E. House..... 247-4219

P.O. Box 25363, 87125

www.safehousenm.org

Provides (24/7)* safe shelter, referrals and advocacy for survivors.

Domestic Violence Resource Center (DVRC)..... 248-3165

625 Silver SW, Ste. 185, 87102

www.dvrcnm.org

Provides counseling, crisis intervention, and legal services to domestic violence victims.

Enlace Comunitario	246-8972
2425 Alamo Ave., SE, 87106	
Services for Spanish-speaking victims of domestic violence.	www.enlacenm.org
NM Coalition Against Domestic Violence	246-9240
2340 Alamo Avenue SE, Ste. 120, 87106	
Offers referrals to domestic violence victims.	www.nmcadv.org
NM Crime Victims Reparation Commission	841-9432
Provides temporary assistance to victims of violent crimes.	www.cvvc.state.nm.us
NM Crisis & Access Line (24/7)*	1-855-NMCRISIS (662-7474)
Crisis line available 24 hours a day.	www.nmcrisisline.com
National Domestic Violence Hotline	1-800-799-7233
Highly trained advocates are available 24/7/365 for confidential calls with anyone experiencing domestic violence or seeking resources.	
	www.thehotline.org
National Prevention Lifeline (24/7)*	1-800-273-8255
Provides free, confidential support to individuals in suicidal crisis or emotional distress.	
	www.suicidepreventionlifeline.org
Rape Crisis Center of Central NM (24/7)*	266-7711
9741 Candelaria NE, Albuquerque, 87112	
Provides crisis intervention, advocacy, and counseling for survivors of sexual assault.	www.rapecrisiscnm.org
The Friendship Line	(800) 971-0016
National 24-hour support for lonely, isolated, depressed, frail and/or suicidal seniors.	

DAY SERVICES

Adult Day Services (Licensed)

Day Centers for frail elders age 60 and older and adults with disabilities age 18 and older and provides respite for caregivers. Area Agency on Aging has limited resources available to support adult day services for individuals age 60 and older..

Cornucopia	877-1310
2002 Bridge Blvd., SW, 87105	
	www.cornucopia-ads.org
Share Your Care	298-1700
	www.shareyourcare.org
Barelas , 714 7th St., SW, 87102	764-6445
Bear Canyon , 4645 Pitt St., NE, 87111	291-6219
Los Volcanes , 6500 Los Volcanes Rd., NW, 87121	836-8797
North Valley , 3825 4th St., NW, 87107	761-4001
Ponderosa , 5301 Ponderosa Ave., NE, 87110	881-8982

InnovAge Greater New Mexico PACE Program..... 924-2650

904 Las Lomas Rd., NE 87102

Program of all-inclusive care for the elderly (PACE). Day health center including medical clinic, adult day services, social services, rehabilitation, transportation, in-home services and inpatient care (when needed) for seniors 55 and over who live in the Bernalillo County area or within 30 minutes travel from the center. Free for Medicare and Medicaid recipients. Private pay accepted.

www.myinnovage.com

DISABILITY RESOURCES

ARCA..... 332-6700

11300 Lomas NE, 87112

www.arcaopeningdoors.org

Residential support systems for individuals experiencing disabling conditions.

Adelante Development Center..... 341-2000

3900 Osuna Rd., NE, 87109

www.goadelante.org

Provides a full range of support services and resources for individuals experiencing disabling conditions.

Adelante (Back in Use)..... 341-7171

Provides used durable medical equipment to those in need.

www.backinuse.com

ABLE New Mexico 1-800-439-1653

Enables qualifying individuals with physical and intellectual disabilities to establish tax-free savings accounts. Funds can be used to cover expenses related to their disability without losing their eligibility for public assistance.

www.ablenewmexico.com

Americans with Disabilities Act Information Line 1-800-514-0301

U.S. Department of Justice

The Department of Justice operates a toll-free ADA Information Line to provide information and materials to the public about the requirements of the ADA.

www.ada.gov

Brain Injury Alliance of New Mexico 292-7414

5101 Indian School Road NE, 87110

www.braininjurynm.org

Resources for survivors of a brain injury, their families and providers.

**Center for Disease Control (CDC) Disability & Health Information for Family Caregivers
1-800-232-4636**

www.cdc.gov/ncbddd/disabilityandhealth/family

City of Albuquerque Solid Waste Assisted Pick up 311 or 761-8100

4600 Edith Blvd., NE, 87107

www.cabq.gov/solidwaste/trash-collection

Assistance for individuals who are unable to place trash at curb side for collection.

Community Outreach Program for the Deaf (COPD) 255-7636

3908 Carlisle Blvd., NE, 87107

Provides advocacy, vocational, rehab and interpreting services.

www.copdnm.org

Disability Rights New Mexico (DRNM)	1-800-432-4682 or 256-3100
3916 Juan Tabo Blvd., NE, 87111	www.drn timer.org
Provides information and advocates for individuals with disabilities on their legal rights.	
Goodwill – Brain Injury Case Management Program	881-6401
A short-term program designed to help individuals with brain injuries obtain services.	
www.goodwillnm.org/brain-injury-case-management.html	
Handicap License Plates and Placards	www.mvd.newmexico.gov
Issuance of parking placards or license plates to NM residents who have a significant mobility limitation. Free applications available at State Motor Vehicle Division (MVD) offices; small fee charged at private MVD offices.	
<i>See page 18 under NM Motor Vehicle Division (MVD) State Operated for locations, addresses and phone numbers.</i>	
HELP-New Mexico, Inc.	766-4936
New Mexico Special Needs Housing Initiative	www.helpnm.com
5101 Copper Ave. NE, 87108	
Provides housing assistance to homeless, mentally or physically disabled individuals.	
Independent Living Resource Center (ILRC)	1-800-260-5022
4665 Indian School Rd., NE, Ste. 100, 87110	
Provides advocacy, independent living skills training, as well as information and referrals regarding housing, benefits, transportation, education and employment.	
Information Center for New Mexicans with Disabilities	1-800-272-8549
2300 Menaul Blvd. NE, 87107	
Provides resources to individuals with disabilities and their families regarding life choices, training, direct services, and technical assistance.	
www.cdd.unm.edu	
LifeROOTS	255-5501
1111 Menaul Blvd NE, 87107	www.liferootsnm.org
Provides a broad range of programs and services for adults with developmental, physical and behavioral disabilities to reach their highest levels of self-sufficiency.	
NM Brain Injury Resource Center	332-6700
11300 Lomas Blvd. NE, 87112	
One-stop shop for information and referrals related to brain injury diagnosis’	
www.arcaopeningdoors.org/services/new-mexico-brain-injury-resource-center	
NM Commission for the Blind	1-888-513-7958 or 841-8844
2200 Yale Blvd. SE, 87106	www.cfb.state.nm.us
Provides instruction training in Braille, personal and home management skills.	
NM Commission for the Deaf and Hard of Hearing	1-800-489-8536
505 Marquette Ave., NW, Ste. 1550, 87102	Voice and TTY
Provides resources for those who are hard of hearing or deaf.	www.cdhh.state.nm.us

NM Department of Health	505-476-8913
Developmental Disabilities Supports Division	www.nmhealth.org
1190 S. St. Francis Dr., Santa Fe, 87505	
Provides services and support to assist eligible children and adults with intellectual and developmental disabilities to participate as active members of their communities.	
NM Developmental Disabilities Planning Council	841-4519
625 Silver Ave., SW, Ste. 100, 87102	www.nmddpc.com
Promotes advocacy, capacity building, and systemic change to improve the quality of life for individuals with developmental disabilities and their families.	
NM Office of Guardianship	841-4549
Provides adult guardianship legal services for adult's with limited capacity to make or communicate decisions on the adult's behalf.	
NM Division of Vocational Rehabilitation (DVR)	843-1900
501 Mountain Rd. NE, 87102	www.dvr.state.nm.us
Assists eligible individuals with documented disabilities find suitable employment.	
NM Governor's Commission on Disability	1-877-696-1470 or 476-0412
491 Old Santa Fe Trail, Santa Fe, 87501	www.gcd.state.nm.us
Offers home modifications that will help improve the quality of lives for income qualified individuals with physical disabilities. Modifications may include ramp for entry, replacing a tub with a roll in shower, and installation of grab bars.	
NM Brain Injury Advisory Council	1-505-476-7328
Promotes prevention and increased awareness for brain injuries.	www.nmbiac.com
NM Technology Assistance Program (NMTAP)	841-4464
625 Silver Ave. SW Ste. 100-B, 87102	www.tap.gcd.state.nm.us
Offers free services to New Mexicans with disabilities to access assistive technology.	
Relay New Mexico	1-800-659-1779 or (TTY) 1-800-659-8331
Provides telecommunications relay services for individuals who are deaf, hard of hearing, deaf-blind or have difficulty speaking.	www.hamiltonrelay.com
Supportive Housing Coalition of New Mexico	255-3643
625 Silver Ave., SW, 87102	www.shcnm.org
Permanent supportive housing for people with physical and mental health disabilities.	
Therapeutic Living Services, Inc.	268-5295
5601 Domingo Rd., NE, 87108	www.tls-nm.org
Emergency, group and rehabilitation programs for severely disabled mentally ill adults.	
UNM Center for Development and Disability Network	1-800-552-8195
2300 Menaul Blvd NE, 87107	www.cdd.unm.edu
Information center for individuals with disabilities and their families providing resources regarding life choices, training, direct services and technical assistance.	

EDUCATION

- Central New Mexico Community College (CNM)** 224-3000
Main Campus: 900 University Blvd. SE, 87106 www.cnm.edu
 Offers occupational and trade classes, and customized workforce training.
G.E.D, Adult Basic Education and English as a Second Language
 \$10 application fee and government issued I.D. required. 224-4282
www.cnm.edu/programs-of-study/programs-a-z/adult-basic-education
-
- City of Albuquerque Department of Senior Affairs (DSA)**..... 764-6400
 Offers a variety of classes including computer, language, literature/writing, art, dance, drama, and more for individuals age 50 and older. Call individual senior centers for details.
www.cabq.gov/seniors
- See Meal Sites – pages 39 for listing of Meal Site telephone numbers.*
-
- City of Albuquerque Public Libraries** 768-5141
Main Library: 501 Copper Ave NW, 87102 www.abqlibrary.org
 The Public Libraries of Albuquerque and Bernalillo County are made up of 18 branches. All branches feature computers offering free Wi-Fi access and other services.
-
- Covia Well Connected**..... 1-877-797-7299
 Offers free virtual programs such as group conversations, classes, support groups, lectures and much more. Participants can talk, play games, learn a language, share a gratitude, get support, but more importantly connect and stay engaged. www.covia.org
-
- Defensive Driving Classes**
 Classes for individuals age 50 and older. Small fee for classes.
- **AARP Safe Driver Program**..... 830-3096
 1930 Juan Tabo Blvd., NE, Ste. 4, 87112 www.aarpdriversafety.org
 - **American Automobile Association (AAA)** 291-6611
 10501 Montgomery Blvd., NE, 87111 www.seniordriving.aaa.com
 Classes available on-line.
-
- Hadley Institute for the Blind and Visually Impaired** (800)-323-4238
 Promotes independent living through lifelong, distance education programs (on-line courses) for individuals who are blind or visually impaired. www.hadley.edu
-
- OASIS (Enriching the Lives of Mature Adults)** 884-4529
 3301 Menaul Blvd., NE, Ste. 18, 87107
 Offers a variety of classes and volunteer opportunities. www.oasisnet.org
-
- Osher Lifelong Learning Institute (OLLI)** 277-6179
 1634 University Blvd. NE, 87102 www.ce.unm.edu/enrichment/osher
 Offers a wide range of courses, lectures and special events to its members.
-
- Teeniors** 600-1297
 200 Broadway Blvd., NE, 87102 www.teeniors.com
 Tech-savvy teens help seniors with technology; one-on-one tutoring.
-

UNM Continuing Education (Information and Registration) 277-0077

1634 University Blvd., NE, 87102

www.ce.unm.edu

Continuing education courses may provide a 10% discount for individuals over 65.

EMPLOYMENT/UNEMPLOYMENT BENEFITS

Equal Employment Opportunity Commission 248-5201

505 Marquette NW, Ste. 900 – 9th Floor, 87102

Enforces federal laws that make it illegal to discriminate against an applicant or an employee due to a person's race, color, religion, sex (including pregnancy and sexual orientation), national origin, age (40 or older), or disability.

www.eeoc.gov

HELP-New Mexico, Inc. 766-4936

5101 Copper Ave. NE, 87108

www.helpnm.com

Provides job counseling, placement and training to income eligible individuals.

NM Workforce Connections 1-877-664-6984 or 843-1900

501 Mountain Rd., NE, 87102

www.jobs.state.nm.us

Provides information on unemployment benefits, resumé assistance, training, etc.

Title V Senior Employment Programs

Work experience programs to re-train low-income individuals age 55 and older.

- **Goodwill Industries Senior Community Service Employment Program**

5000 San Mateo Blvd., NE, 87109..... **881-6401**

www.goodwill.org/scsep

- **NM Aging and Long-Term Services Department 1-800-432-2080**

Senior Community Service Employment Program

P.O. Box 27118, 2550 Cerrillos Rd., Santa Fe, 87502

Assists mature workers in preparation and securing meaningful employment.

www.nmaging.state.nm.us/Employment_Programs.aspx

- **National Indian Council on Aging 292-2001**

8500 Menaul Blvd., NE, 87112

Applicants do not need to be American Indian or Alaska Native (AI/AN) to participate in NICOA program.

www.nicoa.org

FOOD ASSISTANCE (also see pages 4–6 for added services)

Echo Inc., Food Program 242-6777

New Mexico Commodity Supplemental Food Program for Seniors (CSFP)

300 Menaul NW, Space #226, 87107

www.echoinc.org

Provides monthly food to income-qualified, NM resident seniors 60 years and older.

Rio Grande Food Project 831-3778

600 Coors Blvd., NW, 87121

www.rgfp.org

Provides groceries to households monthly (30 days required between each pickup).

Roadrunner Food Bank 349-5340
SNAP Support Line 1-844-684-6268
 5840 Office Blvd. NE, 87109
 Provides individuals with agency contacts for food assistance. Assists in signing up for SNAP or Medicaid assistance. www.rrfb.org

FRAUD AWARENESS

Better Business Bureau of Southwest 346-0110
 7007 Jefferson St. NE, Ste. A, 87109 www.bbbsw.org
 Provides free business and charity reviews and business complaint resolution services.

City of Albuquerque Office of Consumer Protection 768-4596
 One Civic Plaza NW, 87102
 Connects consumers information on how to avoid scams and help consumers who have been harmed by unfair or deceptive transactions to include identity theft or stolen personal information. www.cabq.gov/office-of-consumer-protection

City of Albuquerque Office of the Inspector General 768-3150
 400 Marquette NW, 87103
 Investigates suspected contract fraud, suspected corrupt City-elected and appointed leaders, employees suspected of misconduct, suspected fraud, waste, mismanagement, and abuse. Reviews City programs and operations. www.cabq.gov/inspectorgeneral

Federal Trade Commission www.ftc.gov
 600 Pennsylvania Ave., NW, Washington DC 20580
 Protects consumers by stopping unfair, deceptive or fraudulent practices in the marketplace. Assists in reporting telephone scams, counterfeit checks, and other scams.

Do Not Call Registry 1-888-382-1222 OR (TTY) 1-866-290-4236
 Register your telephone number to stop unwanted calls. www.donotcall.gov

Federal Communications Commission 1-888-225-5322 Option 4
 Report caller use of fraudulent caller-id's (spoofing)

Identity Theft 1-877-438-4338 OR (TTY) 1-866-653-4261
 Call to report identity theft. www.identitytheft.gov

ID Theft Resolutions LTD idtheftresolutions.org
 Free assistance for victims of ID theft. Offers a low-cost family ID Theft prevention check-up.

NM Attorney General's Office 1-844-255-9210 or 717-3500
 201 3rd St NW, Ste. 300, 87102 www.nmag.gov

Advocacy & Intervention Program – assists NM residents with matters in identity theft, car buying, payday and student loans and scams of all varieties.

Consumer Protection Division – investigates fraudulent consumer issues, unfair business practices, and Medicaid providers who commit fraud and/or resident abuse, neglect and exploitation in care facilities.

Homeownership Preservation Program – assists homeowners who have been the victim of foreclosure rescue scams.

NM Office of the Superintendent of Insurance 1-855-427-5674

1120 Paseo De Peralta, 4th Floor, Santa Fe, 87501

Investigates complaints regarding all types of insurance.

www.osi.state.nm.us

NM Taxation and Revenue Department 841-6200

5301 Central Ave., NE, 87198

www.tax.newmexico.gov/report-tax-fraud.aspx

Report suspicious letters or scams that refer to NM Taxation and Revenue Department.

NM Regulation and Licensing Dept.....505-476-4500 (Option 5)

(Securities Division)

www.rld.state.nm.us/securities-division

2550 Cerrillos Rd. 3rd Floor, Santa Fe, 87505

Investigates financial fraud and assists consumers in making financial decisions.

National Consumer Law Center 1-617-542-8010

Provides consumer justice and economic security for low-income and other disadvantaged people, including older adults.

www.nclc.org

National Fraud Information Center & Internet Watchwww.fraud.org

Provides consumers with information they need to avoid becoming victims of telemarketing and Internet fraud and to help them get their complaints to law enforcement agencies quickly and easily.

Social Security Administration (SSA) – Office of the Inspector General (OIG)

1-800-269-0271 or (TTY) 1-866-501-2101

P.O. Box 17785, Baltimore, Maryland 21235

www.oig.ssa.gov

Receives reports of alleged fraud, waste, and abuse. Report suspicious activities or communications claiming to be from the Social Security Administration.

U.S. Postal Inspection Service 1-877-876-2455

433 W. Harrison St., Room 3255, Chicago, IL 60699

www.uspis.gov

Investigates all types of mail fraud or suspicious letters received by U.S.P.S mail.

U.S. Treasury Inspector General for Tax Administration (TIGTA) 1-800-366-4484

P.O. Box 589, Ben Franklin Station, Washington, DC 20044

www.treasury.gov/tigta

Investigates reports from victims that have received an IRS impersonation scam.

GOVERNMENT AGENCIES

Bernalillo County

Bernalillo County Burial Indigent Fund 468-7344

415 Silver SW., 87102

www.bernco.gov/general-services/about-the-program.aspx

Provides simple, no service cremation for indigent persons in Bernalillo County

Bernalillo County Clerk's Office 468-1290

415 Silver SW., 87102

www.bernco.gov/clerk

Records and provides access to various Bernalillo County publicly recorded documents.

Bernalillo County Court of Wills, Estate and Probate 468-1234

415 Silver SW., 87102 www.bernco.gov/probate-court/welcome-to-the-court.aspx

The proper court to file the estate of a deceased individual that resided in Bernalillo County.

Bernalillo County Emergency Medical Services (EMS) and Fire Division Office

6840 2nd St. NW, 87107 **468-1310**

Provides information and materials on fire safety and prevention.

www.bernco.gov/fire-and-rescue

Bernalillo County Metro Court 841-8151

401 Lomas Blvd., NW, 87102 www.metro.nmcourts.gov

Bernalillo County Neighborhood Coordination 468-7364

111 Union Square SE, 87102

Enhances the relationship between the county and neighborhood associations.

www.bernco.gov/planning/neighborhood-coordination.aspx

Bernalillo County Sheriff's Department 798-7000

400 Roma NW, 87102 www.bernalilocountysheriff.com

City of Albuquerque

311 Community Contact Center 311

Monday – Saturday 6:00 A.M.– 9:00 P.M., Sunday. 9:00 A.M.– 6:00 P.M.

The 311 service is a single telephone number for all non-emergency City of Albuquerque inquiries and services.

www.cabq.gov/311

City of Albuquerque Alternative Dispute Resolution..... 768-4660

1 Civic Plaza NW, 2nd Floor, Room 201, 87102

A free resolution process for Albuquerque citizens to resolve conflict and disputes.

www.cabq.gov/legal/adr/community-mediation-program

City of Albuquerque Burn Line 768-BURN or 768-2876

1 Civic Plaza, Room 3023, 87102

www.cabq.gov/airquality/burn-no-burn

Issues burn restrictions as needed from October 1st thru February 28/29.

City of Albuquerque Civil Rights Office 768-4595

One Civic Plaza, NW, 3rd Floor, Ste. 3010

Investigates complaints of discrimination in employment, housing, public accommodations and other forms of discrimination.

www.cabq.gov/civilrights

City of Albuquerque Code Enforcement.....Main Line 924-3450

600 2nd Street NW, 87102

Permits 924-3857

Implements and administers the City's various property maintenance standards, including the Integrated Development Ordinance, the Uniform Housing Code, the Weed & Anti-Litter Ordinance and similar municipal standards adopted by City Council.

www.cabq.gov/planning/code-enforcement-zoning

City of Albuquerque Community Safety Department	768-4227
Responds to calls on inebriation, homelessness, addiction, mental health and other issues that do not require police or EMT response.	
	www.cabq.gov/acs
City of Albuquerque Constituent Services	768-3000
Offers comprehensive services to constituents and businesses encountering challenges related to city government and agencies.	
	www.cabq.gov/mayor
City of Albuquerque Department of Senior Affairs Administration	764-6432
Provides activities and opportunities to promote active and healthy aging. We also offer a continuum of care designed to meet individual needs throughout the aging spectrum. We are honored to be of service to the residents in our community.	
	www.cabq.gov/seniors
City of Albuquerque Fire Department	764-6333
Records Management Office	768-9317
To obtain a fire or EMS report, contact Records Management Services	
	764-6333
	www.cabq.gov/fire/our-department/records-management-office
City of Albuquerque Household Hazardous Waste Disposal	349-5220
6137 Edith NE, 87107	www.cabq.gov/solidwaste/household-hazardous-waste
Residents of County may drop off residential hazardous wastes at no charge.	
City of Albuquerque Office of Neighborhood Coordination	768-3334
1 Civic Plaza, NW, 9th Floor, Ste., 9087, 87102	
Creates thriving neighborhoods by building neighborhood relationships, involvement and community connections.	
	www.cabq.gov/office-of-neighborhood-coordination
City of Albuquerque Police Department (non-emergency)	242-COPS
400 Roma NW, 87102	242-2677
	www.cabq.gov/police/contact-the-police
Telephone Reporting Unit	242-2677
The Telephone Reporting Unit is responsible for reports where the suspect's identity is unknown as well as all minor crime reports that do not require any field investigation by patrol officers in the field.	
	www.cabq.gov/police/file-a-police-report-online
City of Albuquerque Solid Waste Management Department	761-8100
4600 Edith NE, 87107	www.cabq.gov/solidwaste
Garbage/trash pick-up Information and Residential large item pick up.	
City of Albuquerque Utility Franchise Office	768-4500
One Civic Plaza NW, 4th Floor, Rm. 4072, 87102	www.cabq.gov/legal
Assists consumers with a complaint they may have with the cable company. Acts as a liaison and cannot force the cable company to refund or allow free services.	

New Mexico State Government

NM Aging and Long-Term Services Department

P.O. Box 27118, 2550 Cerrillos Rd., Santa Fe, 87502

Long-Term Care Ombudsman 1-866-842-9230

Residents in long-term care facilities are assisted by advocating for their rights, investigating complaints, and resolving concerns.

www.nmaging.state.nm.us/Long_Term_Ombudsman.aspx

NM Board of Nursing 841-8340

6301 Indian School Road, NE, Ste. 710, 87110

Investigates complaints regarding quality of care by a nurse.

www.ncsbn.org

Birth and Death Certificates – Vital Records:

NM Bureau of Vital Records 1-866-534-0051 or 841-4100

2400 Wellesley Dr. NE, 87107

www.nmhealth.org/about/erd/bvrhs/vrp/

Provides certified copies of birth certificates occurring in New Mexico for a \$10 fee. Birth certificates will be issued between the hours of 10:00 am–3:00 pm. Tickets are distributed on a first come, first served basis.

Death Certificates only available at Santa Fe Office.

NM Vital Records and Health Statistics (Santa Fe) 1-866-534-0051

1105 S. St. Francis Dr., Santa Fe, 87505

505-827-0121

Vitalchek.com

An authorized external ordering source for secure vital records processed directly from the issuing government agency. Fees apply.

NM Department of Health Facility Complaints 1-800-752-8649

P.O. Box 26110, Santa Fe, 87505

www.nmhealth.org

Investigates incidents, and concerns with long-term care facilities and hospitals.

NM Medical Board 1-800-945-5845

2055 S. Pacheco Building 400, Santa Fe, 87505

www.nmmb.state.nm.us

Investigates complaints regarding quality of care by a physician or physician assistant.

Driver's License and ID Cards:

NM Motor Vehicle Division (MVD) State Operated 1-888-683-4636

Drivers who are 79 years old or older must renew their licenses yearly, but they are not charged renewal fees.

Driver's License: \$18.00 for 4 years; \$34.00 for 8 years

www.mvd.newmexico.gov

ID card (for persons without drivers' licenses): \$10.00 for 4 years; \$18.00 for 8 years

Office Hours for MVD Offices below are Monday – Friday 8:00 A.M. – 4:00 P.M.

Bernalillo, 829 S. Camino Del Pueblo, Bernalillo, 87004..... 867-5171

Eagle Vista, 9651 Eagle Ranch Rd., 87114..... 764-6658

Kirtland Air Force Base, 1451 4th St., SE, 87117 846-8390

Military access only, \$5.00 additional fee, credit card only

Montgomery Plaza, 4575 San Mateo Blvd., NE, 87109..... 875-0715

Rio Bravo, 3211 Coors SW, Ste., D-10 and D-11, 87121 **452-9231**
Rio Rancho, 4114 Sabana Grande, Ave., SE, Rio Rancho, 87124..... **891-5014**
Sandia Vista, 11500 Menaul Blvd., NE, Ste. F-1, 87112..... **292-4570**
Tijeras, 12 Camino Municipal Tijeras, 87059 **281-2250**

NM Public Regulation Commission (NMPRC) **1-888-427-5772**

Consumer Relations Division

1120 Paseo De Peralta, Santa Fe, 87504

Investigates consumer inquiries and regulates the utilities and telecommunications in NM to ensure fair rates and services.

www.nmprc.state.nm.us

U.S. Federal Government

U.S. Dept. of Health and Human Services (HHS) **1-800-368-1019**

Office for Civil Rights

www.hhs.gov/civil-rights/index.html

200 Independence Avenue, S.W., Room 509F HHH Bldg., Washington, D.C. 20201

Investigates complaints of discrimination against individuals because of their race, color, national origin, disability, age, sex, or religion in programs or activities that HHS directly operates or to which HHS provides federal financial assistance.

GRANDPARENTS RAISING GRANDCHILDREN

Advocacy Inc. **266-3166**

6301 Fourth St. NW, Ste. 3, 87107

www.nmadvocacy.org

Guardianship, adoption, and special immigrant status application for minor children.

NM Guardianship Project of Advocacy, Inc.

Guardianship and adoption legal services, assistance in obtaining health, financial and food support; offered on a sliding fee scale, often at no cost.

Generations at West Mesa..... **833-0656**

5715 Avalon Rd., NW 87105

www.generationsatwestmesa.com

Offers affordable housing and other services for individuals 55 and older who are raising their grandchildren.

Grandfamilies State Law and Policy Resource Center **www.grandfamilies.org**

Provides an up-to-date on-line listing of state laws, policies and legislation that affect grandfamilies.

Grandparents are Indeed Necessary (GAIN)..... **296-3589**

Advocates for grandparents’ rights and visitation.

Kinship Guardianship Legal Hotline Program **1-800-980-1165**

Legal helpline with information, advice, and assistance for kinship guardianship cases and some direct legal representation.

Outcomes, Inc. 243-2551

1503 University Blvd., NE, 87102

Provides counseling services to children, adults, couples, and families. Offers monthly grandparent support groups with childcare and referrals to resources for grandparents raising grandchildren.

www.outcomesnm.org

Pegasus Legal Services for Children 244-1101

505 Marquette Ave., NW, Suite 1350, 87102

www.pegasuslaw.org

Provides legal services to income eligible grandparents and other kinship caregivers taking care of children whose parents are unable or unwilling to provide them with proper care.

**The Grand Start Program – Grandparents Raising Grandchildren,
Second Time Around 268-0024**

Weekly workshops with childcare, support services, advocacy, family events, and information and referral services.

www.ydinm.org

HEALTH CARE SERVICES

Behavioral Health / Counseling

Grief Resource Center..... 842-7166

1113 University Blvd., NE, 87102

Provides short-term individual grief counseling and education, diverse support groups, and small group workshops and educational programs.

www.griefnm.org

National Alliance on Mental Illness (NAMI) 260-0154

8015 Mountain Road, Pl., NE, Ste. 101, 87110

Support, education and advocacy for individuals and family members/caregivers dealing with behavioral health issues.

www.namialbuquerque.org

St. Martin's Hope Works 764-8231

1201 3rd St., NW, 87102

www.hopeworksnm.org

Provides behavioral therapy, crisis intervention and other services.

UNM Grief Services Program 272-3053

1101 Camino de Salud, NE, 87102

www.omi.unm.edu

Provides individual, family counseling and crisis intervention services.

UNMH Psychiatric Center 272-2800

Psychiatric Emergency (24/7)* 24 hour mental health crisis line 272-2920

2600 Marble NE, 87106

Geriatric – Psychiatric Unit..... 272-8314

Short-term hospital treatment for individuals' age 55 and older experiencing emotional disturbances.

Psychiatric Urgent Care Clinic - Emergency psychiatric services

Hours: Monday – Friday. 7:00 A.M. – 1:00 P.M 272-9038

Dental Care

Dental Care in Your Home 615-0951

Dental care in the home or facility for the home bound. www.dentalcareinyourhome.org

NM Community Dental Services, Inc. 843-7493

2116 Hinkle St., SE, 87102

www.nmcommunitydental.com

Currently accepts Medicaid and most dental insurance. Sliding fee scale available.

NM Dental Association Foundation 298-7206

P.O. Box 16854, 87191

www.nmdentalfoundation.org

Provides free dental treatment to disable individuals or who are over the age of 60.

Hearing Aids

Albuquerque Speech Language Hearing Center (ASLHC)..... 247-4224

9500 Montgomery Blvd., NE, Ste. 215, 87111

www.aslhc.org

Hearing aid assistance at a reduced cost for individuals with limited resources.

Hear Now Program 1-800-328-8602

Starkey Hearing Foundation

6801 Washington Ave S, Ste 200, Minneapolis, MN 55439

Hearing aid assistance at low or no cost.

www.starkeyhearingfoundation.org

Medical Care

Geriatric Education and Health Maintenance (GEHM) 272-7126

Provides health assessments and health education to individuals ages 55 and older.

Services include: blood pressure, diabetes screening and self-management education, health assessments, nutrition counseling, health problems, medication management and more. Availability is Monday – Friday 9:00 A.M. – 1:00 P.M.

Call Senior Centers for clinic dates.

www.unmhealth.org

NM Department of Health 841-5859

Diabetes Prevention and Control Program

www.diabetesnm.org

810 W. San Mateo, Ste. 200-E, 87505

Provides medical information and community services to individuals with diabetes.

UNM Senior Health Center 272-4866

1101 Medical Arts Ave., NE, Building 4, Ste. A, 87102

Provides behavioral health counseling, diabetes education, physical therapy, social work/nurse case management, and memory and aging services for those age 70 and older.

www.unmhealth.org/services/senior-health.html

Multiple Service Health Care Agency

First Choice Community Healthcare Clinics

www.fcch.com

Each center below provides primary health care for individuals with Medicare, Medicaid, other insurance plans and also those without insurance. Fees are based on income. Also assists with Medicaid and Health Insurance applications.

North Valley, South Broadway, and South Valley Centers also offer behavioral health care.

Alameda Medical Center, 7704-A 2nd St. NW, 87107 **890-1458**

Alamosa Medical Center, 6900 Gonzales Rd., SW, 87121 **831-2534**

North Valley Medical Center, 1231 Candelaria Rd., NW, 87107 **345-3244**

South Broadway Medical Center, 1401 William St., SE, 87102 **768-5450**

South Valley Medical/Dental Center, 2001 Centro Familiar SW, 87105 **873-7400**

South Valley office only – Offers dental care and wellness programs such as mobile farmers markets, cooking classes, coaching and massage therapy.

Prescription Assistance

City of Albuquerque Prescription Disposal

Medications may be disposed at any of six area command substations.

www.cabq.gov/police/programs/pharmaceuticals

Hours: Monday – Friday 8:00 A.M. – 5:00 P.M.

Foothills Area Command, 12800 Lomas Blvd., NE, 87123 **332-5240**

Northeast Area Command, 8201 Osuna Rd., NE, 87109 **823-4455**

Northwest Area Command, 10401 Cibola Loop, NW, 87114 **768-4850**

Southeast Area Command, 800 Louisiana Blvd., SE, 87108 **256-2050**

Southwest Area Command, 6404 Los Volcanes Rd., NW, 87121 **831-4705**

Valley Area Command, 5408 2nd St., NW, 87107 **761-8800**

NM Aging and Long-Term Services Department **1-800-432-2080**

Prescription Drug Assistance - MEDBANK Program

P.O. Box 27118, 2550 Cerrillos Rd., Santa Fe, 87502

Assists NM residents that do not have prescription drug coverage or have used up their benefit. Eligibility criteria may apply.

www.nmaging.state.nm.us/adrc.asp

NM Drug Card Discount Prescription Drug Program

All NM residents are eligible to get pharmacy discounts on non-covered prescriptions through this program, which can be used to supplement health insurance plans including Health Savings Accounts (HSA), High Deductible Plans, and Medicare Part D supplement plans. (Print drug card and take to pharmacy)

www.newmexicodrugcard.com

Patient Advocate Foundation Co-pay Relief **1-866-512-3861**

Provides direct financial support to insured patients, who financially and medically qualify to access pharmaceutical co-payment.

www.copays.org

Patient Access Network for Medication	1-866-316-7263
Provides underinsured patients with co-payment assistance.	www.panfoundation.org
Patient Services, Inc.	1-800-366-7741
Assists with co-pays or premium payments.	www.patientservicesinc.org
Rx Outreach	888-796-1234
Provides mail order prescriptions at significant discounts.	www.rxoutreach.org
Social Security Administration (SSA)	1-800-772-1213
500 Lead Ave., SW, 87102	(TTY) 1-800-325-0778
Phone Hours: Monday – Friday, 8:00 A.M. to 7:00 P.M.	www.ssa.gov
<i>See page 46 for Extra Help w/ Prescriptions</i>	

Treatment Referral Programs

AL-ANON	262-2177
Help for families and friends of problem drinkers.	www.aisnm.org
Alcoholics Anonymous	266-1900
Alcoholism recovery group.	www.albuquerqueaa.org
Central New Mexico Treatment Center	268-5611
Outpatient drug treatment recovery center.	www.newseason.com
Narcotics Anonymous	1-800-798-6649
Recovery drug addiction support group.	www.riograndena.org
Nicotine Anonymous	1-877-879-6422
Nicotine support group.	www.nicotine-anonymous.org
<i>See Page 46 for Extra Help</i>	
NM Council on Problem Gaming	1-800-572-1142
Provides a hotline to individuals experiencing gambling-related problems. Confidential help is available 24 / 7 / 365 days per year.	www.nmcpg.org
Overeaters Anonymous	891-2664
Program for individuals with problems related to food.	www.oa.org
Responsible Gaming Association of NM	1-888-696-2440
Information for problem gamblers.	www.rganm.org

Vision Care

Eyecare America's Senior Eye Care Program	1-877-887-6327
Connects eligible seniors age 65 and older with local ophthalmologists who provide a medical eye exam at no out-of-pocket cost.	www.aao.org/eyecare-america
New Eyes	1-973-376-4903
549 Millburn Ave., Short Hills, NJ 07078	
Provides a voucher for a basic pair of single or lined bifocal lenses to individuals who have no other resources to obtain a basic pair of eyeglasses.	www.new-eyes.org

HEALTH INSURANCE INFORMATION

Federal Health Insurance Marketplace 1-800-318-2596
 465 Industrial Blvd, London, KY 40750-0001 (TTY) 1-855-889-4325
 Provides information to obtain health insurance coverage. www.healthcare.gov

NM Health Insurance Exchange 1-833-862-3935
 7601 Jefferson St., NE, Ste. 120, 87107 www.bewellnm.com
 Insurance marketplace where individuals can compare health insurance plans.

HOMELESS RESOURCES

Albuquerque Heading Home 226-1700
 P.O. Box 27636, 87125 www.abqheadinghome.org
 Provides permanent, supportive housing solutions to individuals and their families who are medically vulnerable and experiencing chronic homelessness.

Albuquerque Healthcare for the Homeless
 1217 1st St., NW, 87102 www.abqhch.org
Behavioral Health 843-7611
 Provides short-term assessments and long-term case management for individuals experiencing homelessness
Dental Care 242-8288
 Offers a full range of routine, emergency, and preventive dental services.
Medical Care 242-4644
 Offers primary medical care to individuals in need of medical services.
Homeless Legal Clinic
 9:00 – 11:00 AM on the third Thursday of the month
 Volunteer attorneys provide legal information to low income clients.

Barrett Foundation 243-4887
 1900 Bridge Blvd., SW, 87105
 Emergency shelter for women and children experiencing homelessness. Provides resource referrals and supportive services. www.barrettfoundation.org

City of Albuquerque Homeless Helpline 768-4357
 Assists those experiencing homelessness by connecting them to resources.
www.cabq.gov/family/services/homeless-services

City of Albuquerque Westside Emergency Housing Center 839-9193
 7440 Jim McDowell NW, 87121
 A safe environment for individuals and families experiencing homelessness.
www.cabq.gov/family/news/westside-emergency-housing-center

Good Shepherd Center 243-2527
 218 Iron Ave. SW, 87103
 Social Service advocacy and resources for homeless men and women. www.gscnm.org

Joy Junction	877-6967
4500 2nd St., SW, 87105	www.joyjunction.org
Social Service advocacy and resources for homeless men and women.	
St. Martin's Hope Works	242-4399
1201 3rd St., NW, 87102	www.hopeworksnm.org
Providing support and hope to those who may be experiencing homelessness.	
Saranam	299-6154
1028 Eubank N.E., Ste. F, 87112	www.saranamabq.org
Provides housing and basic needs (for up to 2 years) to families experiencing homelessness.	
Steel Bridge Transformation Center.....	346-4673
214 Coal St., SW, 87102	www.mysteelbridge.org
Social Service advocacy and resources for homeless men and women.	
The Rock @ Noon Day Ministry.....	246-8001
2400 Second St. NW, 87102	www.therockabq.com
Provides many services such as day shelter, showers, laundry, counseling and luncheon program for the poor and homeless.	

HOUSING

Foreclosure Assistance & Landlord/Tenant Issues

See Legal Resources – page 29

Housing Discrimination

U.S. Department of Housing and Urban Development (HUD)

1-800-669-9777 or (TTY) 1-817- 978-5595

801 Cherry Street, Unit #45, Ste. 2500, Fort Worth, Texas 76102

www.hud.gov

Investigates reports of discrimination in any housing related transaction such as rentals, home buying/selling, mortgage companies and homeowner associations.

Housing Opportunities

Albuquerque Apartments..... **www.apartmentguide.com**

Website providing affordable rental housing.

Albuquerque Housing Authority **764-3953**

1840 University Blvd., SE, 87106

Assists households with housing choice vouchers to a private landlord, housing for low income families, elderly and disabled individuals. Apply on-line.

www.abqha.org

Bernalillo County Housing Department **314-0200**

1900 Bridge Blvd., SW, 87105

www.//app.bernco.gov/ha_web_app/

Assists households with housing choice vouchers to a private landlord, housing for low income families, elderly and disabled individuals. Apply on-line.

City of Albuquerque Department of Senior Affairs (DSA)..... 764-6400
Information Line www.cabq.gov/seniors/senior-services/senior-information-line
Provides referrals to individuals for communities and subsidized/affordable housing.

Habitat for Humanity 265-0057
4900 Menaul Blvd., NE, 87110 **www.habitatabq.org**
Assists low-income first-time home-buyers in the process of achieving homeownership.

Hibernian House 489-7322
600 Coal Ave., SW, 87102 **www.monarchnm.com/properties/hibernian-house**
Offers subsidized rental units for low-income seniors.

Women's Housing Coalition 884-8856
3005 San Pedro, NE 87110 **www.womenshousingcoalition.org**
Assists low-income women with children who are motivated to become self-sufficient by providing affordable housing, training, and a variety of support needs.

Rental Assistance See Community-Based Organizations – pages 4–6

Repair / Weatherization

Bernalillo County Housing Department 314-0200
1900 Bridge Blvd., SW, 87105 **www.berncogov**
Assists low-income homeowners, with limited resources to make needed home repairs.

Bernalillo County Public Works 848-1524
2400 Broadway, SE, 87102 **www.berncogov/PIPE/**
Provides financial assistance to income qualifying individuals for connection to water and sewer (PIPE Program), or replacement of failing septic systems in areas where sewer is not available (TANK Program).

Central New Mexico Housing Corporation (Weatherization)..... 345-4949
703 Osuna Rd. NE, Ste. 2, 87113 **www.centralnmhousing.org**
Assists low-income families in making their homes energy efficient.

Silver Horizons 884-3881
3540 Pan American Fwy., NE, Ste. B, 87107 **www.silverhelpingseniors.org**
Minor home repair assistance for Bernalillo County seniors (50 and older) that own their home and qualify due to financial need. Requests are considered on a case-by-case basis.

South Valley MainStreet Habitat for Humanity Home Repair Program

Assists Income-qualified senior's age 55 and over who reside within certain South Valley Boundaries who need minor home exterior repairs.

www.habitatabq.org/south-valley-repair-program

Southwest Neighborhood Housing Services of Albuquerque..... 243-5511

6301 4th St., NW, 87107

Home rehabilitation loans for low income families in the Downtown, Sawmill and Wells Park neighborhoods. **www.nhsfalb.org**

Reverse Mortgage Assistance

U.S. Department of Housing and Urban Development (HUD)

Reverse Mortgage for Seniors 1-800-569-4287

500 Gold Ave. SW, 7th Floor, Ste. 7301, 87103

Provides assistance to individuals wishing to apply for a reverse mortgage.

www.hud.gov/topics/information_for_senior_citizens

IMMIGRANT & REFUGEE RESOURCES

Catholic Charities Center for Refugee Support 724-4670

2010 Bridge Ave., SW, 87105

Provides educational and career programs for refugee families that have resettled in

Albuquerque.

www.ccasnm.org/refugeesupport.html

Catholic Charities of Albuquerque Immigration and Citizenship Legal Assistance (CICLA) 724-4670

2010 Bridge Ave., SW, 87105

www.ccasnm.org/immigration.html

Provides very low-cost immigration legal services for family-based immigration matters, consular processing, DACA applicants and naturalization.

City of Albuquerque Office of Immigrant & Refugee Affairs 768-3040

The mission is to improve the lives of all immigrants and resettled refugees who are living in Albuquerque by evaluating and assuring City services are inclusive of immigrants, refugees, and English-language learners.

www.cabq.gov/office-of-equity-inclusion/immigrant-refugee-affairs

Lutheran Family Services 933-7032

4105 Silver Ave., SE, 87108

Aids resettled refugees to work towards self-sufficiency through essential resettlement services, including: housing, employment, English language, and cultural orientation.

www.lfsrm.org/programs-and-services/refugees/

NM Department of Health Refugee Health Program 841-8928

7525 Zuni SE, 87108

www.nmhealth.org/about/phd/idb/rhp/

Collaborates with other community-based organizations to facilitate access to integrated medical and mental healthcare screenings to newly-arrived refugees.

NM Immigrant Law Center 247-1023

Provides free and low-cost immigration information and legal assistance to low income families. The agency helps immigrants keep their families together, gain protection from persecution and domestic violence, attain permanent residency and work authorization and become U.S. citizens.

www.nmilc.org

IN-HOME SUPPORT SERVICES

InnovAge Greater New Mexico PACE Program..... 924-2650

904 Las Lomas Rd., NE 87102

Program of all-Inclusive care for the elderly (PACE). Provides in-home services and inpatient care (when needed) for seniors 55 and over who live in the Bernalillo County area or within 30 minutes travel from the center. Free for Medicare and Medicaid recipients. Private pay accepted.

www.myinnovage.com

NM Aging and Long-Term Services Department 1-800-432-2080

2550 Cerrillos Rd., Santa Fe, 87502

Care Transition Program — Assists residents in transitioning from long-term care facilities back home.

www.nmaging.state.nm.us/care-transition.aspx

In-Home and Community-Based Supports (Community Benefit Program)

The Community Benefit Program provides long-term services and supports to members who need assistance to live at home or in a community setting rather than in a long-term care facility. The program offers many services, from personal care assistance with daily activities such as bathing and dressing to employment supports and modifications to make your home safer and more accessible. The services available to you are based on your individual needs.

If you need long-term services, but do not currently qualify for full-coverage Medicaid, you may still be able to get an allocation for the Community Benefit program. There is currently a registry for this program, and slots are available based on need.

1-800-432-2080

www.nmaging.state.nm.us

INTERCULTURAL AND MULTICULTURAL ENGAGEMENT

City of Albuquerque Office of Equity and Inclusion 768-4712

1 Civic Plaza, NW, 2nd Floor, Ste., 201, 87102

www.cabq.gov/office-of-equity-inclusion

Addresses racial disparities and achieves equity across all populations and indicators.

City of Albuquerque Office of African American Affairs 768-3307

Connects the City's resources to the Black communities and influences policies to unification to amplify the diverse Black voices within the city of Albuquerque.

www.cabq.gov/office-of-equity-inclusion/african-american-affairs

NM Asian Family Center 717-2877

Provides case management services such as applying for food stamps, TANF, social security, housing, etc. All services offered are provided free of charge. Although our services are open to everyone, our offerings are tailored to those who identify as Asian, Pacific Islander, and Native Hawaiian (APINH).

www.nmafc.org

LEGAL RESOURCES

American Bar Association 243-2615
 Lawyer referral service; \$50 for 30 minutes. www.abqbar.org

Legal Resources for the Elderly Program (LREP) 1-800-876-6657 or 797-6005
 Free statewide legal helpline for NM residents' ages 55 and older. No income qualifications.
 Staff attorneys answer questions in most areas of civil law. www.nmbar.org/public/LREP

NM Legal Aid 1-833-545-4357 or 243-7871
 301 Gold Ave., SW, 87102 Monday – Thursday, 10:00 A.M. to 3:00 P.M.
 Provides free legal services to low-income NM residents with civil matters, access to public benefits, consumer rights, identity theft, employment, family law, domestic violence, foreclosure, and landlord/tenant issues. On-line application available.
www.newmexicolegalaid.org

Senior Citizens' Law Office (SCLO) 265-2300
 4317 Lead Ave., SE, Ste. A, 87108 www.sclonm.org
 Free legal services for eligible seniors (60 and older) regarding legal issues related to healthcare, public benefits, housing, advance directives, neglect and exploitation, guardianships, uncontested grandparent adoptions, consumer issues, foreclosure assistance and more. Estate planning offered at a reduced fee.

Southwest Women's Law Center 244-0502
 128 Quincy NE, 87108 www.swwomenslaw.org/
 A nonprofit and advocacy law center that focuses on advancing opportunities for women and girls in New Mexico by eliminating gender bias and discrimination.

State Bar of NM General Referral Program (SBGR) 1-800-876-6227 or 797-6006
 Thirty-minute legal consultation; \$35.00 referral fee. No age or income qualifications.
www.nmbar.org/Nmstatebar/For_Public/Lawyer_Referral.aspx

UNM Law Clinic 277-5265
 Supervised by tenure-track faculty, students represent clients. www.lawschool.unm.edu

United South Broadway Corporation 764-8867
 1500 Walter St., SE, 87102 www.unitedsouthbroadway.org
 Offers foreclosure counseling and legal services to NM residents.

MEDICAID INFORMATION – see Public Benefits page 35

Health Insight New Mexico 1-800-663-6351
 5801 Osuna Road NE, Ste. 200, 87109 www.healthinsight.org/newmexico
 Medicare Quality Improvement Organization (QIO) investigates concerns from Medicare patients about early discharge and quality of medical care received under Medicare.

KEPRO 1-844-430-9504

5700 Lombardo Center Dr., Ste. 100, Seven Hills, OH 44131

Provides immediate advocacy with filing a Medicare discharge appeal or Medicare quality of care complaint.

www.keproqio.com

Medicare Information 1-800-633-4227

P.O. Box 1270, Lawrence, KS 66044

Provides information on enrollment, replacement cards, and plan choices, billing questions, medical records and change of address.

A Medicare Advantage Plan is another way to get your Medicare Part A and Part B coverage. Medicare Advantage Plans, sometimes called “Part C” are offered by Medicare-approved private companies that must follow rules set by Medicare. If you join a Medicare Advantage Plan, you’ll still have Medicare but you’ll get most of your Part A and Part B coverage from your Medicare Advantage Plan, not Original Medicare. These “bundled” plans include Medicare Part A (Hospital Insurance) and Medicare Part B (Medical Insurance), and usually Medicare drug coverage (Part D).

NM Aging and Long-Term Services Department 1-800-432-2080

P.O. Box 27118, 2550 Cerrillos Rd., Santa Fe, 87502

- **Senior Medicare Patrol (SMP)** **www.nmaging.state.nm.us/scams.aspx**
Helps Medicare and Medicaid recipients to avoid, detect, and prevent healthcare fraud.
- **State Health Insurance Assistance Program (SHIP)**
Assists with all health insurance questions, including Medicare and Medicaid.

NM Human Services Department Income Support Division (ISD)**Customer Service Center..... 1-800-283-4465**

Phone Hours: Monday – Friday 8:00 A.M. – 4:30 P.M.

www.hsd.state.nm.us

(See addresses/phone #'s on page 35)

Apply on-line: www.yes.state.nm.us

See page 46 for Medicare Savings Plan information.

Social Security Administration (SSA) 1-800-772-1213

500 Lead Ave., SW, 87102

(TTY) 1-800-325-0778

Hours: Monday – Friday, 8:00 A.M. to 7:00 P.M.

www.ssa.gov

Social Security enrolls you in Original Medicare (Part A and Part B).

- **Medicare Part A (hospital insurance)** – pays for inpatient care in a hospital or limited time at a skilled nursing facility (following a hospital stay). Part A also pays for some home health care and hospice care.
 - **Medicare Part B (medical insurance)** – pays for services from doctors and other health care providers, outpatient care, home health care, durable medical equipment, and some preventive services.
-

NATIVE AMERICAN RESOURCES		
Albuquerque Indian Health Center	248-4000	
801 Vassar Drive NE, 87106		
Promotes a variety of programs to pursue the IHS Mission to raise the physical, mental, social, and spiritual health of American Indians and Alaska Natives.		www.ihs.gov
City of Albuquerque Office of Native American Affairs.....	768-4547	
Our aim is to improve resource and service delivery by deepening providers understanding of Native American values, perspectives, history, policies, and the unique relationship Tribes have with the federal government.		
www.cabq.gov/office-of-equity-inclusion/native-american-affairs		
First Nations Community Healthsource	248-2990	
625 Truman St., NE, 87110		
Provides behavioral health services, primary medical and dental care to American Indian/ Alaskan Native families and other underserved populations. Also assists with marketplace insurance to include Medicaid and public benefit applications.		www.fnch.org
Behavioral Health	262-2481	
Dental Care.....	873-7423	
Medical Care.....	248-2990	
Five Sandoval Indian Pueblos, Inc.....	867-3351	
4321 Fulcrum Way NE, Ste. B, Rio Rancho, 87144		
Provides services to Native American adults age 55 and older.		www.fsipinc.org
NM Aging and Long-Term Services Department		
Indian Area Agency on Aging (IAAA)	629-8544	
The IAAA supports Indian elders’ unique cultural and traditional needs and promotes services that improve their quality of life.		
www.nmaging.state.nm.us/aaa.aspx		
National Indian Council on Aging (NICOA)	292-2001	
8500 Menaul Blvd. NE, Ste. B-470, 87112		
		www.tribalfootprints.org
An on-line resource directory that assists elders and their families and caregivers in finding aging services: caregiver services, resources, food services, health service providers, housing, in-home, long-term care support services, elder centers and transportation.		
Native American Disability Law Center, Inc.	1-800-862-7271	
905 W. Apache St., Farmington, NM 87401		
		www.nativedisabilitylaw.org
Provides free legal assistance to Native Americans with disabilities.		
Navajo Area Agency on Aging.....	928-871-6868	
P.O. Box 1390 Window Rock, AZ 86515		
		www.naaa.navajo-nsn.gov
Ensures Elders living on the Navajo Nation receive all available benefits and serves to which they are entitled.		

Navajo Nation American Rescue Plan928-871-2600

P.O. Box 3150 Window Rock, AZ 86515

Enrolled Navajo Nation tribal members can apply for rental assistance. **www.nnooc.org**

PET RESOURCES

Animal Humane Society of New Mexico 255-5523

615 Virginia St., SE, 87108

www.animalhumanenm.org

Adoptions, spay/neuter services, vaccination clinics, and more for income qualified individuals.

Bernalillo County Animal Care Services 468-7387

3001 2nd St. SW, 87105

Assists in reuniting people with their lost pets, as well as licensing and permitting of animals and animal establishments in Bernalillo County.

Spay Neuter Assistance Program (SNAP)..... 314-0280

Offers assistance for pet owners to help with the cost of spay or neuter services.

www.bernco.gov/animal-care

Best Friends Pet Cremation 345-5615

924 Menaul Blvd. NE, 87107

Pet cremation and cemetery.

www.bestfriendspetcremation.com

City of Albuquerque – Animal Welfare Department.....311 or 768-1975

8920 Lomas NE, 87112

Low cost/free spay and neuter for cats and dogs for income qualified individuals, animal noise, licenses, adoptions, rescue group lists, and pet education. Proof of residency, income, and current driver's license/I.D. required.

www.cabq.gov/pets/shelters-rescue-groups/animal-shelters-services

NM Animal Friends 881-7297

P.O. Box 40189, 87196

Adoptions, rescue for homeless dogs and cats, spay/neuter services, temporary foster care available until permanent home is found.

www.nmaf.org

Street Cat Hub 247-9357

P.O. Box 40189, 87196

www.streetcathub.org

Information about sterilizing the unowned street cats in your neighborhood.

VOLUNTEER TODAY We offer a wide variety of volunteer opportunities.

Do you have time, talents, skills, or hobbies you would like to share? If you do, please call
(505) 764-6400.

PHYSICAL FITNESS & SENIOR WELLNESS PROGRAMS

City of Albuquerque Department of Senior Affairs – (DSA) Senior Sports and Fitness
www.cabq.gov/seniors/50-sports-fitness

- **DSA Albuquerque 50+ Senior Games:** Competitions in 22 sports for 50+ senior athletes each spring throughout Albuquerque/Bernalillo county. Awards given to top finishers within age groups. Year-round practices, leagues, and workshops available.
- **DSA Adapted Aquatics:** Classes consist of a series of range-of-motion exercises in warm water. Registration required.
- **DSA Outdoor Recreation Program:** Enjoy day trips into the natural beauty of New Mexico with our popular hiking and walking programs. Registration required.
- **DSA Senior Exercise Program:** Low impact aerobics, flex & tone, and gentle exercise classes at multiple centers within the department of senior affairs. Other classes offered are Yoga, Zumba, Pilates, Tai Chi, dance classes and many more fun classes.
- **DSA Weight Training/Fitness Facilities:** State-of-the art exercise equipment available to assist seniors to improve strength and conditioning.
- **DSA Winter Sports Program:** Enjoy day trips snowshoeing, downhill skiing or cross-country skiing on New Mexico snow-covered mountains. Registration required.

City of Albuquerque Department of Senior Affairs – Fitness Centers

- **Barelas Senior Center Fitness Room** 764-6436
714 7th St. SW, 87102
- **Highland Senior Center Fitness Room** 767-5210
131 Monroe NE, 87108
- **Los Volcanes 50+ Sports & Fitness Center** 767-5990
6500 Los Volcanes Rd., NW, Ste. B, 87121
- **Manzano Mesa Multigenerational Center Fitness Room** 275-8731
501 Elizabeth St., SE, 87123
- **North Domingo Baca Multigenerational Center Fitness Room** 764-6496
7521 Carmel Ave. NE, 87113
- **North Valley Senior Center Fitness Room** 761-4025
3825 4th St. NW, 87107
- **Palo Duro 50+ Sports and Fitness Center** 880-2800
5221 Palo Duro Ave., NE, 87110

Other Wellness Programs

Blue 60 Plus 816-4454

A no-cost program offered by Blue Cross and Blue Shield of New Mexico for seniors 60 and older.
www.bcbsnm.com/company-info/community-involvement/blue-60plus

JCC Pro Fitness Center – Jewish Community Center 332-0565

5520 Wyoming Blvd., NE, 87109

Features cardiovascular equipment, physical therapy room, indoor track, and a stretching area. Registration fee and monthly fees apply.

www.jccabq.org

Lovelace Silver Elite..... 727-5502

4101 Indian School Rd. NE, Ste.110, 87110

www.lovelacesilverelite.com

A complimentary program created exclusively for people age 60 and older. Provides social activities, valuable health screenings, and educational seminars.

New Heart..... 881-8195

601 Lomas Blvd., NE, 87102

An all-inclusive gym offering cardio, weights, fitness classes, group training, yoga, nutrition classes, personal training, Tai Chi and more.

www.newheartnm.com

Presbyterian Community Health Wellness Referral Center..... 850-0176

Offers free 6-week workshop programs designed to help adults gain the confidence and skills to better manage or prevent chronic health conditions. Includes self-management for (general) chronic disease, chronic pain, diabetes, and Cancer: Thriving & Surviving Programs.

www.pathstohealthnm.org

Presbyterian Healthcare Services Healthplex..... 823-8399

6301 Forest Hills Dr. NE, 87109

www.phs.org

A senior-focused wellness and rehab facility. Staff expertly trained in disease management. Registration and monthly fees apply.

Senior Connection 823-8352

Provides a variety of educational and physical activity programs, community resources, and social opportunities for seniors.

Silver Sneakers..... 1-866-584-7389

Gym memberships, exercise classes, health workshops and screenings provided by some Medicare plans.

www.silversneakers.com

PROPERTY TAX INFORMATION

Bernalillo County Assessor's Office 222-3700

415 Silver SW, 87102.....www.bernco.gov/assessor

- **Head of Household Exemption** – allows \$2,000 of the taxable value of a residential property to be tax exempt if certain criteria are met.
- **Value Freeze Program** – allows seniors age 65 or older a freeze on the valuation of their property for the purposes of property taxes. The property owner must have had a Modified Gross Income In 2022 of \$40,400 or less, and be either: 65 years-of-age or over; or disabled.
- **Veteran Tax Exemption** – A \$4,000 reduction in the taxable value of real property for any veteran or unmarried surviving spouse who served a minimum of 90 consecutive duty days (other than training), and who was honorably discharged and a legal resident of New Mexico.
- **Disabled Veteran Tax Exemption** – Grants a 100% property tax waiver on the veteran's primary residence to any veteran who has been determined to have 100% total and permanent service-connected disability by the U.S. Department of Veterans Affairs, and who is a legal resident of New Mexico.

PUBLIC BENEFITS

NM Human Services Department Income Support Division (ISD)
Customer Service Center..... 1-800-283-4465
Phone Hours: Monday – Friday 8:00 A.M. – 4:30 P.M. www.state.nm.us
Apply on-line: www.yes.state.nm.us

- ISD ASSISTANCE PROGRAMS:** (See addresses/phone #'s and programs listed below)
- **Burial Assistance – NMAC 8.106.502** – Minimal assistance for Medicaid Recipients.
www.hsd.state.nm.us/lookingforinformation/income-support-division-1/
 - **Medicaid (institutional and non-institutional)** – Medical Assistance for income eligible. See page 29 for program information.
 - **Medicare Savings Programs** – QMB (Qualified Medicare Beneficiaries), SLIMB (Specified Low Income Medicare Beneficiaries), and Qualifying Individuals (QI). See page 46 for program information.
 - **SNAP (formerly food stamps)** – Food assistance for income-eligible applicants.

FIELD OFFICE LOCATIONS: All field office hours are Monday – Friday, 8:00 A.M. – 4:30 P.M.

Northeast , 4330 Cutler Ave., NE, 87110	222-9600
Northwest , 1041 Lamberton Place NE, 87107	841-7700
Southeast , 1711 Randolph Rd., SE, 87106	383-2600
Southwest , 3280 Bridge Blvd., SW, 87121	841-2300

See Page 47 for Income Eligibility Guidelines

LIHEAP PROGRAM 1-888-523-0051
Assists income eligible individuals and families with their heating and cooling costs.

Social Security Administration (SSA) 1-800-772-1213
500 Lead Ave., SW, 87102 (TTY) 1-800-325-0778
Hours: Monday – Friday 9:00 A.M. to 4:00 P.M. www.ssa.gov

Administers social insurance programs consisting of retirement, disability, and survivors' benefits. SSA can help with application assistance, appeals, payee information, requesting a new card or account and/or change of name and other benefits mentioned below.

Special Lump Sum Death Payment – Deceased's family members may be able to receive Social Security benefits along with a one-time payment of \$255 to the surviving spouse.
www.ssa.gov/forms/ssa-8.html

REFERRAL SERVICES

AARP Information Center..... 830-3096
1930 Juan Tabo Blvd., NE, Ste. J, 87112 www.aarp.org

Provides resources to individuals age 50 and older in areas such as health care, employment, income security, and protection from financial abuse.

AARP Foundation's Benefits QuickLINK

A free and private way to find out if one is eligible for programs that pay for food, increase income and cover home and healthcare costs. Quick results, application forms and phone numbers to the nearest public benefit offices.

Administration for Community Living.....202-401-4364
Provides links to government and non-government sites for information relevant to seniors and people with disabilities. www.acl.gov

Benefits Checkup.....202-479-1200
Provides benefit program information available to seniors with limited income and resources. www.benefitscheckup.org

**City of Albuquerque Department of Senior Affairs
Information & Assistance Line**..... 764-6400
Provides community resource information to City of Albuquerque and Bernalillo County residents. www.cabq.gov/seniors/senior-services/senior-information-line

NM Aging and Disability Resource Center..... 1-800-432-2080
2550 Cerrillos Rd., Santa Fe, 87502 www.nmaging.state.nm.us/adrc.aspx
Assists elders and persons with disabilities with access to services and resources. Assistance in NM Centennial Care Waiver, prescriptions (MEDBank), Senior Medicare Patrol (SMP) and State Health Insurance Assistance Program (SHIP).

U.S. Administration on Aging Eldercare Locator 1-800-677-1116
Connects individuals and their caregivers with local resources. <https://eldercare.acl.gov>

SENIOR & MULTIGENERATIONAL CENTER LOCATIONS

City of Albuquerque/Bernalillo County Department of Senior Affairs

For specific Senior and Multigenerational center current, ongoing schedule of events and classes you can visit with center staff or view each center's monthly newsletter online by visiting the center location page located at: www.cabq.gov/seniors.

(See Meal Sites pages 39 for a listing of City of Albuquerque Senior Meal Sites.)

Senior Centers:

Barelas Senior Center, 714 7th St., SW, 87102..... 764-6436

Bear Canyon Senior Center, 4645 Pitt St., NE, 87111 767-5959

Highland Senior Center, 131 Monroe St., NE, 87108..... 767-5210

Los Volcanes Senior Center , 6500 Los Volcanes Rd. NW, 87107.....	767-5999
North Valley Senior Center , 3825 4th St., NW, 87107	761-4025
Palo Duro Senior Center , 5221 Palo Duro Ave., NE, 87110.....	888-8102

Multigenerational Centers:

The Department of Senior Affairs provides services to Bernalillo County's youth as young as age 5 at North Domingo Baca and Manzano Mesa Multigenerational Centers. In addition to the traditional adult programming and services offered at the six Senior Centers, the two Multigenerational Centers provide an array of intergenerational programming including various recreation programs.

Manzano Mesa Multigenerational Center	275-8731
501 Elizabeth St., SE, 87123	
North Domingo Baca Multigenerational Center	764-6475
7521 Carmel Ave., NE, 87109	

Neighboring Communities

Bernalillo County Office of Senior and Social Services	314-0425
2400 Broadway SE, Bldg. N, 87102	

Provides health and quality of life initiatives for Bernalillo County residents to improve well-being, health, and family & community development. **www.oss@bernco.gov**

See meal sites on page 39 for county locations.

Non-Metro Area Agency on Aging	1-866-699-4927
3900 Paseo Del Sol, Santa Fe, 87507	
Provides funding to senior programs in every NM County except Bernalillo. Services may include meals, transportation, and other services. www.ncnmedd.com	

Presbyterian Medical Services (PMS) – Torrance County	1-800-477-7633
Services for seniors in Torrance County. www.pmsnm.org/services/senior-services	
Torrance County – Estancia	384-2296
305 Highland Ave., Estancia, 87016	
Torrance County – Moriarty	832-4425
120 Roosevelt Ave., Moriarty, 87035	
Torrance County – Mountainair	847-2885
107 North Summit Ave., Mountainair, 87036	

Sandoval County Senior Program – Information and Assistance	867-7535
1500 Idalia Rd., NE, Bldg. D, Bernalillo, NM, 87004	
Provides services to seniors throughout Sandoval county.	
www.sandovalcountynm.gov/departments/community-services/senior-services/	
Bernalillo Senior Center	867-9448
255-B Camino del Pueblo, 87004	

Broadmoor Senior Center	891-5018
3241 Broadmoor Blvd., 87122	
Corrales Senior Center	897-3818
4324-A Corrales Rd., 87048	
Cuba Senior Center	575-289-3510
4324-A Corrales Rd., 87048	
Jemez Senior Center	575-834-7630
4324-A Corrales Rd., 87048	
Placitas Senior Center	867-1396
41 Camino de la Huertas, 87043	
Rio Rancho Meadowlark Senior Center	891-5018
4330 Meadowlark Lane, SE, 87124	

Valencia County Older American Program	864-2663
715-A South Main St., Belen, 87002	
www.co.valencia.nm.us	
Provides services to seniors throughout Valencia county.	
Belen Senior Center	864-6739 or 864-2663
715-A South Main, Belen, 87002	
Bosque Farms Community Center	869-5133
950 North Bosque Loop, Bosque Farms, 87068	
Del Rio Senior Center	864-7500
351 Rio Communities Blvd., Belen, 87002	
Fred Luna Multigenerational Center	839-3853
315 Don Pasqual Rd., Los Lunas, 87031	
Meadow Lake Senior Center	865-8824
100 Cuervo Lane, Los Lunas, 87031	

SENIOR MEALS

Home Delivered Meals

Albuquerque Meals on Wheels	823-8082
5901 Harper Dr. NE, 87109	
www.mow-nm.org	
Home delivered meals for elderly, recuperating, and disabled individuals who are homebound. Special diets available, no age restrictions.	

City of Albuquerque Dept. of Senior Affairs

Home Delivered Meals Initial Requests	764-6400
www.cabq.gov/seniors/senior-services/senior-meals	

Senior Affairs offers home delivered meal service to homebound seniors age 60 and older who have physical, emotional, or other limitations that do not allow them to leave their homes on their own.

**Contributions requested. No one will be denied services if they choose not to contribute.*

Meal Sites

City of Albuquerque Department of Senior Affairs Senior and Multigenerational Center Meal Sites

Senior Affairs offers low-cost breakfast and free/donation based senior lunch service to adults age 60+ or low-cost lunch to adults 50+ at senior and multigenerational centers Monday-Friday between 11:30 am – 1:00 pm. Call your center for more information or to reserve your lunch 24-hours in advance.

All City of Albuquerque Senior and Multigenerational centers offer free/donation-based lunch to adults age 60+ (\$2.00 donation appreciated). Older adults ages 50 – 59, lunch is offered at a reduced rate of \$3.25. Highland, Los Volcanes, Palo Duro, & Bear Canyon senior centers also offer low-cost, made to order menu options in addition to the regular senior lunch program.

Adults under the age of 50 are invited to visit our two multigenerational centers and can purchase lunch for \$7.67. Our multigenerational centers are North Domingo Baca and Manzano Mesa. www.cabq.gov/seniors/senior-services/senior-meals

Barelas Senior Center	764-6436
714 7th St., SW, 87102 (M–F: 8am–5pm)	
Bear Canyon Senior Center	767-5959
4645 Pitt St., NE, 87111 (M–W: 8am–5pm, TH: 8am–9pm, SAT: 9am–3pm)	
Highland Senior Center	767-5210
131 Monroe St., NE, 87108 (M–T, TH–F: 8am–5pm, W: 8am–7pm, SAT: 10am–4pm)	
Los Volcanes Senior Center	767-5999
6500 Los Volcanes Rd. NW, 87107 (M–W: 8am–5pm, TH: 8am–7pm, SAT: 9am–1pm)	
North Valley Senior Center	761-4025
3825 4th St., NW, 87107 (M–W: 8am–5pm, TH: 8am–7pm, SUN: 12:30–5pm)	
Manzano Mesa Multigenerational Center	275-8731
501 Elizabeth St., SE, 87123 (M–W: 8am–9pm, SAT: 9am–3pm)	
North Domingo Baca Multigenerational Center	764-6475
7521 Carmel Ave., NE, 87109 (M–F: 8am–9pm, SAT: 9am–3pm)	
Palo Duro Senior Center	888-8102
5221 Palo Duro Ave., NE, 87110 (M–T, TH–F: 8am–5pm, SAT: 9am–1pm)	

Additional City of Albuquerque and Bernalillo County senior meal sites that serve free/donation-based lunch to those 60 and older include:

Cesar Chavez Community Center , 7505 Kathryn Ave., SE, 87108.....	256-2680
Encino Terrace , 609 Encino Pl., NE, 87102.....	247-4185
Los Duranes Community Center , 2920 Leopoldo Rd., NW, 87104.....	848-1338
Paradise Hills , 6001 Paradise Blvd., NW, 87114.....	314-0246
Raymond G. Sanchez Senior Center , 9800 4th St., NW, 87114.....	314-0082
Rio Bravo Senior Center , 3910 Isleta Blvd., SW, 87105	314-0049

South Valley Multi-Purpose Senior Center , 2008 Larrazolo Rd., SW, 87105	468-7602
Taylor Ranch Community Center , 4900 Kachina St., NW, 87120	768-6006
Tijeras Senior Center , #10 Tijeras Ave., Tijeras, 87059	286-4220
Whispering Pines Senior Center , #6 Lark Rd., Tijeras, 87059	281-8003

Additional senior meal sites are generally open Monday – Friday, 8:30am – 2:30pm, and provide activities as well as a senior lunch program. Menus and calendars of activities are available at each meal site. Reservations are required one day prior by 12pm.

Lunch is offered for residents at the following locations:

Cesar Chavez Community Center , 7505 Kathryn Ave., SE, 87108.....	256-2680
Ed Romero Terrace Meal Site , 8100 Central Ave., SE, 87108	232-8880
Embudo Towers , 8010 Constitution Ave., NE, 87110	764-3995
Encino Garden , 412 Alvarado Dr., SE, 87108.....	266-7736
Encino Terrace , 609 Encino Pl., NE, 87102.....	247-4185
Shalom House Meal Site , 5500 Wyoming Blvd., NE, 87109.....	823-1434

Meals are offered free to adults 60 and older, however donations for meals are accepted and appreciated. Call each site for more information regarding hours of operation.

SUPPORT GROUPS & SERVICES

Albuquerque Fibromyalgia Support Group **abqfibrogroup@gmail.com**

A local support group dedicated to providing awareness and support for those affected by Fibromyalgia. **www.abqfibro.com**

Be My Eyes..... **www.bemyeyes.com**

A free app that connects blind and low-vision people with sighted volunteers and company representatives for visual assistance through a live video call.

Bright Focus Foundation.....**brightfocus.org**

On-line resources on Alzheimer's, macular degeneration and glaucoma.

Centro Savila **312-7296**

3 Locations: 1317 Isleta Blvd., SW, 87105 | 7401 Copper Ave., NE, 87108 |

217 San Pablo St., SE, 87108

www.centrosavila.org

Provides low-cost, high quality, outpatient clinical therapy services In English and Spanish for Individuals, couples, and families experiencing depression, anxiety, trauma or other stressors.

CONNECT2AFFECT..... **www.connect2affect.org**

Tools and information to help evaluate isolation risk, reach out to others who may be feeling lonely and disengaged, and find practical ways to reconnect to community.

Mesothelioma Center **1-800-615-2270**

1 S. Orange Ave., Ste. 301, Orlando, FL 32801

www.asbestos.com/mesothelioma

Offers resources and services for those suffering from mesothelioma.

NM Parkinson Disease Coalition 219-5065

P.O. Box 35091, 87176

www.nmparkinson.org

Provides community education, support groups and referral services.

National Multiple Sclerosis Society.....243-2792 or 1-800-344-4867

5801 Osuna Rd. NE, Suite A-107, 87109

www.nationalmssociety.org/Chapters/NMX

A local support group dedicated to providing awareness and support for those affected by Multiple Sclerosis.

Parkinson & Movement Disorder Alliance..... 1-800-219-5065 or 1-800-256-0966

P.O. Box 36233, Tucson, AZ 85704

www.pmdalliance.org/newmexico-resources/

Provides direct care services including support groups and an information hot-line to individuals living with Parkinson's, families and care partners.

SAGE Albuquerque 259-5868

P.O. Box 20421, 87154

Offers a support group to LGBT elders.

www.sageabq.org

The American Lung Association of New Mexico 1-800-586-4872

The Association facilitates support communities for people facing lung disease and their caregivers. www.lung.org/research/sota/city-rankings/states/new-mexico/san-miguel

VisionAware www.visionaware.org

Informational website providing information about living with vision loss, support groups, eye conditions and services available.

Visions Support Group (20/20 Club) 275-9952

10704 Paseo del Norte, NE, 87122

Support group focusing on vision loss, particularly macular degeneration, but open to anyone with vision loss, their family members, and caregivers.

Wings for Life International 291-6412

2270 D Wyoming Blvd., NE, #130

Empowerment program that provides life-skills, education, training, and support for children and family members of prisoners (returning citizens) and at-risk youth.

TAX PREPARATION INFORMATION

AARP New Mexico 830-3096

1930 Juan Tabo Blvd., NE Ste. J

1-888-227-7669

www.aarp.org or www.aarp.org/findtaxhelp

IRS Volunteer Income Tax Assistance (VITA) 1-800-906-9887

1930 Juan Tabo Blvd., NE, Ste. J

<https://irs.treasury.gov/freetaxprep/>

Offers free basic information on tax return preparation to qualified individuals. To locate the nearest VITA or TCE site near you, use the VITA Locator Tool.

NM Taxation and Revenue 841-6200

5301 Central Ave., NE, 87198

Taxation & Revenue has computers available in their office lobbies for all individuals wishing to electronically self-file their income tax returns during regular business hours. The TRD e-file website address is: **www.nmwebfile@state.nm.us**

www.tax.newmexico.gov/Individuals/free-filing-assistance.aspx

Tax Help NM/United Way of Central New Mexico 247-3671

2340 Alamo Ave., SE, 87106 **https://uwcnm.org/how-we-help/tax-help-new-mexico**

Offers free state and federal tax preparation to families who make \$56,000 per year or less.

Taxpayer Advocate Service 837-5505

Provides free assistance to taxpayers in resolving problems with the IRS.

www.irs.gov/advocate

TRANSPORTATION

Catholic Charities..... 724-4670

2010 Bridge Blvd., SW, 87105

www.ccasfnm.org

Provides no cost limited transportation (60 and older). Registration required.

City of Albuquerque Department of Senior Affairs 764-6464

Transportation Division www.cabq.gov/seniors/senior-services/transportation

Curb to curb transportation for individuals age 60 and older; wheelchair accessible. Rides scheduled on first-come, first-served basis. Non-medical errands are reserved three (3) days in advance and Medical appointments are reserved seven (7) days in advance.

**Contributions requested. No one will be denied services if they choose not to contribute.*

City of Albuquerque – Transit Department 243-7333

1 Civic Plaza NW, 87102

www.cabq.gov/transit

ZERO FARES One Year Pilot Program is active now through June 30, 2023.

ABQ Mini-Ride/Sun Van

For certified mobility impaired persons living within Albuquerque and most of Bernalillo County. \$2.00 one way; wheelchair accessible.

For applications call 724-3100

For reservations call 243-7433

NM Rail Runner 1-866-795-7245

809 Copper Ave. NW, 87102

www.riometro.org

Freedom Pass – Veterans with a VA medical card can ride the New Mexico Rail Runner Express for free with Rio Metro's Freedom Pass. Many bus connections are also free with the Freedom Pass, including Santa Fe Trails, ABQ RIDE and Rio Metro.

Reduced Fares – Available to seniors age 60 and older and allows access to most buses for free with a valid printed or mobile NM Rail Runner Express ticket. Seniors ride free on Wednesdays.

NM VIC Community Support Shuttle 569-3530

Runs Monday through Friday, 7:00 A.M. – 3:00 P.M. Call for scheduled routes.

VETERANS RESOURCES

- Albuquerque Vet Center** 346-6562
 1600 Mountain Rd., NW, 87104 **After hours, weekends or holidays 1-877-927-8387**
 Provides counseling, outreach, and referral services to combat Veterans and their families. Services include individual and group counseling post-traumatic stress disorder (PTSD), alcohol and drug assessment and suicide prevention referrals.
-
- American Patriot Service Corp** 221-3485
 3634 Rio Rancho Blvd., NE Ste. 201-B, Rio Rancho, 87144 www.apscnmp.org
 Helping veterans or their widows apply for VA pension and healthcare benefits.
-
- City of Albuquerque Mayor's Veterans Resource Center** 768-3000
 400 Marquette NW, 87102 www.cabq.gov/veterans-resource-center
 Provides local resources to veterans and offers information on the issues that matter to veterans, military service members and their families.
-
- Disabled American Veterans (DAV) Regional Office** 346-4864
 500 Gold Ave., SW, RM. 3116, 87102 www.dav.org
 Aids veterans and their families in obtaining benefits earned through military service.
- Transportation Department** 256-2821
 Provides transportation to veterans for medical appointments at various VA hospitals and clinics around New Mexico.
-
- Goodwill Veterans Services** 1-866-376-0182 or 881-6401
www.goodwillnm.org
- Homeless Veterans Reintegration Program** – Focuses on placing homeless veterans into long-term employment, as well as providing case management services.
- Supportive Services for Veterans' Families** – Helps stabilize housing for very low-income veterans and their families who are homeless or at risk of homelessness.
- Veteran Family Services** – Provides employment, job training, and comprehensive case management to veterans and their family members.
-
- NM Dental Foundation Women Veterans Smile Program** 298-7206 ext. 203
 Provides free dental care to low-income women veterans. www.nmdentalfoundation.org
-
- NM Department of Veterans Services**
 500 Gold Ave., SW, 87102 346-4873
 5201 Eagle Rock Ave., NE, Ste. 2A, 87113 383-2404
 Provides assistance to NM veterans in filing for benefits offered by the State of New Mexico such as tax exemptions, educational scholarships, educational benefits, apprenticeships and on the job training. www.nmdvs.org
-
- TRICARE for LIFE** 1-800-538-9552 or (TTY) 1-866-363-2883
 P.O. Box 7890, Madison, WI 53707-7890
 Healthcare plan for uniformed service members and their families. www.tricare4u.com
-
- US Veterans Affairs Regional Office – Albuquerque** 346-3780

1501 Gold Ave., SW, 87108

www.benefits.va.gov/albuquerque

Provides resources on eligibility for benefits available to veterans and dependents.

• **Aid and Attendance** **1-800-827-1000**

Additional monetary benefits for veterans and spouses of veterans who require the regular attendance of another person to assist in activities of daily living.

www.veteranaid.org/apply.php

• **Burial Benefits and Arrangements** **1-800-535-1117**

Loved ones may request a Presidential Memorial Certificate for qualified veterans, headstones and markers, burial flag, partial reimbursement of burial expenses, and burial in a VA National Cemetery.

www.benefits.va.gov/compensation/claims-special-burial.asp

• **Santa Fe National Cemetery** **1-505-988-6400**

501 North Guadalupe St., Santa Fe, 87501

• **Caregiver Support** **1-855-260-3274**

Provides training, educational resources, and assistance in accessing services and benefits.

www.caregiver.va.gov

• **Crisis Line (24/7)*** **1-800-273-8255 Option 1 or (TTY) 1-800-799-488**

Text message **838255**

Connects veterans in crisis with qualified caring responders on a confidential hotline.

• **Health Care System** **1-800-465-8262 or 265-1711**

1501 San Pedro SE, 87108

www.albuquerque.va.gov

Provides health care, prescriptions and case management to veterans.

• **Paralyzed Veterans of America (PVA)** **265-1711 ext. 2849**

Assists veterans with service-connected injuries.

• **Social Services** **265-1711 ext. 3302**

Provides advocacy, supportive services and case management to veterans.

• **Supportive Housing (HUD-VASH)** **265-1711**

Provides rental assistance for homeless veterans.

• **Transportation for Medical Center** **265-1711 ext. 5438**

Free, volunteer-operated transportation for veterans. Reservations required.

• **Visual Impairment Services Team (VIST)** **265-1711 ext. 2774**

Provides comprehensive and thorough blind rehabilitation services, training, equipment, and case management to visually impaired veterans.

Veterans Integration Centers (VIC) **265-0512**

13032 Central Ave., SE, 87123

www.nmvic.org

Provides case management to address needs of homeless and at-risk veterans.

Vet Connect **1-800-672-7006**

Resources and referrals available to veterans.

www.vetconnectonline.org

VOLUNTEER OPPORTUNITIES

City of Albuquerque Department of Senior Affairs

Volunteers play a critical role in achieving the City of Albuquerque's Department of Senior Affairs mission. Whether you're a younger resident interested in lending a hand, a group that wants to give back, or a senior hoping to get more involved in the community. Senior Affairs has a volunteer opportunity for you! Sign up today.

- VIA (Volunteers In Action) An All-Age Volunteer Program
- Email **servewithseniors@cabq.gov** or call **505-764-6400** for more information.
- Volunteers age 55 and over may choose an AmeriCorps Seniors program. (see page 52)

www.cabq.gov/seniors/volunteer-opportunities

NM Aging and Disability Resource Center..... 1-800-432-2080

2550 Cerrillos Rd., Santa Fe, 87502

www.nmaging.state.nm.us/adrc.aspx

Volunteers are trained to provide accurate information in the areas of Medicare insurance, benefits and fraud to assist consumers in evaluating their needs. Email nm.adrc@state.nm.us today for more information on becoming a benefits counseling volunteer.

One Albuquerque Volunteers..... 768-3052

One Albuquerque Volunteers is the largest volunteer resource in the city. No matter your interest, the city's new volunteer platform makes it easier than ever to make a difference.

www.oneabqvolunteers.com

VOTING INFORMATION

Bernalillo County Clerk's Office Bureau of Elections243-VOTE (8683)

415 Silver SW, 87102

www.bernco.gov/clerk

Provides information on voter registrations, voting locations, current and upcoming elections. Language assistance available in Spanish, Navajo, Keres, and Tiwa.

APPENDIX

PRESCRIPTION ASSISTANCE

EXTRA HELP – Individuals with limited resources and income may be eligible to get Extra Help to help pay for Medicare Part D costs – monthly premiums (maximum \$36.41 for 2023), annual deductibles, and prescription co-payments.

EXTRA HELP WEBSITE

www.medicareinteractive.org/get-answers/cost-saving-programs-for-people-with-medicare/the-extra-help-low-income-subsidy-lis-program/extra-help-basics

If you qualify for Extra Help, you may change your Medicare Prescription Drug Plan during certain time periods of the year and not have to wait for annual open enrollment. This is helpful if your prescriptions change and your current plan may not cover the new prescriptions.

Limited Income Program (or LI NET) 1-800-783-1307 (Option 3)

Provides temporary Part D prescription drug coverage for low income Medicare beneficiaries not already in a Medicare drug plan.

www.ssa.gov/benefits/medicare/prescriptionhelp.html

MEDICARE INFORMATION

MEDICARE SAVINGS PROGRAMS (MSP)

- **Qualified Medicare Beneficiaries (QMB's)**

Category 041 (over 65) Category 044 (under 65)

Entitles individuals to payment of Medicare premiums as well as the deductible and coinsurance amounts on Medicare-covered services. To be eligible, the applicant must already have, or be conditionally eligible for Medicare Part A (Hospital Insurance), and their income must be below 100% of the Federal Poverty Level (FPL). See next page for FPL Guidelines.

- **Specified Low-Income Medicare Beneficiaries (SLIMB's) / Qualified Individuals (QI's)**

Category 042 and Category 045

Entitles individuals to payment of their Medicare Part B premiums. To be eligible, the applicant must already have Medicare Part A (Hospital Insurance). See next page for FPL Guidelines.

- **SLIMB (Category 045)** – Income Level is 100% – 120% of the FPL.
- **QI1 (Category 042)** – Income Level is 120 % --135% of the FPL.

- **Working Disabled**

Category 050 Qualified Disabled Working Individuals (QD)

Entitles individuals (under age 65) to payment for their Medicare Part A Premium whose income is below 200% of the FPL Guidelines. See next page for FPL Guidelines. The resource limit is \$4,000 for an individual.

To Qualify for QD the individual needs to meet the following:

- 1.) Must be under age 65.
- 2.) lose entitlement to free Medicare Part A due to substantial gainful employment.
- 3.) continue to meet the Social Security (SSA) disability criteria; and
- 4.) be enrolled for premium Part A Medicare.

Category 074 Working Disabled Individuals (WDI's)

Provides full coverage Medicaid to disabled working individuals. Individuals must meet the Social Security Administration's (SSA) criteria for disability without regard to "substantial gainful activity" and their income is 250% FPL for a single and couple. See below for FPL Guidelines.

**THE FPL GUIDELINES BELOW ARE PROVIDED FOR INFORMATIONAL PURPOSES ONLY,
CONTACT YOUR NEAREST ISD OFFICE FOR FURTHER ASSISTANCE.**

ELIGIBILITY GUIDELINES FOR MSP

See website below for updates

www.hsd.state.nm.us/lookingforinformation/income-eligibility-federal-poverty-level-guidelines

Medicare Savings Programs Federal Poverty Level (FPL) Effective 4/1/2022–3/31/2023			
Qualifying Medicare Beneficiary (QMB) • Income up to FPL • Will pay conditional Part A premium • Eligibility begins the month after approval • No retroactive months Covers • Medicare Part B Premium—\$170.10 (2022) • Medicare Part A Premium—\$499 (2022) • Medicare Co-pay amounts • Medicare deductibles 2022 Hospital \$1,556 2022 Doctor \$233 • Deemed LIS eligible for Medicare Part D	Specified Low Income Medicare Beneficiary (SLIMB) • Income 100%–120% FPL • Will NOT pay Conditional Part A • Eligibility begins the month of approval • Up to 3 months of retroactive coverage Covers • Medicare Part B Premium Only! No other benefit coverage • No Medicaid card is issued • Deemed LIS eligible for Medicare Part D	Qualified Individuals (Q1-1) • Income 100%–120% FPL • Will NOT pay Conditional Part A • Eligibility begins the month of approval • Up to 3 months of retroactive coverage Covers • Medicare Part B Premium Only! No other benefit coverage • No Medicaid card is issued • Deemed LIS eligible for Medicare Part D	Working Disabled (WD) • Earned income up to 250% FPL for a single and couple • Unearned income before disregards and deductions Single \$1,701 Couple \$2, 541 • Quarterly Earnings \$1,510 • Full Coverage Medicaid • Must be working and disabled • Being over 65 is not equivalent to being disabled. Client has to be disabled through SSA or DDU

FPL MONTHLY GUIDELINES

Family units more than 2 members, contact 1-800-283-4465 or see website:

www.hsd.state.nm.us/lookingforinformation/income-eligibility-federal-poverty-level-guidelines/

FAMILY SIZE	PERCENT OF POVERTY				
	100%	125%	135%	200%	250%
1	\$1,215	\$1,519	\$1,640	\$2,430	\$3,038
2	\$1,643	\$2,054	\$2,219	\$3,287	\$4,108

PUBLIC BENEFITS

INCOME ELIGIBILITY GUIDELINES FOR LIHEAP

**THE INFORMATION BELOW IS PROVIDED FOR INFORMATIONAL PURPOSES ONLY,
CONTACT YOUR NEAREST ISD OFFICE FOR FURTHER ASSISTANCE.**

Family units more than 2 members, contact 1-800-283-4465 or see website below:

www.hsd.state.nm.us/lookingforinformation/income-eligibility-federal-poverty-level-guidelines/

LIHEAP FFY2023 Income Eligibility Guidelines 150% of Poverty Level		
Household Size	Monthly Income	Annual Income
1	\$1,699	\$20,385
2	\$2,289	\$27,465

INCOME ELIGIBILITY GUIDELINES FOR SNAP

Family units more than 2 members, contact 1-800-283-4465 or see website below:
www.hsd.state.nm.us/lookingforinformation/income-eligibility-federal-poverty-level-guidelines/

Supplemental Nutrition Assistance Program – SNAP October 1, 2022 – September 30, 2023					
HOUSEHOLD SIZE	Federal Poverty Guidelines (FPG) Monthly Income Standard			Maximum SNAP Monthly Allotment	LIHEAP 150% FPG
	100% FPG Net Income	130% FPG Gross Income	165% FPG Gross Income for Categorical Eligibility		
1	\$1,133	\$1,473	\$1,869	\$281	\$1,699
2	\$1,526	\$1,984	\$2,518	\$516	\$2,289
DEDUCTIONS Standard Deduction: For HH size 1–4 = \$193; 5 = \$225; 6 or more = \$258 Excess Shelter Deduction Limit: \$624 Heating and Cooling Standard Utility Allowance: \$388 (HCSUA) Limited Utility Allowance: \$120 (LUA) Telephone Standard: \$46 Dependent Care: Actual Amount (No limit) Earned Income Deduction: 20% Homeless Shelter Standard: \$166.81 LIHEAP (only) Energy Standard Allowance (ESA): \$268					

**THE INCOME GUIDELINES PROVIDED ARE FOR INFORMATIONAL PURPOSES ONLY,
CONTACT YOUR NEAREST ISD OFFICE FOR FURTHER ASSISTANCE.**

MEDICAID: Individuals become eligible for New Mexico Medicaid when they meet the specific criteria for one of the eligibility categories. Regulations for New Mexico's Medicaid programs are promulgated by the Federal Department of Health and Human Services under Title XIX of the Social Security Act as amended and by the New Mexico Human Services Department, Medical Assistance Division. The Department's Income Support Division offices make eligibility determinations for Medicaid, except for those categories administered by the Social Security Administration.

AFFORDABLE CARE ACT CATEGORIES:

Category 100 Other Adult

Covers individuals age 19 up to 65, with or without dependents with no Medicare entitlement who meet non-financial and financial criteria. Income must be less than 133% FPL for the household size. There is no resource test for this category.

SUPPLEMENTAL SECURITY INCOME (SSI) EXTENSION

Categories 001, 003, and 004

The Social Security Administration determines eligibility for these categories. SSI provides cash benefits and Medicaid provides health care coverage for eligible individuals under aged (Category 001), blind (Category 003), or disabled (Category 004). The maximum monthly income benefits provided under this program are \$841 for an individual and \$1,261 for a couple. Resource limits are \$2,000 for an individual and \$3,000 for a couple.

INCOME ELIGIBILITY GUIDELINES FOR MEDICAID

Family units more than 2 members, contact 1-800-283-4465 or see website below:
www.hsd.state.nm.us/lookingforinformation/income-eligibility-federal-poverty-level-guidelines/

FAMILY SIZE	PERCENT OF POVERTY		
	100%	125%	135%
1	\$1,215	\$1,519	\$1,640
2	\$1,643	\$2,054	\$2,219

NOTES

2023

July

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August

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December

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2024

January

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April

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February

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May

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March

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June

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AmeriCorps Seniors

Volunteer Opportunities:

AmeriCorps Seniors is a suite of national volunteer programs for Americans 55 years and older and is federally funded by AmeriCorps. In New Mexico, AmeriCorps Seniors is jointly administered by the NM Aging & Long-Term Services Department. The City of Albuquerque Department of Senior Affairs has sponsored AmeriCorps Seniors for over 40 years!

AmeriCorps Seniors is made up of three programs that each take a different approach to improving lives and fostering civic engagement. All three programs offer orientation, reimbursements for travel, supplemental insurance while serving, and annual recognition events. When you volunteer, you're not just helping others, you're helping yourself. Volunteering leads to new discoveries and new friends. Plus, studies show that volunteering helps you live longer and promote a positive outlook on life! You are needed! Join over 500 other Albuquerque Seniors who make up the AmeriCorps Seniors family!

RSVP Volunteers: Make a Difference in Albuquerque!

RSVP recruits and places volunteers in government and non-profit organizations to meet community needs. With RSVP, you choose how much time you want to give and whether you want to share your current skills or develop new ones. Please note depending on placement volunteer must pass a background check.

Foster Grandparents: Help Children Succeed!

Foster Grandparents serve as tutors and mentors assisting children in need of extra attention for educational, social and emotional development.

Foster Grandparents serve under the supervision of teachers and specialists in Albuquerque Public Schools, City of Albuquerque Child Development Centers, YDI Head Start Programs, and in other community programs. Foster Grandparents serve an average of 20 hours per week, receive meals while on duty, and may qualify for a tax-free, hourly stipend of \$4 per hour. All you need to join is the ability to give the kind of comfort and love that sets a child on the path toward a successful future. Please note that all volunteers must pass a fingerprint-based background check.

Senior Companions: Seniors Helping Seniors!

Senior Companions are older adults who help other adults live independently and can provide support to family caregivers. Senior Companions assist with grocery shopping and other daily tasks necessary to maintaining independent living. Senior Companions serve an average of 20 hours per week, receive meals while on duty, and may qualify for a tax-free, hourly stipend of \$4 per hour. You don't need medical or technical skills to be a Senior Companion. All you need to know is how to be a friend. Please note that all volunteers must pass a fingerprint-based background check.



CITY OF ALBUQUERQUE

Department of Senior Affairs

1 Civic Plaza NW, 6th Floor
Albuquerque, NM 87102

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