



Civic Engagement
Annual Report

THE ANNUAL REPORT

JULY 2019–JUNE 2020

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MAKE A CHANGE

MESSAGE FROM THE FIRST LADY



ELIZABETH J. KISTIN KELLER

FIRST LADY, CITY OF
ALBUQUERQUE

Service has always been one of the greatest strengths of

Albuquerque. Residents give back to one another in countless ways, and the willingness to volunteer in the community plays a vital role in the day-to-day operation of our city. This year especially we have seen how people have come together in the face of daunting challenges. Whether it is volunteers making facemasks or dropping off groceries to elderly neighbors, one thing is abundantly clear – we always look out for each other in Albuquerque. The City is working to expand upon that spirit so that even more people can actively engage with their community in meaningful ways.

Our Office of Civic Engagement has as its mission “to increase civic participation of Albuquerque residents by creating and promoting volunteer opportunities, making city government more accessible, and empowering people to contribute to the decision making that affects their lives.” It aims to simplify the process of volunteering by matching city departments and community organizations with those who want to help. It helps train and develop volunteer skills as a pathway to future paid employment. It creates opportunities for our diverse individuals and organizations to participate together with our government to contribute to community-level outcomes. As well, the Office of Civic Engagement systematically captures the deep impact of our volunteer contributions to enhance our opportunities for grant funding to further our department missions.

Civic Engagement is a cornerstone of our One Albuquerque initiative. The best way for our city to meet our greatest challenges is through a whole community approach. Every resident can play a meaningful role in making Albuquerque a safe, inclusive, and innovative city that works for all of us. It is our job to provide the necessary tools to support your engagement. We are humbled and delighted to be working by your side for a brighter future together.

Thank you for all your hard work in this journey.

A handwritten signature in black ink, appearing to read 'Elizabeth Keller'. The signature is fluid and cursive, written in a professional style.

ELIZABETH J. KISTIN KELLER, FIRST LADY,
The City of Albuquerque

MESSAGE FROM OUR VOLUNTEER BOARD



Above: Board and other community partners – Not all current board members pictured here. (Current Board Members: Taura Livingston, Dathan L. Weems, Adriano C. Lujan, Hallee Nguyen, Tim M. Sheahan, Patricia Lee Chavez, Erin Hagenow, Stephanie Griego, Tsiptorah Nephesh, and Vaisu Bronk)

Dear Neighbors and Fellow Volunteers,

With a proud history of exceptional nonprofit endeavors, Albuquerque has come together to rise to the challenge of COVID-19 and the economic impact of the pandemic. To be sure, these are difficult times for our community as they are around the world. Not all problems are resolved nor will they be in the short term. Nevertheless, our city should take pride in how we, yet again, have proven our resilience and perseverance.

Through their efforts with the One Albuquerque initiative as well as the pandemic response, both the Mayor and First Lady are emblematic of the ways in which we lift each other up in this city. Our One Albuquerque Volunteers website is one of the Mayor’s endeavors that is bringing together our community so all citizens can easily search and find their next volunteer passion.

The ABQ Volunteers Advisory Board is charged with spotlighting some of the great work by local volunteers. Recently Mayor Keller recognized Arshia Chhabra, a High School student, who makes masks

that are delivered with notes of encouragement to nursing home residents and front-line workers (maskswithluv.com). Ms. Chhabra is a shining example of the people we get to recognize for their volunteerism. Each awardee has an inspiring story that can be found in Mayor Keller’s official social media accounts.

There is more work to be done. Some of our neighbors still need services. Reconciliation and resolution are still needed on social issues that have long prevented us from realizing our best selves and best community. We are challenged to redouble our efforts in the months to come to support our service organizations and affect social structures at the same time we rise from the pandemic. While much remains unknown, our city knows how to prevail—one neighbor to the next, standing stronger in unity across the whole of our Rio Grande Valley.

We are One ‘Burque and we take care of each other.

With gratitude,

DATHAN WEEMS
Chair

ABOUT OUR TEAM



Above (from left): Nicholas Vottero, David Chené, and Mariah Harrison

The Office of Civic Engagement is staffed by three members, David Chené, Nicholas Vottero and Mariah Harrison. All three have spent the majority of their professional lives in Albuquerque, and are intimately familiar with the unique nature of supporting our diverse community. The Office of Civic Engagement is also staffed with several AmeriCorps VISTA members whose mission is to fight poverty and build capacity citywide.

David Chené

David began his career in service and volunteerism as a VISTA volunteer fifteen years ago. Since then, his career led him to work in leadership positions at various non-profits and most recently as a Program Officer for the Corporation for National and Community Service (CNCS), which manages Senior Corps and VISTA programs across New Mexico. David holds a Master's Degree in Public Administration and currently serves the city as the Civic Engagement Manager.

Nicholas Vottero

Nicholas comes from an advocacy and nonprofit background. He has been an advocate in administrative and legislative contexts for policies and reforms at the municipal and state level. In addition to advocacy, he and a team of UNM graduates have created a nonprofit to decentralize our community infrastructure to empower individuals and communities across the city. Nicholas holds a Master's Degree in Public Administration and serves the city as the Civic Engagement Coordinator.

Mariah Harrison

Mariah joined the Civic Engagement team in May 2020 as the Nonprofit & Philanthropy Coordinator. She comes to us from the University of New Mexico Office of Community Engaged Learning & Research, where she served as the Community Partnerships & Program Planning Manager. Mariah also works to support nonprofit and philanthropic work through her podcast and several local nonprofit board roles. She holds a Master's Degree in Community and Regional Planning and is dedicated to supporting the nonprofit sector and our ABQ community as a whole.



WHAT WE DO

VOLUNTEER ENGAGEMENT

Create a new platform for residents to get involved. Establish a one-stop-shop for all volunteer opportunities in Albuquerque. Provide partners with tools to capture volunteer impact.

EDUCATION PARTNERSHIPS

Formalize contributions from volunteers as a pathway to employment. Create opportunities for students and recent grads to network and hone their skills.

COMMUNITY CONVERSATIONS

Create innovative opportunities for residents to have their voices heard and engage with city leaders.

NON-PROFIT PHILANTHROPY

Systematize partnerships with nonprofit organizations throughout the city. Identify new ways to support these organizations.



Above: Civic Engagement's Four Pillars



Mission

To increase civic participation of Albuquerque residents by creating and promoting volunteer opportunities, making city government more accessible, and empowering people to contribute to the decision making that affects their lives.

Vision

Working together we can create a safe, inclusive, innovative city that works for all.

VOLUNTEER ENGAGEMENT

Connect - Empower - Celebrate

The Volunteer Engagement Program contributes to a safe, inclusive, innovative city that works for all. One Albuquerque Volunteers:

- Raises awareness of volunteer service and service opportunities in the City of Albuquerque metro area.
- Increases the number of volunteers serving the community.
- Bolsters civic pride.
- Empowers residents to build a better future together.

Platform

The City of Albuquerque is investing in new ways to manage, track and expand volunteerism! One Albuquerque Volunteers was launched in January 2020 as a premier One Albuquerque initiative. The new platform provides a pathway for every resident in Albuquerque to play an active role in rising to meet the greatest challenges faced by our City. This new volunteer platform is the best way to find opportunities to make an impact in our community.

Volunteers

One Albuquerque Volunteers makes volunteering work for our residents. Whether you're looking for great opportunities or you want to electronically sign and submit your required documentation, volunteering has never been easier.

- Keep up to date with the largest list of volunteer opportunities in the city
- Track your volunteer hours and download/print your volunteer resume for your next interview.
- Make meaningful connections to City of Albuquerque departments and community partners.

Departments and Community Partners

One Albuquerque Volunteers is more than just a recruitment platform, it is an all-in-one solution to streamline volunteer management.

- All organizations can design a customized landing page on the City of Albuquerque's recruitment page free of charge—add photos, videos, link to your social media pages, and connect the community to your mission.
- Recruit from the largest volunteer database in the state. Over 10,000 volunteers registered and growing.
- Leverage the powerful volunteer management tools of the site—email volunteers, schedule volunteers, log volunteer hours, use the check-in kiosk to have your volunteers clock in and out like employees.



CELEBRATING OUR VOLUNTEERS



Above: One ABQ Award Winners, Chris Calderon and Mason Fierro

Volunteer of the Month Awards

Every month, the One ABQ Volunteers Advisory Board selects an outstanding volunteer in our community to be recognized and celebrated for their service. [Click Here to Nominate a Volunteer!](#)

One Albuquerque Awards

Awarded for service to our city and residents, recipients are eligible for the One Albuquerque award for acts of heroism, exceptional work, and acts that exemplify the One Albuquerque spirit.

VOLUNTEER OF THE MONTH

VOLUNTEER	AFFILIATION	HIGHLIGHTS
Jeremiah Ortiz	Exceptional Volunteer	Collected 100 blankets for people who are experiencing homelessness.
Sam Beard	Friends of the Sandias	Years of service maintaining trails in the Sandia Mountains.
Dr. Kelly Howe	ALS New Mexico Chapter	12 years of outstanding service as the Walk Volunteer Coordinator for the ALS New Mexico Chapter.
Charlie Wood	Open Space Volunteer	Years of outstanding service as a volunteer at the Open Space Visitor Center.
Renata Manz	Albuquerque Museum Docent	45 years of service as a museum docent.
Dorothy Curl	Kaseman Hospice, Friar Robert's Kitchen, Our Lady of Perpetual Help Byzantine Catholic Church	For over 30 years of providing support for community members in need.
Lindsey Reyes	Adpot-A-Stop, ABQ RIDE	ABQ RIDE employee who helps take care of multiple bus stops in her free time.
Arline Gregorie	Animal Welfare	Volunteer extraordinaire at the clinics, shelters and adoptions centers.
Ted Mascarenas	CLN Kids, Locker 505	Years of service and donations to CLN Kids and Locker 505.
Alec Cameron Ferguson	Last Ditch Effort Waste Solutions	Leading a playground rebuild project for a local preschool/daycare in the international district.
James Brockway	Office of Emergency Management	Serves as the Community Emergency Response Team (CERT) Volunteer Coordinator for the SE Quadrant.

ONE ABQ AWARD WINNERS

VOLUNTEER	AFFILIATION	HIGHLIGHT
Chris Calderon, Mason Fierro	Community Hero	For saving the lives of infant and toddler from a burning building.
Bobby Sisneros	Public Information Officer (Senior Games)	Excellent display of leadership as the head PIO for the 2019 National Senior Games.
Tom Huling	Crown Plaza Hotel, Senior Affairs	Incredible hospitality and assistance toward Ms. Jerry Braun, a participant in the 2019 National Senior Games.
Brad Lewter	Community Hero	For his heroism while preventing a fire from engulfing the vehicle of an Albuquerque resident.
Jennifer Lee	Community Hero	For her life saving efforts to help a coworker who was choking.
Abraham Placencio, Officer Josh Isler, Officer Mike Avila, Sergeant Pete Silva	Community Hero	For his leadership and offering a helping hand to a family in need of finding their way home.
Michael Roybal	Community Hero	For his contagious smile and positive spirit that gives strength and joy to others around him.
Ruth Gannaway	Exceptional Volunteer	For her decades long volunteer service to our community, bettering the lives of those she meets.
Rodolfo “Fito” Juaregui	Community Hero	For his quick thinking and kindness that helped a stranger in a time of need.
Rudy Rodriguez, Richard Hughes, David Gallegos	Senior Affairs Home Services	For recreating a resident’s front porch to increase accessibility and improve her day-to-day life.
Melissa Oranday	Albuquerque Balloon Fiesta, Roadrunner Food Bank, and the American Heart Association.	For leadership at the Army and Airforce Exchange Service; Dedicated volunteer for several organizations.
Ceanne Gonzales	Blue Wrap Project, UNM Hospital	For making sleeping bags for the homeless using recycled medical wrapping.
Jane Yee, Georgie Griego	Solar Direct Program	For their work in the development of the PNM Solar Direct program.
Pam Fanelli	City Controller	Working on the Association of Government Accountants Citizen Centric Report and helping the city win a Certificate of Excellence.
Matthew Maez	Technology and Innovation	For his work and dedication on the City of Albuquerque’s website.
Michael Yang	Community Hero	Collecting funds and PPE to donate to health professionals and first responders on the front line of the pandemic.
Marina Wells	City Fleet/Warehouse Manage	For her hard work to keep essential City of Albuquerque fleet operations running during the COVID-19 pandemic.
Michelle Gricius	Planning, GIS	For her GIS support to the Economic Development Department’s Micro Business Relief Program.
Habiba Akhil	Islamic Relief USA, Islamic Council of North America (based in Dallas)	Arranged (with Rep. Anthony Allison) for 30,000 water bottles and supplies to be delivered to the Navajo Nation.
Patrick Maestas, Angie Marentes, Missy Pochiro, Daphne Flores, Joel Mahoney, Fermin Gallegos	Senior Meals Program	Providing meals to seniors during the pandemic.
Larry English	Office Services Worker	For ensuring that the office mail was delivered during the pandemic.
Arinjoy Das	Community Hero	For his hard work to raise money for the One Albuquerque Fund during the COVID-19 pandemic.

VOLUNTEER IMPACT AND DATA

The new One Albuquerque Volunteers system has made tracking data and impact even easier.

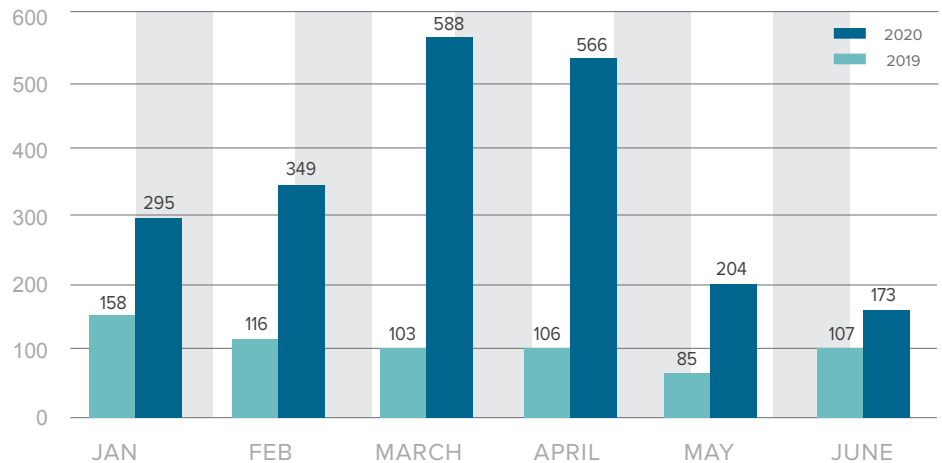
With over 35,000 hours logged and \$842,665 in total economic impact since its launch, residents can clearly see how much their effort contributes to the wellbeing of their communities.

One Albuquerque Volunteers breathes new life into local volunteering. Even with the Coronavirus pandemic, and the slowdown of traditional volunteering, we have seen a dramatic increase in volunteer recruitment during the initial months of the pandemic.

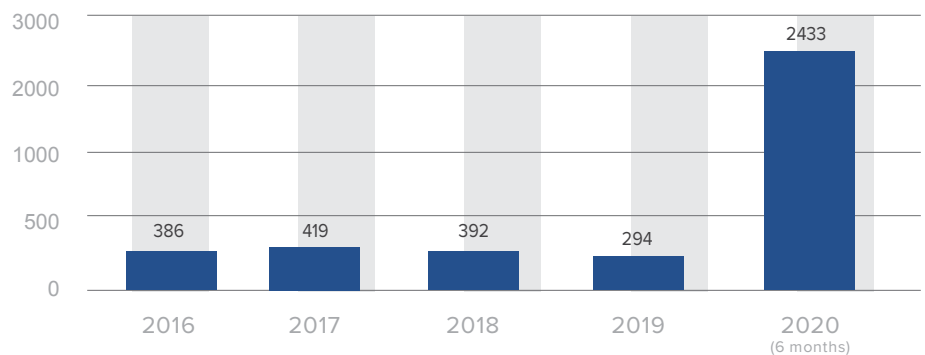
**Includes standard rate for volunteer hours, as calculated by the independent sector (\$22.31) combined with the FEMA rate during the pandemic (\$25.43).*

BY THE NUMBERS

VOLUNTEER REGISTRATION BY MONTH (2019–2020)



VOLUNTEER RECRUITMENT BY YEAR (2016–2020)



10,535

Total Volunteers

569

Total Opportunities (2020)

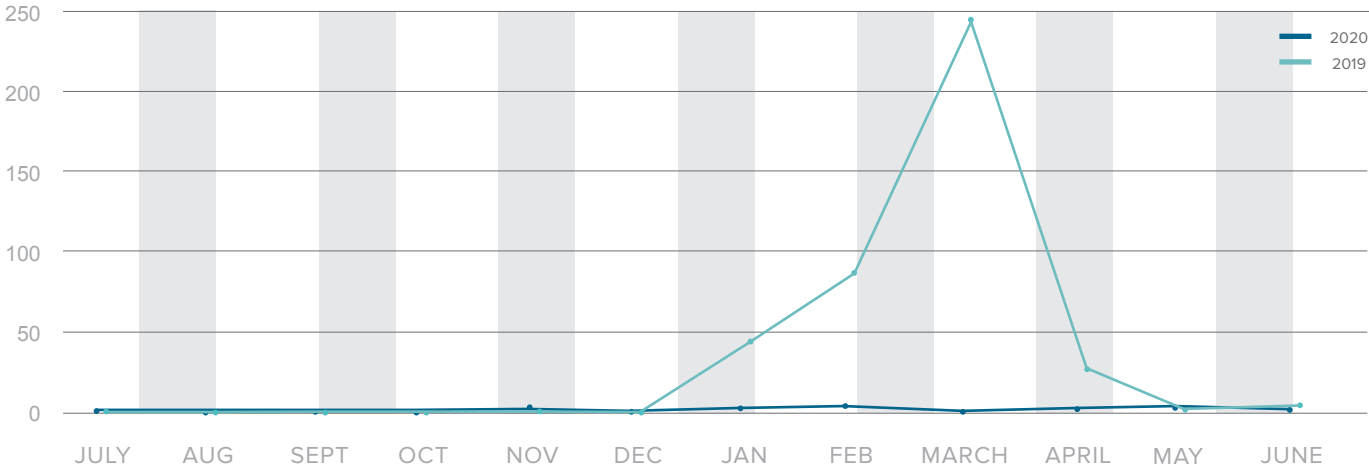
35,817

Total Volunteer Hours

\$842,665*

Total Economic Impact (2020)

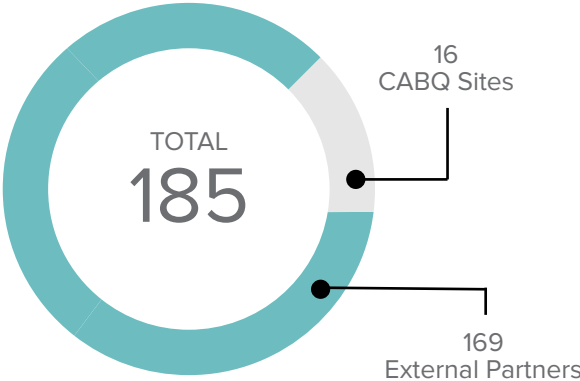
NEW VOLUNTEER OPPORTUNITIES BY MONTH (2019–2020)



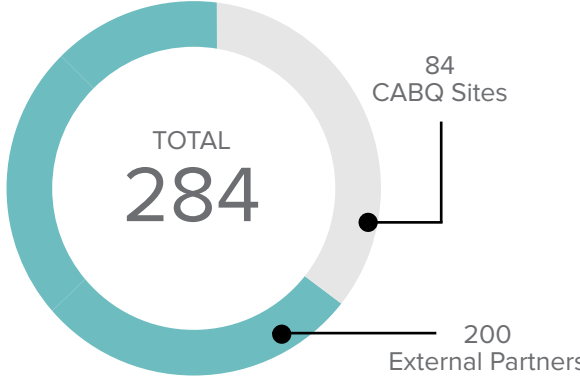
The new platform makes it easier for residents to get connected with opportunities and organizations that are meaningful to them. Volunteers can select opportunities that match their specific skills and interests. The new single point of entry for volunteers has made it easier than ever for organizations and departments to connect with residents.

In just six months, One Albuquerque Volunteers has become one of the most widely used platforms for volunteers to sign up, find opportunities, and log hours. In total, we have nearly 11,000 registered volunteers and 569 opportunities on the site. So far, volunteers have logged 35,817 verified hours translating to a total economic impact of nearly \$1 million dollars.

2014–2019 PARTNER ORGANIZATIONS ON SITE



2020 PARTNER ORGANIZATIONS ON SITE



OUR GRANTS AND FUNDING



The Office of Civic Engagement currently manages two separate AmeriCorps VISTA (Volunteers in Service to America) grants.

Funder

Corporation for National and Community Service (CNCS): CNCS is a federal grant making agency that awards and oversees National Service grants. AmeriCorps VISTA members serve full time for 1 full year on anti-poverty projects. AmeriCorps VISTA members work on projects that build the capacity of their organization. One ABQ VISTA members contribute to the goals of the project by performing activities such as recruiting volunteers, establishing connections with partner organizations, mobilizing volunteers to contribute time and talent to core services and interventions, training partners and volunteers on the citywide volunteer platform, and conducting community assessments to identify and elevate extraordinary volunteer work in the community.



Working with the innovative and highly engaged teams at the Office of Civic Engagement and One ABQ Volunteers has been wonderful. They are deeply committed to the community vitality of Albuquerque. By bringing a Little Free Library book-sharing network to the city, they are both creating greater access to books and bringing people together.

– Johnna Harris
Little Free Libraries

1. One ABQ Volunteers VISTA Project – Supports the growth and development of the city-wide Volunteer Engagement Program.
 - Award details – 6 members, up to 5 years.
 - \$162,787 per year in match and federal dollars.
2. Cities of Service - Experience Matters (Bloomberg Grant) – Partnership with AARP that draws upon the expertise of adults aged 50+ to build stronger cities.
 - Award details – 2 VISTA members, 1 year.
 - \$84,262 in member support and administrative dollars.

OUR COVID-19 RESPONSE



Many Albuquerque residents have asked how to help address the concerns and needs of our community during the devastating pandemic. In mid-March, One Albuquerque Volunteers created a portal dedicated to COVID-19 relief efforts. “During this challenging time for our community, there are countless people stepping up and asking how they can help,” said Mayor Tim Keller. “This is the One Albuquerque spirit; we are strong and resilient, and we can all pitch in to alleviate the impacts on those most in need. Even with social distancing in place, there are many ways to ‘be there’ for each other.”

During the pandemic, traditional volunteering came to a standstill. Many of our departments had to find new ways to engage volunteers in safe ways. We expected volunteerism to diminish during the pandemic, but the One Albuquerque spirit endures. We refocused our work to support the groups that came together organically to meet the greatest needs in our community by helping organizations recruit, engage, and log volunteer hours.

One such group, MaskUpNM, engages volunteers across the state to sew masks for front line workers, families, and people in need. Their volunteers have logged over 10,000

hours, contributed 25,000 masks to the community, and coordinated donations of masks made by their volunteers. Other organizations have banded together to provide childcare for front line workers like CoronaCare NM, or coordinated volunteers to help with food box and meal distribution sites across the city. The data shows the resilience and desire of Albuquerque residents to make a difference.

One Albuquerque Volunteers is capturing the hours logged by volunteers in response to the COVID-19 outbreak. Our city was able to collect and log data on volunteer hours in alignment with FEMA requirements. As a result, our city may be eligible to receive \$25.43/hr for each volunteer hour contributed during our city’s response to the pandemic.

25,619

Hours Logged

1,435

New Signups

\$651,491*

Potential FEMA Public Assistance for Volunteer Work

**During the public health emergency, those hours are calculated at the FEMA rate of \$25.43.*

OUR EDUCATION PARTNERSHIPS



The partnership we have with the city through the Mayor's Select Internship Program is an invaluable part of our undergraduate program. It provides opportunities for talented and hard-working UNM students to apply their skills and knowledge to the day-to-day aspects of city government and policy.

– Timothy B. Krebs, Ph.D.,
Professor and Chair, UNM
Political Science Department

Mayor's Select Internship

The UNM Department of Political Science is partnering with the City of Albuquerque on an innovative educational experience for UNM students. The Mayor's Select Internship Program is an opportunity for students to gain valuable experience in city management, learn about the policy process and receive college credit while doing so. Five interns each semester are selected to participate in the program. The Mayor's Select Internship Program consists of three major components:

Department Rotations

- 16-week program
- Three five-week rotations—two in city departments and one in the Mayor's Office
- Students conduct research, attend meetings, manage incoming inquiries, perform data analysis, draft briefings, staff events, support outreach, and special projects

Government Engagement

- Network and interact with city leaders and other key staff
- Participate in high level meetings and work on important city projects
- Tour city facilities

Community Service

- Interns work as a team on the research, design, and implementation of a community service project
- Address critical needs
- Learn project management

COMMUNITY CONVERSATIONS



“

We have a responsibility to create a city that works for all residents—that means creating easier access for people that want to contribute to the decision making that affects their lives. Our goal is to build a new and inclusive culture of civic sharing that makes participatory governance more common and easier.”

– Mayor Tim Keller
City of Albuquerque

One of the driving forces of a democracy is the marketplace of ideas. Everyone benefits from listening to the perspectives of our neighbors, and effective civic engagement should give residents that platform—residents with access to elected officials can more effectively influence the world around them. The Office of Civic Engagement is creating new and innovative ways to connect residents with decision-makers.

Government is often inaccessible for many residents—whether they are caring for their family, working long hours, or simply don't have time to go to civic events such as neighborhood association meetings, town halls, and city council meetings. Albuquerque is different. We have an opportunity to run into our elected officials

during our morning burrito run or at larger community events.

The Community Conversations initiative includes creating opportunities for residents to engage with their elected officials in meaningful ways. We are piloting new programs to bring elected officials to your neighborhood. While the pandemic has forced us to delay this program, we look forward to engaging the community in new and exciting ways when we can do so safely.

CITY VOLUNTEER INITIATIVES

Many City of Albuquerque departments have well-established volunteer programs, and one of the primary goals of the Office of Civic Engagement is to support, elevate, and amplify the programs already in operation at sites across the city.

The following section elaborates on the work being done at the departmental level. We are still working to incorporate the volunteer tracking systems in some departments with our One Albuquerque Volunteers platform. Some of the data includes volunteers that are outside the system, or who volunteer through large groups not currently tracked on the platform. Other departments not listed may engage small groups of volunteers through internal department events or opportunities.



Emergency Management

The Office of Emergency Management engages volunteers through the Community Emergency

Response Team (CERT) program, a trained group of residents prepared to step up and help Albuquerque when it is needed most.

The CERT program gives people the chance to work together to safely respond to the needs of their neighborhoods or workplaces and play a role in our city's response to emergencies and natural disasters.

Current Positions: CERT Volunteers, COVID-19 Screening Volunteerism, and Mock Crisis Volunteers

Opportunities for Emergency Management

Volunteers	178
Hours	3,386



Animal Welfare

AWD volunteers support our city's homeless pets in many ways by walking dogs, cuddling cats, fostering

pets and improving the quality of life for our shelter pets. The Foster program registered over 75,000 volunteer hours this past year!

Current Positions: Shelter Volunteers, Foster Volunteers, Dog Walkers, Cat Cuddlers, Animal Recovery, and Behavior Support Volunteers.

Opportunities for Animal Welfare

Volunteers	1,880
Hours	25,967



Family and Community Services

Family and Community Services volunteers help support programs at city

community centers. Look for new opportunities to volunteer in 2020 and beyond.

Current Positions: General Center Volunteers, Martial Arts Instructors, and Gardening Volunteer and Instructors.

Opportunities for Family & Community Services

Volunteers	12
Hours	22



Transit

Transit volunteers keep our public transportation system beautiful and enjoyable to use by

adopting and maintaining neighborhood bus stops. Pick up your stop while you wait for the bus and ride for free!

Current Positions: Adopt-A-Stop Volunteers

Opportunities for Transit

Volunteers	17
Hours	173



Parks and Recreation

Parks volunteers help keep our city beautiful! Find an outdoor volunteer opportunity in your

neighborhood. New open space and forestry volunteers opportunities will be coming soon.

Current Positions: Adopt-A-Park, Mutt Mitt Volunteers, Open Space Volunteers, Trail Watch Volunteers, Fire Watch Volunteers Docents, and Bike Shop Volunteers

Opportunities for Parks and Recreation

Volunteers	506
Hours	5,215



Office of Equity and Inclusion

The Office of Equity and Inclusion incorporates volunteers into their work

with the Office of Immigrant and Refugee Affairs and the Office of Civil Rights.

Current Positions: Asylum Seeker Settling, and OIRA Internship

Opportunities for Equity and Inclusion

Volunteers	2
Hours	89



Aviation

Aviation volunteers are ambassadors for our city! The Albuquerque Sunport Ambassadors Program

engages volunteers and therapy dogs in greeting, comforting, and providing local expertise for travel-weary visitors from all over the world. The Sunport Ambassadors Program was the 2019 Volunteer Group of the Year.

Current Positions: Ambassadors Program and Animal Ambassadors

Opportunities for Aviation

Volunteers	90
Hours	1,039



Cultural Services

Cultural Services has a breadth of opportunities available to residents in

our community and some of the best settings to volunteer your time. Cultural Services has opportunities available in the Albuquerque Museum, the Anderson-Abruzzo International Balloon Museum, the BioPark, the KiMo Theatre, and even in your neighborhood libraries!

Current Positions: Docents, Facility Support, Ushers, Readers, Remote Control Balloon Crew, Education Volunteers, Horticulture Volunteers, Animal Handlers, Read to the Dogs Volunteers, and Ambassadors.

Opportunities for Cultural Services

Volunteers	1,179
Hours	56,766



Solid Waste

Albuquerque’s Solid Waste Department offers year-round opportunities for residents to help keep

their neighborhoods beautiful with their Keep Albuquerque Beautiful program.

Current Positions: Junk Jog Volunteers, Company’s Comin’ Volunteers, Great American Cleanup Volunteers, and Fix-It Clinic Volunteers.

Opportunities for Solid Waste

Volunteers	1,144
Hours	3,496



APD

The Albuquerque Police Department offers new and exciting ways to contribute to real public

safety outcomes.

Current Positions: Substation Volunteers, Office Support, Chaplains, Internships, Real-Time Crime Center Data Driven Policing, Support Services Bureau Volunteers, Mobile Video Intelligence, and Background Check Assistance Volunteers.

Opportunities for APD

Volunteers	93
Hours	642



Senior Affairs
The Department of Senior Affairs serves in many different capacities to improve the quality of life

for seniors in our city! Senior Affairs volunteer programs include Senior Corps programs, the Nutrition Services Division, the Home Services Division, and senior centers all across the city.

Current Positions: Senior Corps (RSVP, FGP, SCP), Food Prep Volunteers, Home Services Support, and Volunteer Instructors.

Opportunities for Cultural Services

Volunteers	665
Hours	172,343

Department Totals
The City of Albuquerque operates many of high performing volunteer programs. Many of these can be found on the One ABQ Volunteers site. As we continue to add programs and opportunities, we expect to see our numbers grow. Here is a look at citywide volunteering data over the entire 2019–2020 fiscal year:

THE TOTALS
(Opportunities throughout the City)

Total Volunteers
5,766

Total Hours
269,138



COMING SOON



As we continue to integrate all of the volunteer programs in the City into the One ABQ Volunteers site, you will see many more exciting opportunities! Here is a look at the programs that will be listed in the coming months:

Open Space

Parks and Rec open space and forestry programs engage thousands of volunteers annually to keep our open spaces, trails, and lands beautiful, safe, and accessible! Open Space Volunteers help preserve our city's most beautiful spaces and keep them safe for our residents to enjoy!

**6,864 volunteers and 33,953 hours reported – Not tracked in One ABQ Volunteers platform and not included in department totals.*

Bio Park

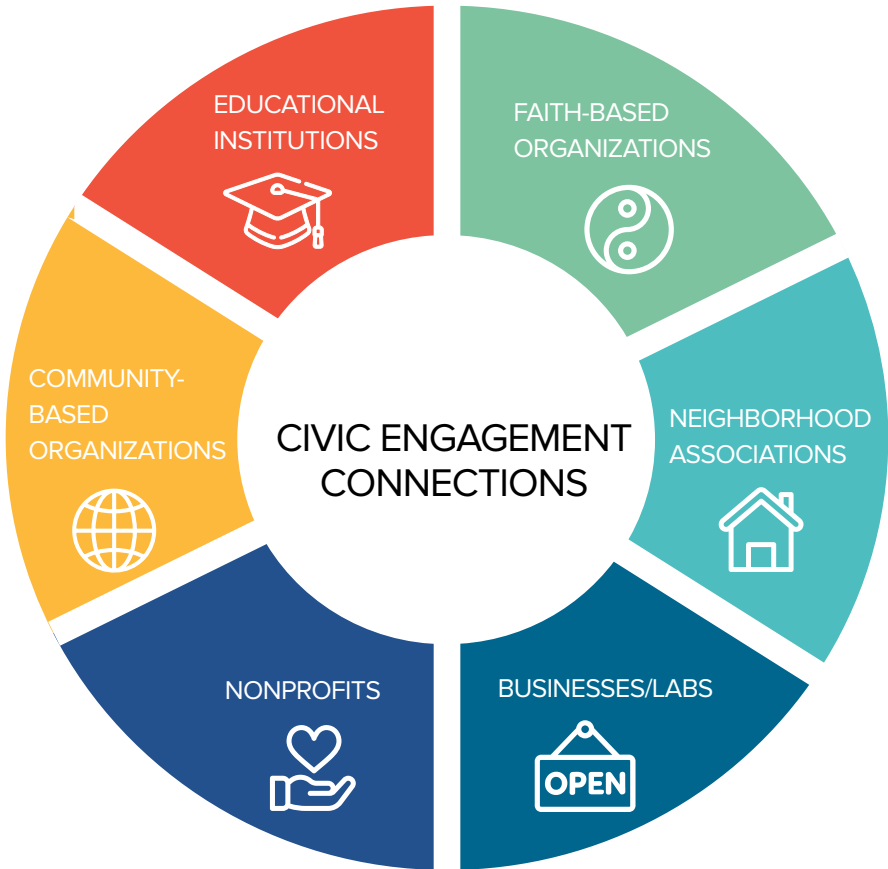
The Albuquerque BioPark has thriving volunteer programs. Here you can share your passion for animals, horticulture, and adventure with children and residents. Volunteers here can work as docents, education volunteers, and even animal handlers for the Animal Ambassadors program.



“I really found the platform to be intuitive and easy to use. I really appreciated Nick’s willingness in giving us a tour through the system as well. We were astounded by the speed of sign up by volunteers and turnout at our first event. I love the fact that as a volunteer, you can “favorite” organizations that match your interests, and when they have needs arise notifications are sent directly to your email, it’s so easy... I expect to be able... to involve a lot more people in our volunteer efforts and have an even greater impact on the community.

– Jennifer Dresser
Rotary Club, on One ABQ
Volunteers website

CONNECTING OUR COMMUNITY



Above: Civic Engagement’s Community Connections

The Office of Civic Engagement plays an important role as a connector in the city. We work to support every sector, and find innovative ways to help organizations who are directly serving the people.

A Light in the Night
 ABC Community School Partnership
 ABQ Community Dance Gatherings
 ACE Leadership High School

Adelante Development Center
 Adobe Acres Elementary School
 Advocacy Inc.
 Affordable Solar Installations

Age Friendly
 Agora Crisis Center
 Albuquerque Alternative Health
 Albuquerque Film & Music Experience

Albuquerque Film and Music Experience Foundation
 Albuquerque Friends of the Public Library
 Albuquerque Genealogical Society
 Albuquerque High Black Student Union
 Albuquerque Job Corps Center
 Albuquerque Reads
 Albuquerque Sports Commission - A Division of Visit Albuquerque
 Alliance Hospice
 ALSAC/St. Jude Children’s Research Hospital
 Alta Mira Specialized Family Services
 Alzheimer’s Association, New Mexico Chapter
 Alzheimer’s Foundation of America
 Ambercare Hospice
 American Cancer Society
 American Cancer Society Cancer Action Network
 American Red Cross
 Amy Biehl High School
 Animal Humane New Mexico
 Ann Silvas Sewing Center
 APH, INC., Your Reentry Connection



Above (from left): Samuel Sokolove, Tim Keller, Bill McCamley, Michael Garcia, First Lady Elizabeth Kistin Keller, and Yolanda Montoya-Cordova

Arthritis Foundation of New Mexico
 Asbury Cafe
 Assistance League of Albuquerque
 Barrett Foundation, Inc.
 Bernalillo County
 Best Buddies New Mexico
 Big Brothers Big Sisters of Central New Mexico
 Boys & Girls Clubs of Central New Mexico
 Camp Corazones
 Carrie Tingley Hospital Foundation
 Casa de Salud
 Casa Esperanza, Inc.

Catholic Charities - Albuquerque
 Catholic Charities In-Kind Donation Center
 Center for English Language and American Culture (CELAC)
 Center for Global Awareness
 Central New Mexico Community College
 Children's Grief Center of New Mexico
 CIEE
 Cloud Dancers Therapeutic Horsemanship
 CNM Volunteer Tutor Program

Community Access Solutions
 Community Link ABQ
 Community Options
 Compassus Hospice
 Congregation Albert

Convoy of Hope
 CoronaCare NM
 Corporation for National and Community Service
 Crossroads for Women
 Cultural Services Department
 Delight Ministries
 Democratic Ward 11B
 DeMolay Mesa
 Dennis Chavez Community Center
 Dine College
 Duke City Wheelmen
 DVRC, Inc.
 ECHO, Inc.
 Education Initiatives
 Elan Santa Monica
 Epilepsy Support and Education Services, Inc
 Explora
 Fidelity Cares

“This internship taught me how important it is to be thorough with any and all research as it is important to evaluate a policy or topic from all perspectives.

– Catrien de Boer,
 Mayors Select Internship

FireWorx Fire Protection	Healthcare and Hospice	Last Ditch Effort Waste Solutions	of Albuquerque
First Nations Community Healthsource	Hero's Path Palliative Care	Legacy Home Health and Hospice	Metro Rotary Club
Food is Free Albuquerque	High Desert Hospice	Let's Move! Outside	MMES Community Academic Mentoring
For Goodness Cakes	Hooligans	Little Free Library	MoGro Mobile Grocery
Foundations for Success, Inc.	HopeWorks	Little League Volunteers	Moms Demand Action
Fresquez Companies	Horizon Auto Glass & Tint	Lovelace Medical Center	Mothers Against Drunk Driving
Friends of Public Art	Hospice Family Care	Loving Thunder Therapeutic Riding, Inc	Muscular Dystrophy Association
Galloping Grace Youth Ranch	Hospice Of New Mexico	Lutheran Family Services	NAMI Albuquerque
Gap Inc	Huntington's Disease Society of America - New Mexico Affiliate	Lutheran Family Services Refugee & Asylee Programs	NAMI New Mexico
Girls on the Run Rio Grande	JDRF New Mexico	Make A Wish Foundation of New Mexico	National Hispanic Cultural Center
Global One to One	Junior Achievement of New Mexico	Mandy's Farm	National Kidney Foundation
Global Ties ABQ	Keshet Dance and Center for the Arts	MaskupNM	National Veteran's Golden Age Games
Grace Church	KHFM Classical Public Radio	Maxwell Museum of Anthropology	New City Church
Greater Albuquerque Habitat for Humanity	KHFM Community Partners	Meals on Wheels of Albuquerque	New Mexico Animal Friends
Greater Albuquerque Recreational Trails Committee	Las Palomas Nursing Home - Genesis	Merry Mask Makers	New Mexico Art League
GSS Manzano del Sol, Community Wellness			
Hands Across Time New Mexico Inc.			
Heading Home			
Health Education Council			
Heart of Worship			
Heartland Hospice			
Heights Community Center			
HELP New Mexico, Inc.			
Heritage Home			



I've enjoyed meeting staff, volunteers and bonding with the dogs but my true passion has been the ability to expose the youth to our shelter and spend time with my daughters....I love that while I'm able to help our homeless animal population, I can do it with my daughters."

– Noel Davis-Westlake
Dog Walker, Animal Welfare



New Mexico Coalition to End Homelessness
 New Mexico Heart Institute Foundation
 New Mexico High School Musical Theatre Awards
 New Mexico Kids Matter
 New Mexico Ramp Project
 New Mexico Seamstresses Unite
 Ninguna
 NM Prays
 NM Women's Global Pathways
 NMCAN
 Oasis Intergenerational Tutoring Program
 Paws To People

PB&J Family Services
 Positive Energy Solar
 Presbyterian - Advance Care Planning
 Public Lands Interpretive Association
 Rape Crisis Center of Central NM
 Re/Max Exclusive
 Read to Me Abq Network
 ReadWest
 Remote Area Medical (RAM)
 Rio Grande Community Farm
 Roadrunner Food Bank
 RoboRAVE International

Ronald McDonald House Charities of New Mexico
 Santa Annas
 SCORE
 Serve New Mexico Comission
 Share New Mexico
 Share Your Care Adult Day Service Centers, Inc.
 Shine Partnership
 Sincere Blessings Boutique
 Singing Arrow Neighborhood Association
 SMPC Architects
 Soldiers' Angels
 Start With A Goal
 STEM is Childs Play
 The Curse
 The Strenuous Life New Mexico Chapter
 The Working Group

Three Angels Seventh-Day Adventist Church
 Three Sisters Kitchen
 Token Ibis Inc.
 Tree New Mexico
 Two Way Street
 UA Local 412 Plumbers & Pipefitters
 UNM Hospital
 UNM Family Development Program / AmeriCorps VISTA
 UNM HSC Office of Diversity
 UNM Wemagination Resource Center
 UNMH ACT Team
 Unser Racing Museum
 Visit Albuquerque Visitor Center
 Watermelon Mountain Ranch
 WESST
 West Mesa Composite Squadron - CAP
 Wings For LIFE International
 Womens Housing Coalition
 YDI Wise Men Wise Women Mentoring Initiative
 Young Children's Health Center
 Youth Development Inc.

CONTACT US



Contact Us!

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Sites & Information

Corporate Volunteer Council: cvccnm.org

Albuquerque Volunteer Advisory Board: cabq.gov/abq-volunteers

One Albuquerque Volunteer: cabq.gov/abq-volunteers

Find volunteer opportunities on our website, oneabqvolunteers.com.

For general inquires, email us at oneabqvolunteers@cabq.gov

Become a Partner

Become a partner today! Contact the Office of Civic Engagement for more information: oneabqvolunteers@cabq.gov or by phone at 505-768-3052.

“With the new capacity of the Civic Engagement Office, we have been able to receive a greater level of support for our programming than ever before from the City of Albuquerque. The Office of Civic Engagement was able to support the Convoy of Hope, our largest event of the year, where we provide meaningful connections, access to services, and information about community resources to the most vulnerable people in our community.”

– America PRAYS

The Office of Civic Engagement plays an important role as a connector in the city. We work to support every sector, and find innovative ways to help organizations who are directly serving the people.

Learn About the Benefits of Volunteering

Did you know that volunteers have a 27% higher likelihood of finding a job after being out of work than non-volunteers? Studies also show that states with higher volunteer rates have lower mortality rates and less incidence of heart disease.

Learn more about the benefits of volunteering on the National Service [website](#).



**CIVIC
ENGAGEMENT
2020 ANNUAL
REPORT**

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TIMOTHY M. KELLER
Mayor, City Of Albuquerque



ELIZABETH J.
KISTIN KELLER
First Lady, City of Albuquerque