



**civic engagement**

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**CITY OF ALBUQUERQUE**

# Office of Civic Engagement Annual Report

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# MESSAGE FROM THE FIRST LADY



**ELIZABETH J.  
KISTIN KELLER**

FIRST LADY, CITY OF ALBUQUERQUE

**ONE OF THE GREATEST STRENGTHS OUR CITY** has shown this past year is our ability to adapt over and over again to care for and support one another through the pandemic.

Volunteers have stepped up to make thousands of masks for families and front line workers, to distribute PPE to local businesses, to help with vaccine distribution, and to meet the evolving needs of community members and organizations. We are so grateful for, and inspired by, the resilience, care and kindness embodied in this work.

The Office of Civic Engagement continues to build upon the spirit of resilience and dedication to service in our community by creating and promoting volunteer opportunities, making City government more accessible, and empowering people to contribute to the decision-making that affects their lives.

Working side by side with community partners, the Office of Civic Engagement has been instrumental in matching City departments and community organizations with volunteers who want to help and adapting opportunities for individuals and organizations to participate together with our government to contribute to community-level outcomes.

As we look to the work ahead, we know that the best way to address our challenges is through a whole-of-community approach that enables every resident to play a meaningful role in making Albuquerque a safe, inclusive, and innovative City that works for all of us. We are immensely grateful to be working side by side as we continue to adapt to new challenges, opportunities, and needs.

Thank you for your continued dedication and hard work on this journey,

A handwritten signature in black ink, appearing to read "Elizabeth Kistin 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: Volunteer Board Members – Not all current board members pictured here. (Current Board Members: Dr. Joseph P. Sanchez, Adriano Lujan, Dathan Weems, Tim Sheahan, Alexandria Bazan, Erin L. Hagenow, Hallee K. Nguyen, Michelle Montoya, Patricia L. Chavez, Stephanie Griego, Taura Livingston, Tsiporah Nephesh, Vaisu D. Bronk, and Wendy Santiesteban.)*

Dear Neighbors, Social Sector Leaders, and Fellow Volunteers,

Our city is so proud of the volunteer response and the development of community-based organizations that supported our community’s greatest needs as they arose, including those groups who sewed masks for first responders and essential workers and those that coalesced to support civil rights, human rights, and equality during the height of the pandemic. We are not through this pandemic yet, but at this moment we have an opportunity to shift our focus to rebuilding our connections and reengaging the community.

Now that we are reopening: How can the nonprofit sector reengage those who need our services? How do we rebuild our staff and volunteer capacities for our programming? How does our funding landscape look after such a substantial interruption of business as normal?

The Albuquerque Volunteers Advisory Board has endured these challenges alongside you. We have representation from every issue/advocacy area and have members working at every level of service provision and administration. As our community reopens, we will be working in new

ways to support the capacity of organizations in Albuquerque.

Our recovery strategy has two components. First, we want to continue our work elevating and amplifying the impact projects led by nonprofits and community-based organizations across Albuquerque. We want to raise awareness of your excellent work and help tell your stories. Second, we want to ensure that the community of social sector professionals in Albuquerque is strong and well-supported.

To this end, we want to create space for a community of practice for nonprofit professionals and volunteer managers to discuss and share challenges, successes, and best practices.

“One Albuquerque” is about finding the strength to overcome any challenge through our collective effort and capacity. We look forward to rebuilding our community and our connections in the coming years and we look forward to doing it with you. Everyone has a role to play in the future of Albuquerque.

With gratitude,

TIM SHEAHAN  
Chair, Albuquerque Volunteers Advisory Board

# ABOUT OUR TEAM



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

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 Volunteers in Service to America (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 seventeen 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 AmeriCorps Seniors and VISTA programs across the country. He 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. He holds a Master's Degree in Public Administration and serves as the Civic Engagement Coordinator.

## **Mariah Harrison**

Mariah joined the Civic Engagement team in 2020 as the Nonprofit and Philanthropy Coordinator.

In addition to supporting partnerships between the City and area organizations, she works to support philanthropic work through her podcast and as a board member of Albuquerque Involved. She holds a Master's Degree in Community and Regional Planning and is dedicated to supporting the Albuquerque community.



# ONE ALBUQUERQUE VOLUNTEERS IMPACT AND DATA

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

This year, the system tracked 57,836 volunteer hours contributed to Albuquerque. Each year, impact data is compiled for the volunteer sector, and based on our local rate (\$23.34/hr) volunteers are responsible for an impact totaling over \$1.3 million in Albuquerque.

Volunteerism, while affected by the pandemic, remains strong. Across Albuquerque, the number of active and interested volunteers has grown to 16,181 with 4,445 volunteers directly supporting the operations of our city departments.

We have been busy developing new cross sector partnerships with organizations who use volunteers.

Currently, 273 community organizations have landing pages on the volunteer platform and are using the site to streamline their recruitment and management of volunteers.

Volunteers in Albuquerque have really stepped up during the

## BY THE NUMBERS

**4,510**

Total New Volunteers

**16,181**

Total Volunteers (All-time)

**57,836**

Total Volunteer Hours

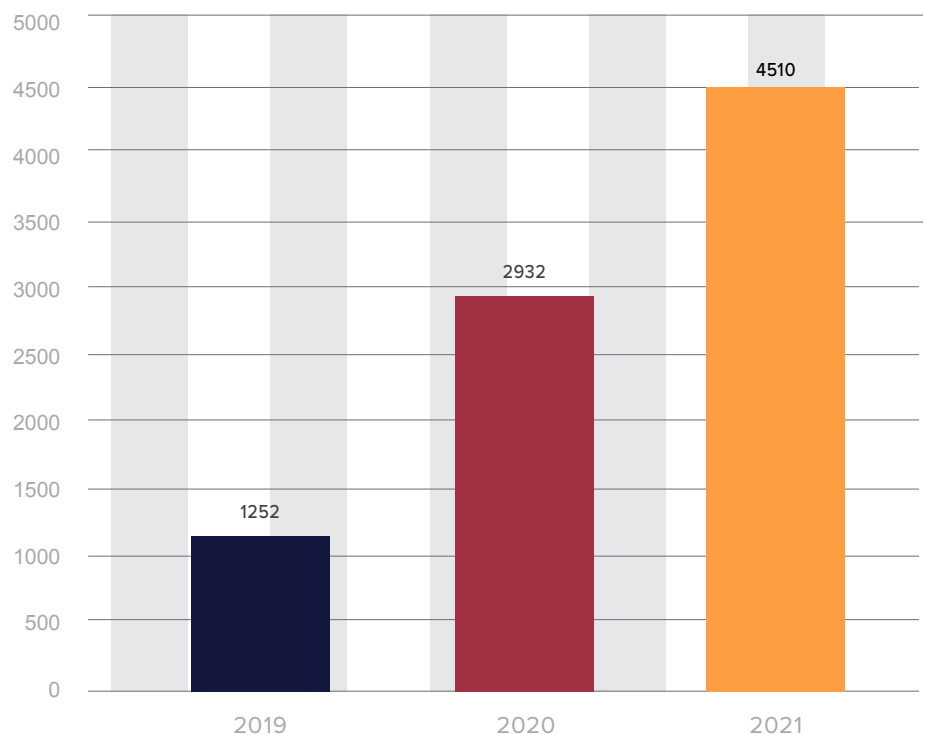
**960**

Total Opportunities (All-time)

**\$1,349,892**

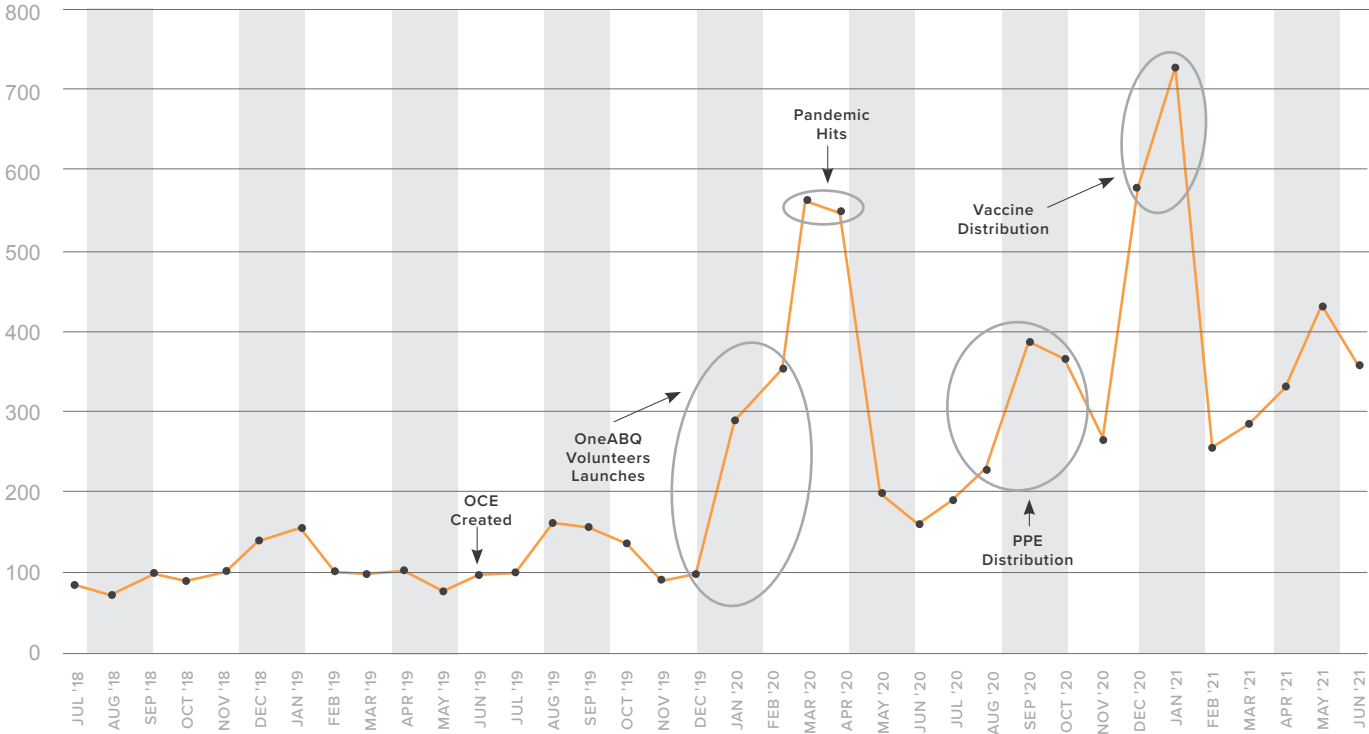
Total Economic Impact (2021)

VOLUNTEER RECRUITMENT BY FISCAL YEAR (2019–2021)





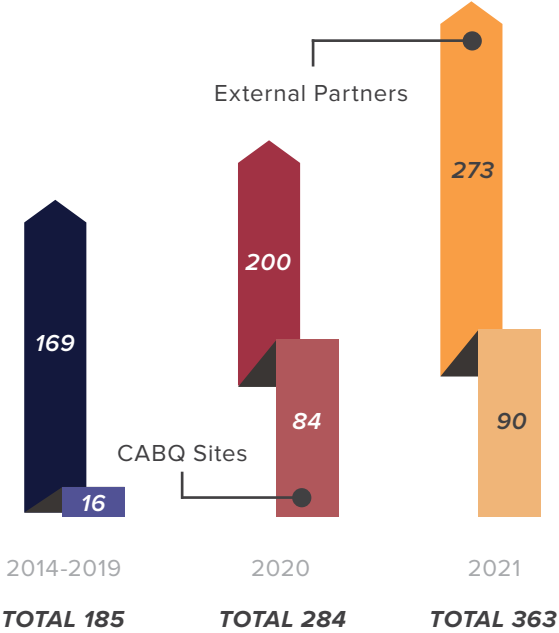
VOLUNTEER REGISTRATION BY MONTH



pandemic! It has been amazing to see the impact residents have made over the past year and a half. Volunteers have supported vital volunteer initiatives like mask-sewing and vaccine distribution, which has kept transmission rates low, helped equip and protect first responders, protected our most vulnerable residents, and helped New Mexico reach high percentages of vaccinated residents quickly.

Albuquerque’s volunteer management system allowed us to log this impact and track the value of the hours contributed throughout the pandemic. The One Albuquerque Volunteers platform was used as a model for cities and states across the nation, and our office was happy to share our knowledge and expertise with other state and municipal governments as they worked to replicate our systems and processes to track volunteers in compliance with FEMA rules and regulations.

ORGANIZATIONS ON SITE



# WHAT WE DO

## Mission

To increase civic participation of Albuquerque’s 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

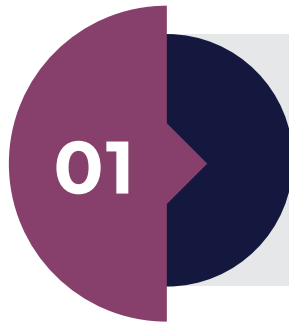
Working together we can create a safe, inclusive, innovative city that works for all.



*Civic engagement means working to make a difference in the civic life of our communities and developing the combination of knowledge, skills, values and motivation to make that difference.”*

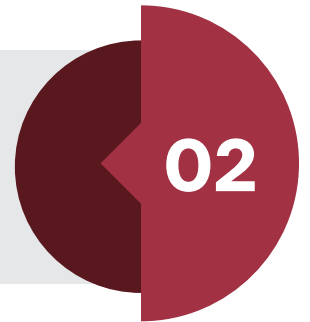
–Thomas Ehrlich

## OUR FOUR PILLARS



### VOLUNTEER ENGAGEMENT

The One Albuquerque Volunteers platform offers the largest list of opportunities for residents to get involved and provides tools for volunteer coordinators to streamline the recruitment and management of volunteers.



### 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.



### NONPROFIT & PHILANTHROPY

Facilitate partnerships with nonprofit organizations throughout the City. Identify new ways to support these organizations.

# ONE ALBUQUERQUE VOLUNTEERS



## Connect • Empower • Celebrate

The One Albuquerque 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.

## Platform

The City of Albuquerque is committed to investing in new ways to expand volunteerism.

The completely redesigned and updated One Albuquerque Volunteers platform 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.

One Albuquerque Volunteers is one of the best ways 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 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.

- Any organization can design a customized landing page on the City's recruitment page—add photos, videos, links to your social media pages, and connect the community to your volunteer opportunities.
- Recruit from one of the largest volunteer database in the state. *(Over 16,000 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 Awardees, Albuquerque Woodworkers Association.*

## **Volunteer of the Month Awards**

Every month, the 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!](#)

### **July: Mikayla Padilla**

Mikayla is involved with a number of rotary and service organizations, volunteers with various community organizations and nonprofits, and manages volunteers who put together backpacks of food for children attending local elementary schools to ensure that children in need have enough food to eat over the weekend.

Her commitment to service has touched many lives, and she is an example for other young adults interested in stepping up for Albuquerque.



### **August: Arshia Chhabra**

Arshia volunteers with the Albuquerque Involved Mentees (AIM) and organizes volunteers to make masks to be distributed to front-line staff, residents at medical facilities, essential workers, and other local businesses and organizations.

Arshia boldly helps our community while finding time to succeed in her own high school studies. Each of her masks has an uplifting message attached.

### **September: MaskUpNM**

*(represented by Stephanie Bartlett, Robbie Sanchez, Sunshine Tyrrell)*

MaskUpNM stepped up when everything else closed down. They logged 18,000 hours during the pandemic and sewed over 50,000 masks for the community. These volunteers directly



contributed to the health and welfare of the most vulnerable residents in our community and our City’s first responders. MaskUpNM has also been able to supply much needed masks to many other communities across NM.

**October: Christian Public Service**  
*(represented by Loren Schmidt)*

Christian Public Service never stopped assisting the City’s home services program for the senior citizens in Bernalillo County, providing 96 hours per week from March to December 2020. They

assisted in yard cleaning, Americans with Disabilities Act (ADA) ramp and step construction, and food packaging and delivery to seniors during the COVID-19 pandemic. This group provided almost any type of assistance for those most in need, including educating and fostering youth and natural disaster relief.

**November: Abigail “Abby” Williams**  
Abby is a Volunteer Advocate and supports the operations of the Rape Crisis Center of Central New Mexico Crisis Hotline.

She also started a student peer-

support nonprofit and chatline at her high school during the pandemic with a board of directors and over 80 student volunteers.

She is continually looking for other volunteer and training opportunities for her Sexual Assault Awareness Team. Abby has also donated over 200 Survivor Bags to the Rape Crisis Center.

**December: Jim Worthington**

Jim volunteers with Meals on Wheels of Albuquerque, and logged over 250 volunteer hours in 2020. Jim is reliable and always ready to fill in when his support is needed.

He always goes above and beyond for those he helps, doubling back to houses to reattempt the delivery when they do not answer, helping recipients with any dementia-related confusion they may have, and even working out alternative delivery methods for recipients who may have trouble answering the door.

**January: Huong McDoniel and Linda Clay**

Huong and Linda are friends who meet up weekly to knit hats and scarves for New Day Youth and Family Services through the Albuquerque Involved COVID Fund & Drive.

These hats and scarves help people who may lack shelter stay warm and

safe during the winter months.

Huong, originally from Vietnam, volunteers and gives to charity because when she immigrated she recognized that it was the kindness from others that helped her find a job and eventually receive her higher education degree.

Her generosity is deeply-rooted in her life experiences, a trait shared by Linda and what makes her and Huong such close friends.

**February: Marcia Haney**

Marcia volunteers with the Court-Appointed Special Advocate (CASA) Program, which pairs volunteer advocates with young people in the foster care and protective services programs. She advocates for the children she is paired with to ensure they have someone consistent in their life.

She is aware that children in foster care do not always have a voice for themselves, so she makes sure their voice and opinions are heard through her.

**March: Robert “Bob” Lowder**

Bob has served as the President of Friends of the Sandia Mountains (FOSM) over 16 years. FOSM is made up of 200+ volunteers (mostly retirees) from Albuquerque and surrounding communities. He provides leadership and quality

control for all activities that the organization accomplishes in support of the US Forest Service.

Under Bob’s leadership, FOSM volunteers maintain approximately 150 miles of trails used by hikers, bikers, snow-shoers, cross-country skiers, and horseback riders.

They maintain facilities at 12 picnic sites, provide information at visitor sites, open wildlife habitat, provide drink structures, and donate firewood to needy families. These services directly, and indirectly, benefit individuals and our communities.

**April: Lori Wilding**

Lori has volunteered to refill Mutt Mitt dispensers at five parks in the Northeast Heights for the past eight years. She helps ensure that these parks are free of pet waste, which makes them cleaner and safer places to enjoy for everyone.

During the pandemic, it is even more critical that our parks are a safe haven for everyone to get out and exercise and enjoy the fresh air, while still affording residents a means to properly social distance.

**May: Thien-Nam Dinh**

Thien-Nam felt like philanthropy was too siloed, and that more people deserved the opportunity to create change in our community,

so he started Token Ibis—an online program where users can donate funds to nonprofits of their choice.

He believes that giving people power and dignity brings people together and encourages more involvement, so he empowered those who are often overlooked and left out of philanthropy.

Last year, Token Ibis users donated 178 bottles of hand sanitizer, 377 masks and \$20,849 in cash donations to their favorite nonprofits.

**June: Sam Tarin**

Sam invested his time this year in tutoring refugee youth through Catholic Charities International Club After-school Program, supported computer literacy classes for Swahili speaking adults, and provided Chromebook training for refugee youth. His dedication and commitment to improving the lives of local families has been invaluable.

His investment in providing computer literacy education to refugee families has made it possible for more second language learners in Albuquerque to communicate online and access resources.

His efforts have provided a much-needed lifeline for refugee families who were suffering from isolation and lacking access to information.



# OUR GRANTS AND FUNDING



## AmeriCorps Volunteers in Service to America (VISTA)

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 one 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.

### One ABQ Volunteers VISTA Project

Supports the growth and development of the citywide Volunteer



*The VISTA program and its volunteers exemplify civic engagement and have continually proven to be a vital resource for meeting the growing needs of our City. A large portion of our ridership struggles with poverty, therefore the value of what VISTA volunteers contribute is immensely beneficial.”*

—Dwayne Baker  
Transit

Engagement Program.

- Award details—6 members, up to 5 years.
- \$162,787 per year in match and federal dollars.

### 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.



# EXPERIENCE MATTERS GRANT



- over a 4-week session.
- Volunteers shared successes and challenges each week.
- Volunteers participated in pre and post surveys on their overall knowledge of the technology and systems.
- 71 iPads—purchased with the grant funding—are being deployed at volunteer stations throughout the City.

## OUR PARTNERS



In 2019, Cities of Service in partnership with AARP awarded the Experience Matters (EM) grant to five cities across the country to support the development of an Impact Volunteering Initiative. EM grantees engaged volunteers 50+ years of age in addressing public problems related to the drivers of poverty. The original grant was supposed to last one year.

However, unforeseen challenges related to the pandemic caused participating cities to pivot and change directions as traditional senior volunteer opportunities came to a halt.

By 2021, the City of Albuquerque's

EM leadership group designed and executed a technology-based, focus group user study to assess how older volunteers engage with the City's volunteer platforms.

The goal was to better understand how to make our City volunteer systems and training practices more age friendly.

### Design

In partnership with the Department of Senior Affairs, 12 RSVP volunteers received iPads and were assigned tasks on City volunteer engagement systems.

- Focus groups were conducted weekly

## Highlights

- The participants provided information on different topics/issues that had been affecting their lives throughout the pandemic.
- We learned a lot about how seniors interact with our volunteer engagement systems—the goal of the study.
- The focus groups became community learning and sharing sessions, where volunteers learned from each other and got to know one another.

The EM's study is just the beginning of a longer process of evaluation, which will include the deployment of new technologies and volunteer training opportunities.

# OUR COVID-19 RESPONSE



Albuquerque’s response to the COVID-19 pandemic set the bar for cities across the Southwest United States. As public health restrictions were put in place to limit the spread of the virus, volunteer and nonessential personnel were the first groups of workers affected. In spite of this, the “One Albuquerque” spirit prevailed—residents stepped up in new and creative ways to make a difference, help our neighbors, and save lives. Mayor Keller notes: “Our city is strong and resilient. In times of need, we all pitch in to support each other. Even with social distancing in place, Albuquerque residents found ways to be there for each other.”

During the pandemic, volunteers never stopped serving the community. For over a year, volunteers have been sewing masks, packaging PPE, preparing food boxes, providing child care to healthcare workers, and assisting with one of the most effective vaccine distribution processes in the nation. While national attention was focused on the success of the state, the success of the most densely populated part of the state was driven by volunteers; the capacity to protect and vaccinate our residents would not have been there without residents pitching in.

The most prolific volunteer group during the pandemic, MaskUp NM, sewed over 50,000 masks for the community and logged over 17,000 volunteer hours making masks for first responders, seniors, children, graduates, and healthcare workers; they even repurposed surgical wrappings to meet N95 mask standards during the PPE shortages.

At every moment during the pandemic, volunteers were stepping up and saving lives. These volunteers were filling critical emergency roles in our community and their contribution may impact the local cost share requirement for federal support through the Federal Emergency Management Agency (FEMA), in effect bringing more funding into our community. Each hour contributed by volunteers is valued at \$23.34 per hour at the local rate or \$28.54 at the federal rate.

## BY THE NUMBERS

**85,184**

Hours Logged

**5,949**

New Signups

**\$2,431,171**

Value of Volunteer Hours

*Note: This data covers volunteer engagement through the beginning of the COVID-19 Pandemic: March, 17 2020 to June 2021.*

# OUR EDUCATION PARTNERSHIPS



*I enjoyed the Mayor’s internship because it allowed me to pursue my interest for civic service while being engaged in my community. Having a front-row seat to the workings of government administration is a privilege I will never forget.”*

–Onyedika Ugbomah Otunuya  
Former Intern

## 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, and 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

# CITY VOLUNTEER INITIATIVES



*Above: Many City department volunteer coordinators pictured here.*

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.

Additionally, 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 engage small groups of volunteers through internal department events or opportunities.

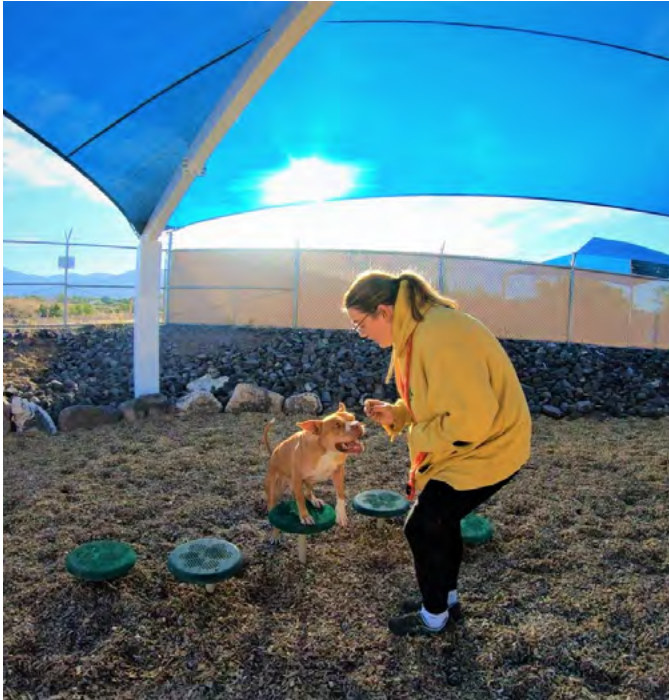


## **Emergency Management**

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



**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.

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



**Family and Community Services**

Family and Community Services volunteers

help support programs at City community centers.

Look for new opportunities to volunteer in 2021 and beyond.

**Current Positions:** N/A



**Transit**

Adopt-A-Stop volunteers benefit our public transportation system by helping keep bus stops clean and enjoyable to use. Help your community by picking up your bus stop while you wait for the bus and ride for free!

**Current Positions:** Adopt-A-Stop Volunteers



**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



**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 Interns and the Office of Information and Regulatory Affairs (OIRA) Internship



**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 Mayor's 2019 Volunteer Group of the Year.

**Current Positions:** Ambassadors Program and Animal Ambassadors



**Arts and Culture**

The Department of Arts and Culture has a breadth of opportunities available

to residents in our community and some of the best settings to volunteer your time.

Arts and Culture 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.



**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.



**Albuquerque Police Department (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.



**Senior Affairs**

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

quality of life for seniors in our city!

Senior Affairs volunteer programs include AmeriCorps Seniors programs, the Nutrition Services Division, the Home Services Division, and senior centers all across the City.

**Current Positions:** AmeriCorps Seniors (RSVP, FGP, SCP), Food Prep Volunteers, Home Services Support, and Volunteer Instructors.

CITY VOLUNTEER DATA AS REPORTED BY DEPARTMENT

The pandemic greatly affected all programs and some programs had little or nothing to report. Listed below is the data tracked and reported by each individual City volunteer program.

*\*City Libraries were closed throughout the pandemic and did not engage volunteers.*

*\*The Animal Welfare Foster program calculates hours at 2 hours a day per pet. COVID created a high need for foster volunteers. More volunteers than ever pitched in to help during the pandemic.*

CITY DEPARTMENT PROGRAMS	TOTAL VOLUNTEERS	TOTAL HOURS
Albuquerque Community Safety	2	57
Animal Welfare (Foster)	524	273,817*
Animal Welfare (Shelters)	263	19,767
Albuquerque Police Department	119	2,669
Aviation	54	500
Albuquerque Museum	144	8,177
Albuquerque Museum Casa San Ysidro	53	519
Balloon Museum	123	243
Bio Park	366	11,354
Libraries	N/A*	N/A*
Environmental Health	37	21
Equity and Inclusion	56	125
Legal	2	61
Office of Emergency Management	310	2,298
Parks and Recreation	447	8,365
Open Space	1,162	10,560
Forestry	30	157
Planning	5	137
Senior Affairs (FGP)	28	10,721
Senior Affairs (HS)	75	1,100
Senior Affairs (SCP)	25	3,409
Senior Affairs (RSVP)	346	15,049
Transit	25	254
Solid Waste	267	863
<b>TOTAL</b>	<b>4,445</b>	<b>370,223</b>





# CONNECTING OUR COMMUNITY



- A Light in the Night
- ABC Community School Partnership
- Albuquerque 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

*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.



*Above: Solid Waste Director Matthew Whelan, Mayor Keller, and volunteers work to clean up Albuquerque neighborhoods!*

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  
 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 (City of Albuquerque)  
 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

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



*City of Albuquerque Park Management Division oversees nearly 300 parks in our scenic city. It is critical that community members help act as an extension of our division to keep parks clean and safe for all to enjoy. Community members are vital in the daily operations of our parks and we welcome anyone who loves the outdoors to help take ownership of their local park and join the Park Management volunteer program!”*

**–Roxane Cisneros**  
Parks and Recreation Department, City of Albuquerque



Golden Age Games  
 New City Church  
 New Mexico Animal Friends  
 New Mexico Art League  
 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 New Mexico  
 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: [cvcnm.org](http://cvcnm.org)

Albuquerque Volunteer  
Advisory Board:  
[cabq.gov/abq-volunteers](http://cabq.gov/abq-volunteers)

One Albuquerque  
Volunteers:  
[cabq.gov/abq-volunteers](http://cabq.gov/abq-volunteers)

For volunteer  
opportunities, visit our site:  
[oneabqvolunteers.com](http://oneabqvolunteers.com).

For general questions and  
inquires, email us  
at [oneabqvolunteers@cabq.gov](mailto:oneabqvolunteers@cabq.gov)

### Become a Partner

Become a partner today!  
Contact the Office of Civic  
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information.

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**OFFICE OF CIVIC  
ENGAGEMENT  
2020–2021  
ANNUAL REPORT**

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*Mayor, City Of Albuquerque*



ELIZABETH J.  
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*First Lady, City of Albuquerque*