

CITY OF ALBUQUERQUE
OFFICE OF CIVIC ENGAGEMENT

The Annual Volunteer Report

W. [Office of Civic Engagement](#)
2022

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Above: Facing Page (left): Volunteers play a key role in our government, especially with the city’s youths. **Left:** First Lady Elizabeth J Kistin Keller at the Mayor’s State of the City event.

From the City’s First Lady

Capturing the Power of Us

Since 2017, our administration has been working to empower residents to actively participate in the daily affairs of our city and to support individual voices shaping our shared future. We strive to create a transparent and inclusive environment inviting people to engage directly and become agents of change within our community.

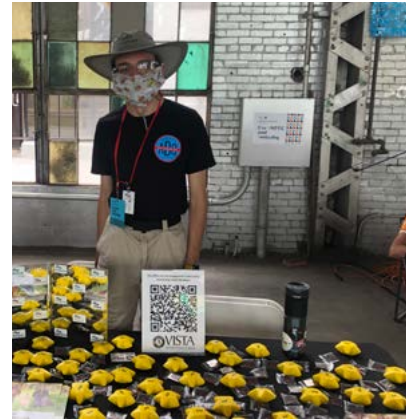
Our establishment of the Office of Civic Engagement is rooted in the belief that involvement with making our city better is fundamental to capturing ‘the power of us’ to lift up our city for all. We have taken significant steps to streamline and standardize the volunteer process, not only within city departments but also in collaboration with our esteemed partners throughout Albuquerque. Through effective civic engagement, we hope to foster a connection between citizens and their government, leading to community-level outcomes. This engagement

provides residents with new avenues to come together to help our city for the next generation. Moreover, these volunteer opportunities serve as catalysts for personal growth, as they cultivate valuable skills, experiences, and professional networks, merging community service and professional development.

Civic Engagement continues to be a fundamental pillar of our One Albuquerque spirit. We believe that addressing our city’s most pressing challenges requires a comprehensive community-driven approach. Each and every resident has the power to meaningfully contribute and help shape Albuquerque into a secure, inclusive, and forward-thinking city that benefits all. We are grateful to collaborate with you as we work together towards a brighter future for all our families.

Sincerely,

ELIZABETH J KISTIN KELLER, FIRST LADY, THE CITY OF ALBUQUERQUE



Above: One of our VISTAs Recruiting more volunteers at their table for the Mayor’s State of the City event. **Left:** If you’re looking for a way to make an impact in our community, consider volunteering for the city.

From the Board

A quick message from the Albuquerque Volunteer Advisory Board (AVAB).

Dear Neighbors, Social Sector Leaders, and Fellow Volunteers,

The Albuquerque Volunteer Advisory Board (AVAB) thanks the countless volunteers who make our city such a beautiful place to live. As members of the community who live and work alongside you, we are heartened to see the many ways that people continue to give back to their community. With many non-profit and community partners returning to their normal service demand, the people of Albuquerque are stepping up to help. Whether it is neighborhood groups that adopt a park or those that help at animal shelters, the spirit of volunteerism and the desire to help is alive and well in our city.

To this end, the Albuquerque Volunteers Advisory Board has a role to play, too. In September 2021 the board held the first “Community of Practice” event considering the state of volunteerism in which to learn and share insights for creating a better volunteer experience. These quarterly events vary in topic and encourage volunteer coordinators, nonprofit professionals, and members of the public to join the space to discuss challenges, successes, and best practices for volunteerism. It also serves as a space to remind us to celebrate, honor, and recognize those who volunteer and dedicate their time to a cause they believe in.

To continue celebrating volunteers, AVAB brought back the Mayor’s Day of Volunteer Recognition in 2022. This annual event seeks to highlight some of the very best volunteers in the city through a community nomination process. Being able to celebrate and appreciate the hard work and dedication of those giving back to their community is just as important as the work itself. And so, on behalf of the board, we thank each and every volunteer in our city.

As we look forward to the future, we know that it takes everyone to come together in the One Albuquerque spirit to take on the challenges set before us. We also know that with the power of us, nothing is out of reach.

With Gratitude,

MICHELLE MONTOYA, CHAIR, ONE ABQ VOLUNTEER ADVISORY BOARD



Left: The OCE Team (from left to right): Stephanie Bartlett, Nicholas Vottero, Doug Small, Mariah Harrison and Peter Garcia.

Nicholas Vottero, Volunteer Coordinator

Nick 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 University of New Mexico (UNM) graduates created the nonprofit, Free the Future, to decentralize our community infrastructure to empower individuals and communities across the city. Nicholas holds a master's degree in Public Administration and serves as the Civic Engagement Coordinator.

Mariah Harrison, Nonprofit & Philanthropy Coordinator

Mariah joined the Mayor's Office in May 2020. She assists in documenting the many City/nonprofit partnerships, staffs the Volunteers Advisory Board, and represents the office on several committees. She works to find resources, promote equity of voices, and create programs and experiences that lift up our community.

Her background is in supporting nonprofit and philanthropic work and helping Albuquerque residents find ways to connect. Mariah serves on the board of Albuquerque Involved and holds a master's degree in Community and Regional Planning.

MEET OUR AMERICORPS VISTA TEAM

Stephanie Bartlett

Stephanie Bartlett is originally from Michigan, but fled the snow and ice in favor of the sun and mountains. In

About the Team

Meet the team who supports Albuquerque's City volunteers.

The [Office of Civic Engagement](#) (OCE) staff is intimately familiar with the unique nature of supporting our diverse community and culture of service. Our work promotes engagement across City departments and throughout Albuquerque. Residents can find information on volunteer opportunities, nonprofit organizational resources, and funding resources with the help of our staff. Additionally, OCE is supported by AmeriCorps VISTA members whose mission is to fight poverty and build volunteer capacity in citywide departments.

Douglas Small, Civic Engagement Manager

A native New Mexican and Sandia High School Matador, Douglas has a Bachelor's Degree in Business Economics from the College of Wooster in Ohio. Prior to joining the City as a Constituent Services Representative and Assistant to First Lady Elizabeth Kistin Keller in 2019, Doug worked as a marketing strategist for a local Albuquerque e-Commerce company.

In 2022, he took on the role of Civic Engagement Manager leading efforts in building new and innovative pathways for residents to get involved in local government.

Doug works closely with members of Albuquerque's interfaith community as the Interfaith Liaison for the City and has a wealth of experience in local organizing.



Santa Fe she received her Masters in Art Therapy and Clinical Counseling.

The pandemic offered a different opportunity to help the community through her nonprofit Maskup NM.

This work lead to joining AmeriCorps VISTA and the Mayor’s Office of Civic Engagement. She has been part of the team for almost 2 years and hopes to continue serving the public by working for the city in the coming years.

VISTA Term
August 16, 2021-August 14, 2022

Vista Lead
August 16, 2022-August 14 2023

Peter Garcia

Pete Garcia is a native New Mexican serving as an AmeriCorps VISTA. His goal is to build capacity within City Departments and external partners through his Service.

Securing Albuquerque as a stronger community through his experience with local government, social and business sectors is his life aspiration.

VISTA Term
April 11, 2022-April 8, 2024

Val Delfin Escalante
Carolina “Val” Delfin Escalante was

born and raised in Mexico City. Her passion for languages and communication made her multilingual and able to immigrate.

She now enjoys New Mexico’s beautiful landscapes and welcoming community.

Her professional background working in graphic design and media production, as well as a talent for many crafts, gave her all the tools to spot and fill the need to volunteer by making masks at home.

She led projects with other volunteers to keep Albuquerque safe during the pandemic years.

She’s now serving the City as a VISTA and hopes to continue a career working for the betterment of Albuquerque.

VISTA Term
February 13, 2023-February 11, 2024

Danielle Navarro

Danielle Navarro is a AmeriCorps VISTA member with CABQ Office of Civil Engagement.

She is 22 years old and moved here from Houston, Texas. She was previously working as an elementary school teacher before moving to Albuquerque.

Leaving teaching, she wanted to do something different, but still work within the community and help people.

Far Left: Val Delfin Escalante. **Middle:** Danielle Navarro. **Above:** Jason Mulson. **Facing Page:** Volunteer from Roadrunner Food Bank at the State of the City event.

Serving with AmeriCorps is giving her a new and different opportunity to serve more in the community and do her part in helping build connections amongst the city.

She is thrilled to be here in Albuquerque starting this journey!

VISTA Term
April 10, 2023-April 8, 2024

Jason Mulson

Jason Mulson will be serving as an AmeriCorps VISTA starting this summer. He is graduating from Cal Poly SLO in June, where he pursued a BS in Statistics with a cross-disciplinary studies minor in Data Science. He will be moving from his hometown in San Diego, CA, to Albuquerque, NM, and is eager to make a positive impact in the community, leveraging his skills to uplift and support those in need.

VISTA Term
July 17, 2023- July 15, 2024



SACRED SAGE PHOTOGRAPHY



Above: Volunteer Ginger Grossetete posing with Mayor Keller after winning the OneABQ Award. **Left:** City Volunteers at a local park, teaching youths rock climbing.

2022 CITY OF ALBUQUERQUE

Volunteer Snapshot

This year, volunteers in Albuquerque gave 135,593.7 hours of service to city departments. The impact of this work, while sometimes unseen, improves the quality of life across our city.

Each year, data is compiled for the volunteer sector on the economic impact of each hour contributed. Based on this figure in New Mexico, which stands at \$24.32/hr, volunteers in Albuquerque contributed over \$3.2 million of direct assistance to help make Albuquerque a safer, happier, healthier city—that’s what “One Albuquerque” is all about!

The culture of service in Albuquerque has never been stronger. This year, 4,697 new Burqueños have stepped up to lend a hand to causes they care about in their neighborhoods.

In total, 19,591 volunteers worked to support our departments and local nonprofit organizations through One Albuquerque Volunteers in 2022.

Our partnerships continue to grow. In FY2022, 420 organizations are leveraging our volunteer platform to build their capacity—99 City of Albuquerque sites and 311 community partners.

These partners are nonprofit organizations for whom volunteers contribute essential capacity and for-profit organizations who engage their employees and members of the community in service.

While the One Albuquerque Volunteers site rallied volunteers in service during the pandemic, the importance it has played in the process of reopening City facilities has been critical for our program capacity.

Over the course of the year, 1124 volunteer opportunities were made available to new and existing volunteers on our website, across every neighborhood, City Council district, and zip code in Albuquerque,

CHART 01
CABQ BY THE NUMBERS



4,687
TOTAL **new**
VOLUNTEERS

19,591
TOTAL **all-time**
VOLUNTEERS

EACH PERSON = 1,000 PEOPLE



1,124
OPPORTUNITIES TO
SERVE (FY2022)



135,593
TOTAL VOLUNTEER
HOURS (FY2022)



\$3.2M
TOTAL ECONOMIC
IMPACT (FY2022)

contributing their skill and expertise in service.

City Programs

For programs operated by the City of Albuquerque, volunteers contributed 123,905.58 hours in FY2022—which equates to over \$3 million in direct service delivery contributed by unpaid employees.

Beyond the economic value, volunteers build capacity via in-home service through programs like the Animal Welfare Foster program that help City operated shelters maintain their “no-kill” status.

While this requires a 24/7 commitment from each volunteer it has netted 146,444 hours to support

the socialization of animals in their care.

Between community impact and capacity building work, volunteers contribute the equivalent, hour-for-hour of 130 full-time employees for city programs and services.

Boards and Commissions

This year, we are tracking information for all 52 of the public boards and commissions across Albuquerque where volunteers contributed 19,700 hours.

These volunteers are often highly-specialized experts in the issue focus of their board and contribute valuable perspective and advice to the city in more formal and advisory capacities.

JOIN US!

Are you interested in serving your community through volunteering? Scan the QR Code below for opportunities near you!



Volunteer Impact and Data

CHART 01
VOLUNTEER RECRUITMENT BY MONTH
 BY MONTH PER FISCAL YEAR (FY19-FY22)

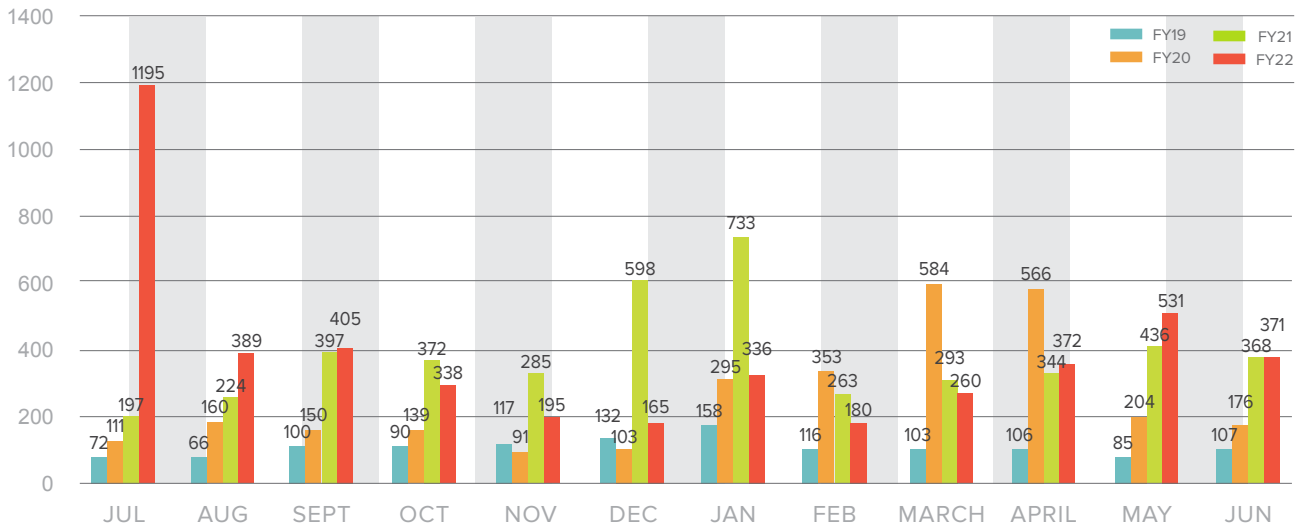


CHART 02
VOLUNTEERS ADDED BY YEAR

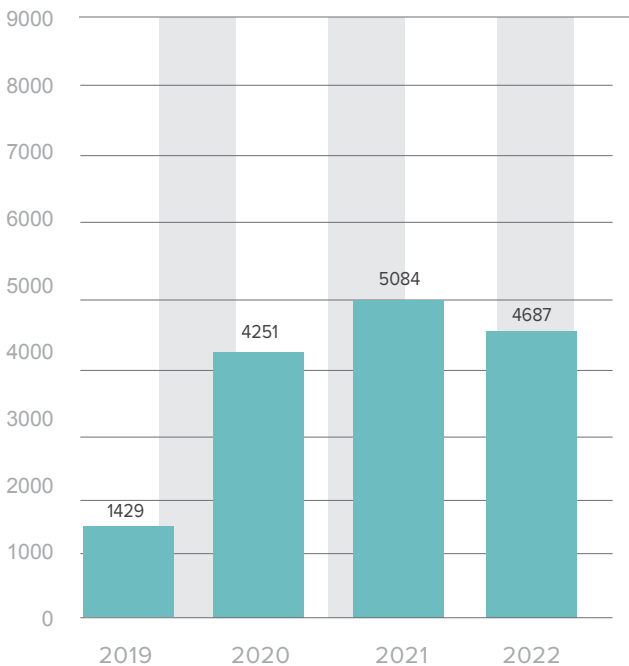


CHART 02
COMMUNITY PARTNERS

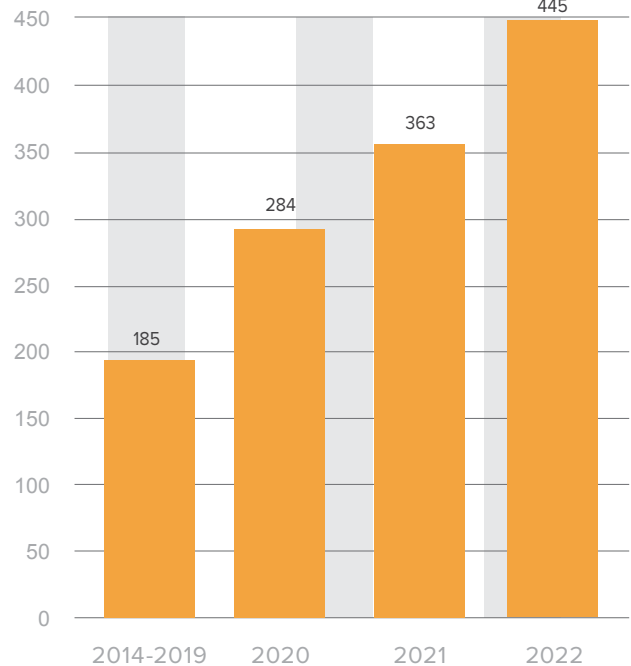
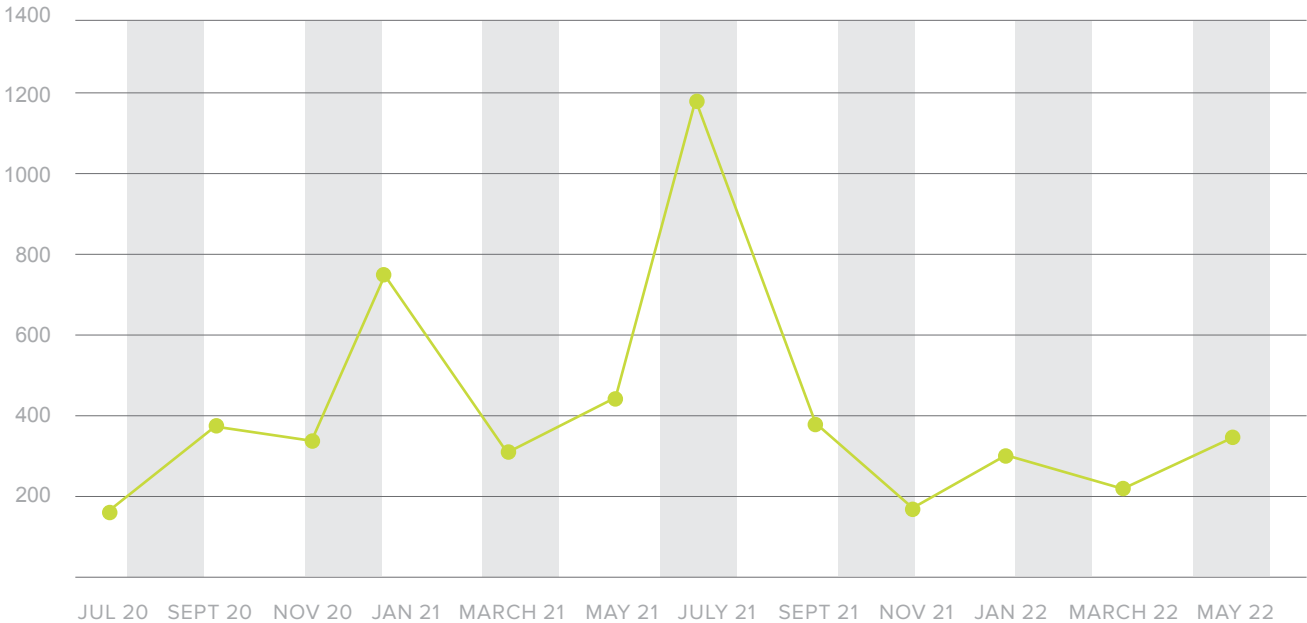


CHART 01
VOLUNTEERS RECRUITED
BY FISCAL YEAR (FY20-FY22)



COURTESY OF CABQ



**RETURN OF THE
ALBUQUERQUE
VOLUNTEER
ADVISORY BOARD
(AVAB)
MAYOR'S DAY**

The Albuquerque Volunteer Advisory Board (AVAB) helps inform how the City fosters and promotes volunteerism and civic engagement.

Part of fostering volunteerism is helping to highlight and recognize the immense contributions made by volunteers in Albuquerque.

Each year, AVAB helps organize the Mayor's Day of Volunteer Recognition, an annual event that honors the contributions of some of the most dedicated volunteers in our community.

After a 3-year hiatus due to the COVID-19 pandemic, the event made its return in summer 2022.



Boards and Commissions

The City of Albuquerque has 52 different boards and commissions that provide input on public policy and in some cases have legislative power to implement it.

The vast majority of City Boards and Commissions function in an advisory capacity, meaning they hear issues that will be considered by policy makers and submit recommendations regarding a particular proposal. Public board members are appointed and confirmed by the City Council, with some being appointees of the Mayor and others based on the specific City Council District they are in.

The common denominator of all who serve on public boards is that they do so on a volunteer basis.

All told, volunteers on Albuquerque's 52 public boards and commissions contributed 19,700 hours of their time to improving their community. These volunteers are often highly-specialized experts in their fields and contribute valuable perspective and advice to the city in their advisory capacities.

If you are interested in serving Albuquerque in this capacity, please visit our Boards and Commissions page to learn more about each board and apply to the ones that interest you most.



Left: Volunteers at the Solid Waste department's Clean Month, an annual beautification event.

Facing Page: The reception for the annual Mayor's Day of Volunteer Recognition event.

Celebrating Volunteers

An important facet of volunteer service is recognition. The City hosts volunteer recognition events each month as well as multiple annual events from departments each year. Below are a few of the events that are hosted by the City of Albuquerque.

Volunteer of the Month Awards

Every month, the Albuquerque Volunteers Advisory Board reviews nominations of exceptional volunteers in our community and selects one stand-out volunteer to receive this award for their service. See Chart 01 for a detailed outline of winners and service records.

One Albuquerque Awards

Exceptional acts earn residents the One Albuquerque Award to recognize their selflessness and heroism—character aspects that embody the “One Albuquerque” spirit. See Chart 02 for a detailed outline of winners and service records.

HOW DO I NOMINATE VOLUNTEERS THAT I KNOW?

Celebrating and honoring the work of volunteers and community members is an important component of any volunteer program.

At the One Albuquerque and Volunteer of the Month awards Mayor Keller presents awardees with a certificate to recognize their achievements.

It also gives the community a chance to hear from the awardees themselves and what drives and motivates them to do the work they do. Do you know a person deserving of One Albuquerque Award of a stellar volunteer of the month?

Use the QR codes below to nominate someone you know!



CHART 01
VOLUNTEER OF THE MONTH AWARDS

AWARDEE	DATE	PROGRAM/DEPARTMENT
Richard Shackley	July 2021	Department of Parks and Recreation; Open Space Division
Luke Esquibel	August 2021	NM Medical Reserve Corps
Robert "Top" Mattison	September 2021	New Mexico Veterans Memorial Park
Bob Wilson	October 2021	Catholic Charities
APD Chaplains Program	November 2021	Albuquerque Police Department
Carl Roybal	December 2021	Department of Senior Affairs; AmeriCorps Seniors Foster Grandparent Program
Jonathan Song	January 2022	National Museum of Nuclear Science and History
Marcia Haney	February 2022	New Mexico Kids Matter Court Appointed Special Advocate (CASA)
Vera Valles	March 2022	Department of Senior Affairs Foster Grandparents Program
Julie McCabe	April 2022	Albuquerque Museum Docent Program
Stella Chan	May 2022	Heading Home and Storehouse New Mexico
ABQ Public Art Board	August 2022	Department of Arts and Culture; City of Albuquerque Boards and Commissions

CHART 02
ONE ALBUQUERQUE AWARDS

AWARDEE	AWARD
Philip Davis	For going beyond his regular job duties when a fellow Solid Waste Commercial Driver's vehicle caught on fire. With Mr. Davis's quick response, the vehicle fire was extinguished and safety was restored.
Ken Ziegler	For his work on the widely utilized COVID-19 dashboard which provides information about testing sites, positive cases, and public resources amid the pandemic.
Jon Mustonsen	For his lifelong dedication to emergency medicine and patient care. His countless hours of work towards providing the highest quality of care to patients has made our community a better place.
Bailey McCullogh	For her incredible work as a domestic violence victims advocate.
Terry Bixter	For sharing her creativity and service at the North Valley Senior Center by teaching stained glass classes.
Ginger Grossetete	For her outstanding Service to Albuquerque's youth and senior communities by encouraging meaningful intergenerational relationships.
Raymond Candelaria	For going above and beyond to protect the welfare of the animals and help safeguard the community.

CHART 03
MAYOR'S DAY OF VOLUNTEER RECOGNITION

AWARDEE	AWARD
NM Medical Reserve Corps	Outstanding Pandemic Response Group of the Year
Rio Grande Food Project	Volunteer Group of the Year
Claudia Urbina Cottonwood Classical Student Service Club, Department of Parks and Recreation	Youth Volunteer of the Year
Barbara Michels Alzheimer's Association	Lifetime Achievement
Kai Sandoval Heat the Streets	Volunteer of the Year





Left: A police officer volunteers his time to give back to local seniors.

Ambassador Program

The APD Ambassador Program was created in the fall Of 2020 to help facilitate better communication with groups in the community that often have had frayed relationships with police or no voice at all.

APD Ambassadors represents all facets of Albuquerque, including the Interfaith, LGBTQ+, Hispanic/Latino, Native American, Black, Asian American Pacific Islander, Senior, Veteran, Youth, and ADA community members.

The program requires officers to hold at least one monthly community meeting and report their interactions to the Chief of Police and other APD Community Engagement staff. Through these conversations, ambassadors create an avenue for meaningful dialogue with those that they serve on how to improve relationships with historically marginalized groups.

Chaplains

The APD Chaplains program is an all-volunteer program of clergy members that has been in existence for over 40 years. Chaplains are responsible for providing spiritual guidance to community members who are going through the traumatic loss of a love one. They also provide support to officers in the line of duty as well as their families during times of crisis. The chaplain program is emblematic of selfless service to the community, especially considering the particularly difficult situations chaplains encounter in their day to day work. During the 2022 fiscal year, police chaplains dedicated 10,630 volunteer hours to serving the first responders and members of the Albuquerque community.

Public Safety

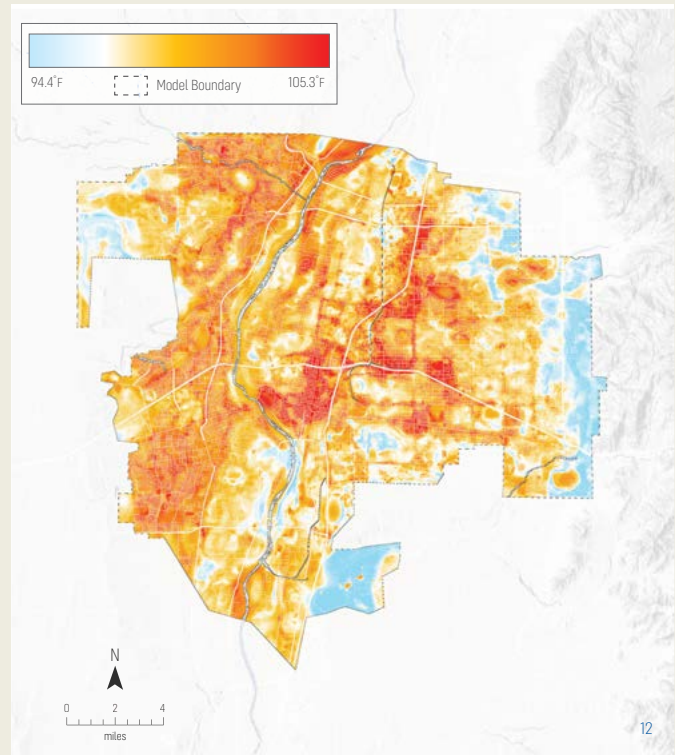
The City of Albuquerque has a robust public safety outreach program dedicated to fostering meaningful relationships with residents and improve law enforcements trust in the community they serve. This takes shape in a variety of programs, with some focusing on youth development programs and others building trust with historically marginalized groups. This section explores that work and why it is so important to continue building on the progress that has been made.

Camp Fearless

Camp Fearless is collaborative program with the Albuquerque Police Department (APD), Albuquerque Fire and Rescue (AFR), the New Mexico National Guard, and multiple City departments for children ages 8-13. It is comprised of six four-day camps hosted at local schools in which students learn everything from STEM skills from the APD Forensic team to physical fitness techniques from AFR's academy training team. One of the aims of the program is for kids to have positive interactions with law enforcement and other public safety officials and ask questions directly to those who serve in the profession.

Junior Police Academy

The Junior Police Academy (JPA) is a program designed for older youth, aged 14-17, to have an inside look at the realities of law enforcement in Albuquerque. Junior cadets are immersed in the career pathway of public safety through classroom lectures, hands on instruction, and a series of field trips. Cadets learn the departments four core values; Integrity, Respect, Fairness, and Pride and what it means to put on the uniform and serve their community. The week-long experience gives students who are interested in a career in law enforcement the opportunity to engage directly with those who serve our community daily.



CASE STUDY

Urban Heat Mapping and Forestry

In July of 2021 The City of Albuquerque Environmental Health Department partnered with the National Integrated Heat Health Information System to conduct a study of temperature and humidity differences in neighborhoods around the city. On a hot July day in 2021, thermal sensors were attached to vehicles and bicycles as community volunteers drove and rode on prescribed routes collecting ambient temperature and humidity levels. In total, 65 volunteers stepped up to collect data during two sessions, the first from 6–7a.m. and later the same day from 3–4p.m.

The subsequent results showed enormous disparities between average temperatures for people in different parts of the City. Areas in downtown, the southeast, and the southwest quadrants of the city experienced some of the hottest temperatures, with the peak being over 105 degrees Fahrenheit. Areas in the city’s northwest and northeast quadrants saw comparatively lower daily average temperatures. Hotter temperatures appear to be correlated with socioeconomic factors such as median income, density, lot size, and shade cover. In other words, less affluent areas of the city are hotter during peak times than those that are more affluent. This is called Urban Heat Island (UHI) effect and can have serious health consequences for anyone inside of them.

The question for policy makers then became what to do with this information. That was quickly answered by utilizing it to inform a decision the Parks and Recreation Department’s Urban Forestry Division makes on a daily basis: where do we plant

trees? In 2019 Mayor Keller signed the Let’s Plant Albuquerque pledge to add 100,000 trees to the city’s urban canopy, one tree for every child in the city. The goal of this program is not meant to simply plant trees in open spaces, which Albuquerque has a great deal of; it is to improve urban foliage in places that lack that resource. The heat mapping study confirmed what many residents already knew: having more trees in your neighborhood makes it significantly cooler during hot New Mexico summers.

This has wide ranging impacts, from how much someone is paying to keep their home cool in the summer to very serious health consequences that can come from sustained heat exposure. The heat mapping data allows the City to prioritize planting in areas that see some of the largest and most adverse effects of ambient heat. With the dedication of just 65 volunteers, the City was able to create a map outlining how heat disparities affect large portions of the urban area.



Above and Far Left: CABQ Volunteers helping with heat mapping of the city.

Middle: The afternoon heat map of Albuquerque.

The data collected by volunteers didn't just catch the eye of the Urban Forestry Division; NASA noticed, too. In 2022 the City of Albuquerque partnered with NASA's DEVELOP team to utilize the data collected in July 2021 to better understand the effects of UHI. Using the UHI data the NASA DEVELOP team overlaid it with social vulnerability data to create a better picture of where urban foliage will have the greatest impact. So instead of looking at large quadrants of the City where UHI exist, the modeling now isolates where heat mitigation strategies, namely urban canopy intervention, will have the most notable impact to the largest number of people.

This project is a great example of the power of civic engagement and volunteerism; a small group of volunteers giving a couple hours of their time on a hot July day has helped shape the City's policy towards potentially lifesaving decisions regarding heat in our neighborhoods. The impact of giving one's time to something as innocuous as riding a bike for an hour can have real world impacts on policy and outcomes. It's a reminder of just how there is no act too small when it comes to giving back to one's community.

COURTESY OF CABQ(2), COURTESY OF CAPA STRATEGIES, SACRED SAGE PHOTOGRAPHY



VISTA Program

The Office of Civic Engagement (OCE) is a grantee of the Corporation of National and Community Service (CNCS), a national service organization to support a cadre of Volunteers in Service to America (VISTAs).

This brings in \$150,478 in federal grant support for 7 VISTA members and 1 VISTA Leader, along with grant support for the Office of Civic Engagement. We also support seasonal national service opportunities through our Summer Associates program, where VISTA members are deployed to support education initiatives in the Department of Family and Community Services and with the Office of Equity and Inclusion for outreach and capacity building.

VISTA members are deployed across City of Albuquerque departments to provide capacity-building support to our volunteer programs. VISTA members support OCE staff in data collection and program evaluation activities to identify opportunities for improvement in the operation of

Above: The OCE Team and the 2022 VISTAs at the Mayor's Ball

our city volunteer programs. These improvements are implemented and developed into standard operating procedures and volunteer management manuals for volunteer coordinators to ensure that the capacity they build will have positive effects in our community for years.

National Service opportunities like the CNCS VISTA program and the VISTA Summer Associates programs are excellent opportunities to serve the community with the support of service stipends, end-of-service awards, and skill-development support from our office.

If you're interested in these professional development and networking opportunities, please apply [here](#).



Above: Interning is a great way for ABQ youths to get involved. **Left:** The 2022 UNC Interns. **Facing Page (left):** One of the City’s priorities is supporting the youths coming into the job market through internships. **Facing Page (right, top):** The 2022 Morehead Cain Civic Collaboration Interns. **Facing Page (right, bottom):** The Notre Dame Student Policy team.

Education Partnerships

The City of Albuquerque engages in multiple intern partnerships throughout City departments and with educational institutions around the country.

Mayor’s Select Internship Program

The Mayor’s Select Internship program is a partnership between the University of New Mexico Department of Political Science and the Mayor’s Office that began in 2018.

Five students are selected per semester and work for 10 hours per week along City officials in departments related to their fields of study. Students are placed in City departments for four-week long rotations, including one in the Mayor’s Office. The program is designed to provide students an opportunity to work directly with City officials in varying fields and get real world, hands-on experience.

In addition to on site learning, interns also attend a weekly speaker series every Friday in which they hear from different city leaders. Speakers include members of the City Council, department directors, the Mayor, City executives and they offer insight in their journey to City Hall and public service work.

The culmination of students’ semester is a service project designed and implemented by them. Students check in with the Mayor’s office staff once a week

regarding how their current rotation is going but also to plan an on the ground opportunity to work with their community.

Service projects take many forms, from creating a program for folks to adopt and maintain a piece of public art, to hosting a blood drive, and critical resource mapping.

Notre Dame Student Policy Network

The Notre Dame Student Policy Network is an undergraduate student research organization focusing on policy and advocacy projects with municipalities and external partners. A team consisting of two project leads and 6-10 research associates spend the semester investigating a particular policy issue the City has identified.

City officials meet with the students virtually at multiple points through



the semester to check in and provide guidance. Students are responsible for producing a presentation and white paper on policy recommendations and best practices of other municipalities from across the United States related to the policy question at hand.

The City of Albuquerque first partnered with SPN in January of 2022 to better understand secondary-use of force cases by APD. Since then the City has worked with the team to better understand ways to incentive affordable housing development. SPN provides an opportunity for undergraduates to work on important civic policy issues and gain civic experience in working with local leaders.

Morehead Cain Civic Collaboration

The City of Albuquerque and the Morehead Cain Civic Collaboration partnership began in 2018 with the leadership of First Lady Elizabeth Kistin Keller.

The program is run in partnership with the Morehead Cain Foundation and places several freshman undergraduate students from the University of North Carolina in Albuquerque for 8 weeks during the summer break to do on the ground research on a project chosen by them. Students are introduced to varying city and community leaders as they begin mapping out their work with bi weekly check ins with staff.

At the culmination of the project students provide a presentation on their research along with specific policy recommendations.

Students in this program are able to learn a wide variety of skills during their short stay and have produced some noteworthy projects.

The most recent cohort explored Zero Fare bus programs across the country and made recommendations to the City Transit Department on ways to improve Albuquerque's pilot program.

This was done by interviewing bus riders, drivers, and officials from other municipalities to make their recommendations.

Other projects have looked into ways the city can improve senior citizens' access to technology as well as breaking down barriers to utilizing it.

This culminated with the team making a senior tech social with a local community organization.

In each case, the ability to work closely with communities directly affected by public policy has yielded actionable results for the City as well as providing a unique learning experience for the interns.



Interfaith Partnerships

Each year the City hosts an interfaith breakfast that brings together different faiths and religious traditions under one roof.

The breakfast is an opportunity to highlight shared values between traditions and offer a way to work collaboratively on challenges facing Albuquerque. The breakfasts' agenda includes speakers from varying faith traditions that offer insight and ideas into how we continue moving Albuquerque forward.

We are working to expand partnerships in key areas of interest, dealing with everything from addressing the ongoing housing crisis to assisting migrants navigating the federal immigration system.

While faith institutions have long been key partners for municipalities across the world, there are many intersections between how the City of Albuquerque works with different religious groups and organizations.

During times of crisis, Albuquerque has seen the interfaith community band together to help support those in need. Something that makes Albuquerque



INTERFAITH VOLUNTEERING

Volunteers from Citizen Church helped paint the walls at the Westside Emergency Housing Shelter. The shelter helps hundreds of people that are unhoused and provides an array of social services to help people get back on their feet. Volunteers from the church helped repaint the walls and bring a bit of life to the building, which was formerly a correctional facility. The City regularly looks to partner with faith-based groups to help on a wide array of projects.

Left: Interfaith events bring people of different faiths together. **Facing Page:** A volunteer teaching about plants at the Mayor's State of the City event.

unique is the strong tradition of interfaith partnership and cooperation, something not seen in many major American cities.

It is worth noting that much of the work that faith-based partners do is independent of the City, but has an immeasurable impact all the same.



Volunteer Highlights

SACRED SAGE PHOTOGRAPHY



Above: A volunteer at an Open Bike Clinic. **Left:** A resident getting information about volunteering opportunities and other city programs. **Facing Page:** Volunteers at the Clean Month event.

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.

Office of Emergency Management (OEM)

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, Disaster Response, and Training Volunteers

Animal Welfare Department (AWD)

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.

Department of Family and Community Services (FCS)

Family and Community Services volunteers help support programs at City community centers. New opportunities to volunteer with this department are available on the website.

Current Positions: Wellness 2 Volunteers, and Warming Center Volunteers

Transit Department

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 Department

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 (OEI)

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 Immigrant and Refugee Affairs (OIRA) Interns

Aviation Department

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

Department of 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, Summer Reading Program Youth Volunteers, and Library Volunteers.

Solid Waste Department

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, and Interns.

Department of Senior Affairs (DSA)

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 and opportunities to volunteer at senior centers across Albuquerque.

Current Positions: Retired Senior Volunteer Program (RSVP), Foster Grandparents Program (FGP), Senior Companions Program (SCP), and Senior Center Volunteers.

CITY OF ALBUQUERQUE

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Annual Report

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