

CITY OF ALBUQUERQUE

# The Annual Volunteer Report

Highlighting key achievements and insights from  
Albuquerque's volunteering programs.

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**Above:** UNM's International Grad Students donating to city facilities.

**Left:** Albuquerque's First Lady Elizabeth J Kistin Keller.

# From the City's First Lady

**A quick message from our First Lady,  
Elizabeth J Kistin Keller.**

Dear Albuquerque,

As we highlight the accomplishments of this past year and our priorities going forward, it is always inspiring to see the many forms service takes in our community. Service is something we do for ourselves and for each other and it is foundational to community, connection, and belonging. We serve our community when we tend to our neighborhoods, our blocks, and our parks. We serve our community when we bake a dish for the bake sale and when we take a moment to listen or have our voices heard.

The spirit of "One Albuquerque" is about how we are stronger together. It reflects the power we have to address our city's greatest challenges by leveraging the strengths, interests, and connections of each of our residents. The Office of Civic

Engagement is designed to turn city government inside out by empowering residents to engage in our community with their hands, hearts, and minds. Our goal is to make it easier for every member of our community to find a pathway to exercise their power for what they care about most.

If you are a resident who wants to act, we want to elevate your leadership. If you are an organization who wants to serve, we want to share your impact. To empower our community, the city must be an effective partner. If you are ready to serve, we are ready to serve you.

Sincerely,

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



# About the Team

## Meet the Office of Civic Engagement

Mayor Tim Keller and First Lady, Elizabeth Kistin Keller, created the Office of Civic Engagement as an integral part of their vision for municipal government. Government should be by the people, and having a strong focus on civic engagement builds pathways for residents to access and leverage their power in the community; and doubly so for municipal government, where the work and the people are most closely connected.

The Office of Civic Engagement is built on a foundation of service, collaboration, and a deep commitment to strengthening Albuquerque through meaningful engagement.

As our team evolves, we continue to build upon the work of those who came before us, honoring their dedication while bringing fresh perspectives and innovative approaches to civic participation.

Our team includes passionate city staff and AmeriCorps VISTA members whose lived experiences and service backgrounds enrich our work. Their dedication helps us bridge gaps, amplify community voices, and create new pathways for involvement. Together, we are committed to fostering connection, expanding opportunities for engagement, and ensuring that every resident has a role in shaping the future of our city.

Included with their short bio, members of the current Office of Civic Engagement Team were asked what it means for them to be Civically Connected. What does it mean for you to be civically connected?

**Above:** Zoé Otero-Martinez, Rachael Hernandez, Carolina “Val” Delfin Escalante, Aubree Silva, and Mariah Harrison

**Not Pictured:** Alyvia Battles

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### CIVIC ENGAGEMENT AND VOLUNTEERISM

#### **Zoé Otero-Martinez, Civic Engagement Manager**

Zoé Otero-Martinez has over 20 years of experience in New Mexico’s nonprofit sector, specializing in building connections that drive impactful strategies. Passionate about social justice and community well-being, she uses human-centered design to create innovative solutions. Zoé holds a B.S. in Family Studies from UNM, reinforcing her belief in the link between family wellness and strong communities. As Civic Engagement Manager for the City of Albuquerque, she focuses on volunteer engagement, education partnerships, community



conversations, and nonprofit initiatives, fostering civic engagement to build a more resilient Albuquerque.

#### ***What does it mean to you to be civically connected?***

To understand the role I can play in the community. To have access to opportunities to serve, information on how to vote, how to support or oppose policy and how to think outside the box in taking my place in power to make change happen.

#### **Rachael Hernandez, Civic Engagement Coordinator**

Rachael is a seasoned leader with expertise in project management and volunteer coordination, honed across government, retail, and event management.

With a BA in Communications and Psychology from UNM, she has excelled in team development and partnership building. As a Volunteer Coordinator for the City of Albuquerque's HHH program, she oversaw initiatives that contributed over 1,200 volunteer hours.

Previously, as a Policy Analyst for a city councilor, she supported civic initiatives and constituent engagement. Now, as Civic Engagement Coordinator at the Mayor's Office of Civic Engagement, Rachael is focused on enhancing volunteer opportunities,

boosting civic participation, and strengthening community ties.

#### ***What does it mean to you to be civically connected?***

Being civically connected means actively engaging with and contributing to your community.

No matter where you are in life, there are always opportunities to get involved, and your commitment to participation strengthens the community as a whole. Civic connection is about more than just being present—it's about finding ways to support and uplift those around you in any capacity.

#### **Mariah Harrison, Nonprofit and Corporate 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.

#### ***What does it mean to you to be civically connected?***

To me, being civically connected means that I am actively intertwined with my community, taking part in improving our collective quality of life. It is a way for me to show my respect and care for my neighbors, to stay engaged with current events, and so that I can also encourage others to be connected as it may pertain to their life and work.

#### **CIVIC ENGAGEMENT AMERICORPS VISTAS**

The Office of Civic Engagement is a grantee of the Corporation for National and Community Service AmeriCorps VISTA program. Volunteers in Service to America (VISTA) is a federal program designed to provide needed resources to nonprofit organizations and public agencies to increase their capacity to lift communities out of poverty.

#### **Carolina "Val" Delfin Escalante, AmeriCorps VISTA Leader**

Born and raised in Mexico City, Carolina "Val" Delfin Escalante is an AmeriCorps VISTA with the Office of Civic Engagement, embracing a new chapter in Albuquerque over the past six years. With a background in Corporate Graphic Design and a passion for learning, she has expanded into Communication Consulting while exploring social and hard sciences and multiple languages. A creative and fast



learner, Val loves family, friends, cats, nature, and the arts. She is driven by a desire to serve, volunteer, and make a meaningful impact through effective solutions and acts of kindness.

***What does it mean to you to be civically connected?***

As the current lead of a team dedicated at heart to volunteer to make our community a better supported space, I see civic connections as the pillar of coexisting as people in society. Having the privilege of being part of a city government that welcomes everyone in and strives to effectively make things work for everyone makes me hopeful for a future where interactions with government leadership are easy, promoted, delivered, studied, heard and taken action upon. I believe in not only inserting oneself in society but actually getting to know its structure to promote stronger communities and long lasting relationships which help participate in the process of creating

sustainable solutions instead of just making problems visible.

**Aubree Silva, AmeriCorps VISTA Member**

Born and raised in Hawai`i, Aubree recently moved to Albuquerque to cultivate experiences within the community. Aubree is always thinking of ways to make an opportunity more engaging for all. If you have a question, Aubree will work to get an answer to that question and loves to assist people as they navigate our volunteer platform. Aubree's background is in communications, she has a bachelors in Arts in International Relations and Communications and a Masters Degree in Communication Leadership both from Gonzaga University.

***What does it mean to you to be civically connected?***

Being civically engaged means caring for the well-being of your community and wanting to see the strength in

**Left (from top left to right):** Bosque Clean up. Alyvia Battles.

**Left (from bottom left to right):** Carolina "Val" Delfin Escalante. Aubree Silva.

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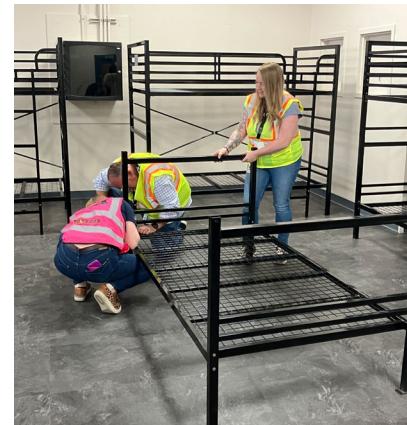
coming together to better those around you. I believe this cultivates communities that are more able to weather tumultuous times.

**Alyvia Battles, AmeriCorps VISTA Member**

Alyvia is an AmeriCorps VISTA with the Mayor's Office of Civic Engagement. Originally from Alabama and the youngest of three, she is pursuing a career in art therapy at the University of New Mexico. Passionate about service, Alyvia believes in the transformative power of giving back and is grateful for the opportunity to contribute to the greater good of Albuquerque.

***What does it mean to you to be civically connected?***

Being civically connected for me means to be engaged with the public and the community with active listening and respect. In order to transform Albuquerque, I believe it has to first start with building sustainable public relations, and showing up and showing out for one another.



**Above:** Bed building at Gateway West. **Left:** Earth Day Cleanup.

During the 2024 calendar year, the office of civic engagement became even more united in purpose. We envision Albuquerque as a beacon of inclusivity and innovation, where every individual feels empowered to contribute to a thriving community.

# Service in Albuquerque

Civic engagement means cultivating meaningful volunteer opportunities, enhancing accessibility to city governance, and empowering individuals to actively shape decisions impacting their lives. Through collaboration and encouragement, the Office of Civic Engagement aims to amplify civic energy, enabling residents to recognize and leverage their collective power in meaningful participation. Every act and type of service contributes to the vibrant and connected city we all call home.

The City of Albuquerque remains committed to ensuring that every resident has a place and a way to serve. Through the One Albuquerque Volunteers platform, we connect thousands of volunteers with meaningful opportunities that align with their passions. Whether you're beautifying your neighborhood, lending a hand at a shelter, or sharing your skills at a local library or senior center, your efforts are a bright spot in our community.

## JOIN US!

Are you interested in serving your community through volunteering for a City department?

Scan the QR Code below to search for new opportunities near you!





# The Power of Connection and Imagination

Service is not just about giving back—it's about connection and civic imagination. This year, we have seen incredible growth in volunteer engagement, translating to economic impact that is incredible. The energy behind this movement is undeniable, and it continues to shape the future of civic engagement in our city.

Organizations across Albuquerque have leveraged One Albuquerque Volunteers to expand their impact, demonstrating the power of service to create lasting change. Albuquerque residents continue to step up and make a difference, contributing their time and energy to support city programs and initiatives. The graphs in this report reflect volunteer engagement specifically through the One Albuquerque Volunteers platform, highlighting the impact of opportunities listed on the site in FY 2024.

However, we recognize that many other city departments also rely on dedicated volunteers to support their essential work. This year, we want to acknowledge the full scope of volunteer contributions from city departments that are integrated with One Albuquerque Volunteers in different ways.

In FY 2024, when we consider all volunteer contributions across city programs,

## DATA FY 24 FROM PROGRAMS

**4,136**  
New Volunteers

**27,906**  
Total Volunteers

**531**  
Total Community Partners

## BY THE NUMBERS

- 1,107 Opportunities to Serve
- 91,615 Total Volunteer Hours\*
- \$2.5m+ Economic Impact\*

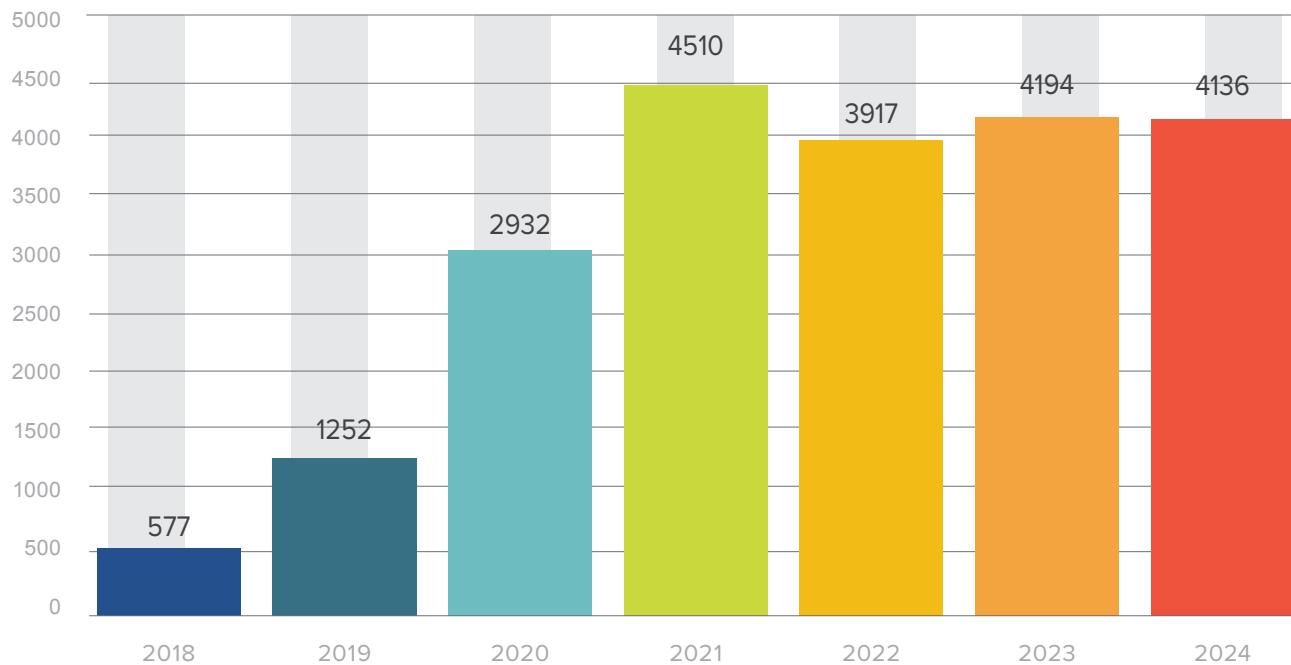
\*Additional hours and economic impact not recorded are included in the narrative above

**Left:** The City offers any volunteering opportunities.

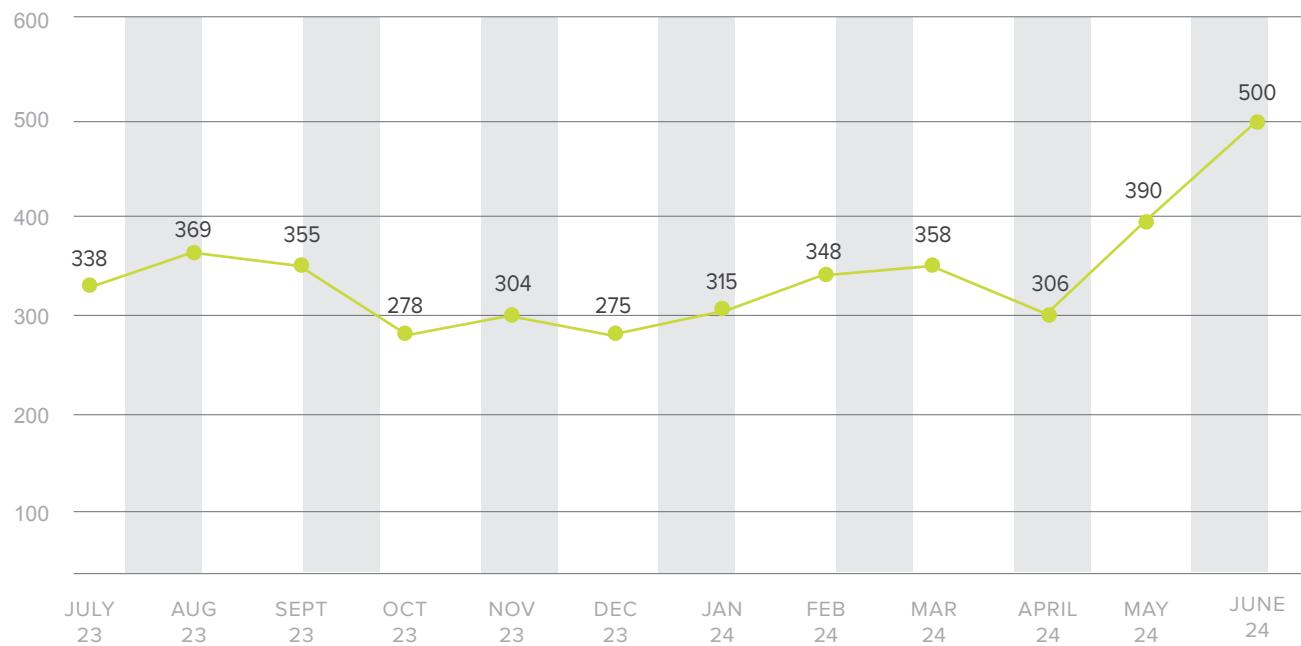
volunteers dedicated 618,771 hours, generating an estimated economic impact of \$16,941,949.98. This includes service in key areas such as the Department of Senior Affairs, Automated Speed Enforcement, ABQ BioPark, Boards and Commissions, and the Solid Waste Department.

By recognizing both the opportunities listed on the One Albuquerque Volunteers platform and the broader network of city-supported volunteer efforts, we highlight the critical role of community members in strengthening city services and enhancing quality of life across Albuquerque

**CHART 01**  
VOLUNTEERS ADDED BY YEAR



**CHART 02**  
VOLUNTEERS RECRUITED  
BY MONTH (FY24)





### NOMINATE VOLUNTEERS

Celebrating exceptional volunteers is an important component of any volunteer program. Say “thank you” to a volunteer that has made a difference in the community by nominating them for a Volunteer of the Month Award! Every month, Mayor Keller, the Albuquerque Volunteers Advisory Board and the One Albuquerque Award selection committee select someone that has been nominated by their peers to receive the Volunteer of the Month Award. So—we want to hear from you! Tell us about a stellar volunteer who has touched your life or improved your community. Send in a shout out recognizing that community member that goes the extra mile making Albuquerque a better place for us all.

Use the QR code below and complete the short, online form to nominate a volunteer you know.



# Boards and Commissions

City of Albuquerque Boards and Commissions are resident-led advisory groups that shape city policies and programs through expertise and lived experience.

With 58 boards covering a wide range of topics, these groups serve as vital platforms for guiding policy, ensuring accountability, and even implementing meaningful change.

The fact that so many residents step up to serve is a testament to the power of community voice in shaping our city's future.

Staffed entirely by dedicated resident volunteers, board members are appointed by the Mayor and confirmed by City Council to serve set terms.

Serving on a board is a powerful way to contribute—whether you're an early-career professional seeking connections, a mid-career professional looking for new challenges, or a seasoned expert eager to give back and share your knowledge.

Want to make an impact? Visit the Boards and Commissions page on [cabq.gov](http://cabq.gov) to explore vacancies, apply, or refer someone who would be a great fit for service.

Your voice matters—join the hundreds of residents working together to create a stronger Albuquerque!



# Celebrating Volunteers

In our ongoing mission to make Albuquerque the best place for our families, our One Albuquerque volunteers play a crucial role. Their dedication, which involves time, skills, and compassion, deserves recognition beyond a simple “thank you”.

By honoring volunteers and showcasing their contributions, we cultivate a culture of appreciation and motivation that resonates with others.

## Volunteer of the Month

The Albuquerque Volunteers Advisory Board reviews nominations and selects exceptional volunteers to receive the Volunteer of the Month Award from Mayor Keller. Any nonprofit or resident can nominate an exceptional volunteer to highlight their efforts and inspire others to do the same!

## One Albuquerque Awards

The One Albuquerque Award celebrates residents who go beyond their roles to serve the community with dedication and heart. These individuals lead with empathy, solve problems with creativity, and strengthen Albuquerque through mentorship, volunteerism, and collaboration.

They step up in crises—saving lives, aiding in emergencies, and ensuring the well-being of others. Their actions embody the spirit of service and make a lasting impact on our city. We are grateful for their commitment to making Albuquerque a better place for all.

**Left:** Spring Volunteering Awards.

**Facing Page (far left):** Volunteering huddle. **Facing Page (right):** Members of the board (from left to right): Lorrie Griego (Find Help NM), David Chené (NM Youth Conservation Corps), Vaisu Bronk (Albuquerque Public School), Miriam McIntosh, Chair (Junior Achievement), Wendy Santestevan, Rebecca Sisneros (Boys & Girls Clubs of Central NM), Alex Bazan (Delta Management Group), and Melaní Buchanan Farmer (Running 505)

## Mayor's Day of Volunteer

### Recognition 2024

Mayor's Day of Volunteer Recognition reflects the national effort for Mayors and our communities to come together to celebrate our volunteers and Albuquerque's unique culture of service. Volunteers help make Albuquerque a brighter place to live and work!

## ANNUAL VOLUNTEER REPORT

### CHART 03 VOLUNTEER OF THE MONTH AWARDS

AWARDEE	DATE	PROGRAM/DEPARTMENT
Alicia Harrison-Bailey	January	Zeta Phi Beta Sorority
Linda Hansteen	February	Animal Welfare Department
Sylvia Eccles	March	Albuquerque/Bernalillo County Library
Regina Hoefler	April	Health, Housing & Homelessness Department
Mary Cox	May	New Mexico Veterans Memorial
Rachel Justus	June	Tony Hillerman Library
Tracy Moore	July	ABQ Ride - Adopt-A-Stop!
Samantha Hernandez	August	Gentiva Hospice
Kenneth Armijo, PhD	September	Sandia National Laboratories MANOS Program, Noche de Ciencias, Explora NM, UNM Alumni Association, Society of Hispanic Professional Engineers (SHPE), Hispano Philanthropic Society of United Way
Emily Santa Marie	November	Animal Welfare Department
Stacey George	November	Animal Welfare Department
Duke Jackson	December	Health, Housing & Homelessness Department
Erica McBee	December	Health, Housing & Homelessness Department

### CHART 04 ONE ALBUQUERQUE AWARDS

AWARDEE	DEPARTMENT
Douglas Stephens	Motor Coach Operator - Transit Department
Lungile Sinandile	UNM Hospital

**CHART 04 (CONTINUED)**  
**ONE ALBUQUERQUE AWARDS**

AWARDEE	DATE	PROGRAM/DEPARTMENT
Aura Acabal, Principal	March	La Mesa Elementary School
Dwayne Baker	April	Transit Department
Bill O'Connell and Veronica Lueras	May	Department of Senior Affairs, Nutrition & Transportation
Officer Tiffanie Lopez, Officer	June	Animal Welfare Department - Animal Protection
Rebecca Campbell, Teacher	July	Harrison Middle School, Justice Code National Society of Black Engineers
Karen Phillips	August	Patio Market in Old Town
APD Chaplain Unit <i>(Harold Anderson, Zina Crum, Kathy Gandara, Paul Lucero, Adrian Montoya, Ann Montoya, Jeff Pearson, Dennis Plummer, Elaine Ramos, John Rech, Kristin Schultz, Carl Stanley, Dina Soto, Barb, Tegtmeier, Takako Terino, Mark Zimmerman)</i>	September	Albuquerque Police Department
Kris Callori	October	Verdacity, LLC
Enrique Ochoa	November	Volcano Vista High School
Lorenzo Garcia	December	Solid Waste Management

**CHART 05**  
**MAYOR'S DAY OF VOLUNTEER RECOGNITION**

AWARDEE	AWARD
Domestic Violence and Sexual Assault Commission (DVSAC)	Volunteer Group of the Year
James Jackson <i>ABQ Area Extension Master Gardeners</i>	Older Adult Volunteer of the Year
Ruth Montoya	Lifetime Achievement
Ryan Anish McKee <i>Immigrant and Refugee Resource Village of Albuquerque (IRRVA), Umoja</i>	Youth Volunteer of the Year
Cilena Trujillo <i>Jumpin2School Bash</i>	Volunteer of the Year
Frances Sanchez <i>Foster Grandparent Program</i>	National Service Individual





**Above (left):** A few members of the City's 2025 Morehead Cain Interns.

**Above (right):** Youth Staff at a local community center. **Facing Page:** The 2025 Civic Engagement tabling event at UNM.

public service and local government operations.

# Education Partnerships

The City of Albuquerque believes in cultivating leadership and civic participation in developing minds. Our Education Partnerships provide students with meaningful internship opportunities that offer valuable learning experiences and hands-on exposure to the public sector. These programs help students build their resumes, explore career paths, and expand their professional networks—equipping them with the tools needed for future success.

Young voices are essential to the strength of civic life and the future of community collaboration. As we expand our youth engagement efforts, we are committed to ensuring that young people feel heard, valued, and empowered to take an active role in shaping their city. Our Education Partnerships not only connect students to career-building opportunities but also provide critical insight into what youth need from city leadership. By listening to and engaging with students, we reaffirm that their perspectives matter and that they have a place in civic life.

## University of New Mexico – Political Science Department

The Mayor's Select Internship is a semester-long opportunity for up to five students to explore careers within City of Albuquerque departments that align with their academic and professional interests. Students complete a rotation in the Mayor's Office and at least one other municipal department, gaining firsthand experience in

public service and local government operations.

## Morehead Cain Civic Collaboration Partnership

Every summer, the City of Albuquerque hosts eight students from the University of North Carolina through a partnership with the Morehead Cain Foundation. These students work closely with city staff on in-depth research projects that address important community issues. By engaging directly with city officials and conducting research in the field, students gain a deeper understanding of how policy and city initiatives impact local communities.

As we continue to develop new pathways for youth engagement, the City of Albuquerque remains dedicated to fostering leadership, civic participation, and a strong connection between young people and their government. These programs help ensure that Albuquerque's future leaders are prepared, engaged, and ready to make a lasting impact.

## INTERFAITH PARTNERSHIPS

Albuquerque's interfaith community is one of the most diverse in the nation and they work hand-in-hand with our city officials through their shared compassion and interest in service to our community.

Albuquerque has embraced our diverse faith community—they are one of the most civically involved demographics and they go beyond their congregation in their service to our community.

The Faith Breakfast is an annual event for city leaders and the faith community to come together and discuss the state of our community through the lens of our interdenominational faith community.

The faith community is also heavily involved in service.

Albuquerque's response to immigrants and asylees visiting our community is largely led by the faith community with the support of the city behind them.

Leaders in the faith community are also at the heart of our APD Chaplains, an interdenominational group of volunteers who serve our community alongside police and emergency responders to provide last rights and comfort for families across Albuquerque as a light in their darkest hours.



# Strengthening Community Connections

The City of Albuquerque's Field Representatives serve as vital bridges between the Mayor's Office and the community, ensuring that every resident has a voice in shaping city policies and programs.

Angelica Archuleta Romero, Markela Clinton, and Yvette Tovar, who joined the team at the end of the 2024 fiscal year, exemplify this mission through their dedicated outreach, relationship-building, and commitment to addressing constituent concerns.

Through their deep engagement with neighborhood associations, advocacy groups, business leaders, and faith communities, our Field Representatives are expanding the city's relationships and fostering trust across diverse communities.



They actively listen, respond to local needs, and work closely with city departments to ensure that concerns raised by residents are acknowledged and addressed.

Whether facilitating dialogue on critical issues, attending community events, or supporting civic engagement initiatives, their work strengthens Albuquerque's foundation of inclusivity and collaboration.

By making city government more

accessible and responsive, our Field Representatives empower residents to participate in shaping their neighborhoods. Their dedication to civic connection helps ensure that Albuquerque remains a city where every voice matters and where community engagement drives meaningful action.

Look for one of the Field Representatives at your next neighborhood association meeting or community event.

**Above** (from top left to right): Oak Grove Classical Academy Students during a Bosque Clean up event. Tools from Bosque Clean up event. **Above (middle)**: CABQ Volunteers.

**Above (bottom)**: Christmas meal service at Gateway Center.

**Facing Page**: Arts and Crafts prep at Family Gateway.



VOLUNTEER PROGRAM HIGHLIGHT

# Health, Housing, and Homelessness

The Health, Housing, and Homelessness Department (HHH) continues to lead Albuquerque's efforts to reduce homelessness and expand access to stable housing. Working closely with community partners, the department provides eviction prevention, outreach, shelter, and long-term housing solutions, ensuring a comprehensive approach to addressing housing insecurity.

Gateway Family has played a vital role in supporting families experiencing homelessness through its 90-day Housing Navigation Program. By working with more than 10 agencies, the program has successfully housed 1,425 individuals, including 772 children in 442 families, and achieved a 53% housing exit rate. Meanwhile, Gateway West remains a critical resource for individuals in crisis, offering low-barrier, 24/7 shelter access, transportation, and essential support services.

The Gateway Center at Gibson Health Hub is expanding its services to provide trauma-informed, low-barrier overnight beds, a Medical Sobering Center, Medical Respite, Housing Navigation, an Engagement Center for job training and case management, and a Receiving Area for First Responders. Additionally, the development of 50 Pallet

**Above:** Volunteers at the Gateway Center sorting Amazon donations in the donation processing center.

Homes will offer individuals a stable place to recover following detox. The department is also making significant investments in housing, with \$57 million allocated to city programs that have served more than 46,000 people. A \$94 million city investment is supporting the development of 2,492 housing units, including affordable housing and hotel conversions. Rental assistance,



eviction prevention, and legal services have also been expanded to further support housing stability. To maximize resources, the center is also implementing a streamlined donation management system to ensure contributions are efficiently distributed.

As part of its commitment to meeting the diverse needs of the unhoused population, the City is launching the Young Adult Gateway, a shelter dedicated to supporting 18-25-year-olds with housing navigation, job training, and wraparound services. Enrichment activities like paint nights and music nights at the Gateway Center will help foster a sense of community and well-being among residents.

Volunteers are a vital part of this work, helping with shelter operations, meal distribution, and outreach. Whether assisting at emergency shelters, supporting donation management, or engaging with residents through community-building activities, volunteers make a meaningful impact. By working together—residents, partners, and volunteers—Albuquerque is strengthening its commitment to housing stability and community well-being. Those interested in getting involved can visit [cabq.gov/hhh/volunteer](http://cabq.gov/hhh/volunteer), and those who wish to contribute can visit [cabq.gov/hhh/donate](http://cabq.gov/hhh/donate) to support these efforts.

During an eight month period, after volunteer programs were launched, HHH had a total of 105 events, with 351 volunteers logging 1,216 volunteer hours, with an impact value of \$32,771. The impact value is calculated based on the total hours



**Above (top):** Amazon Employees volunteering for bed building event at Gateway West. **Above (middle):** Gibson Health Hub (GHH). **Above (bottom):** Beds at the GHH. **Left:** Gateway Family volunteers at an event.

per volunteer for their entire shift times the local rate of volunteerism (\$26.95 current rate taken from the independent sector, value of volunteer time by state). Activities have included: donation processing, bed building events, holiday events, activity room organization, arts & craft events and family activities.



CASE STUDY

## Looking forward, Pathways to Public Service

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The Office of Civic Engagement, in collaboration with the City of Albuquerque's Human Resources Department, is proud to launch the pilot Pathways to Public Service Program.

In partnership with LSG Untapped and the Department of Vocational Rehabilitation, this initiative creates supported employment opportunities for adults with disabilities by leveraging the One ABQ Volunteer platform, which has long helped bring community members into public service roles while learning valuable job skills.

The program offers a 12-week paid volunteer rotation with three city departments—Albuquerque Community Safety, Animal Welfare, and the Department of Metropolitan Development—with all volunteer training and job preparation fully funded by DVR.

Our hopes are that participants will transition to a two-year internship, creating a pathway for long-term employment in public service.

The timeline was set with initial coordination and recruitment done in December 2024.

**Above:** The 2025 Pathways to Public service graduate.

A launch and evaluation phase from April to June 2025, program refinement and expansion from July to December 2025, and internship placements beginning in January 2026.

This initiative is a promising step forward in our broader commitment to inclusive employment, joining other city efforts designed to empower individuals with disabilities while addressing the needs of our community.



**Left:** AmeriCorps volunteers planning various volunteering strategies in an Albuquerque. **Above:** An AmeriCorps volunteer doing inventory at a nearby food shelter.

# AmeriCorps Seniors

AmeriCorps Seniors is a suite of national volunteer programs for Americans 55 years and older. The City of Albuquerque Department of Senior Affairs has sponsored AmeriCorps Seniors for over 40 years!

It is made up of three programs that each take a different approach to improving lives and fostering civic engagement. Through the Foster Grandparent Program (FGP) volunteers guide students to higher academic achievement; the Senior Companion Program (SCP) allows volunteers help other seniors live independently, combat isolation, serve as a friend and aid seniors who have difficulty with daily living tasks or who are lonely; and the Retired & Senior Volunteer Program (RSVP) enables volunteers to serve across senior centers, city programs, or other partnering nonprofit organizations.

All three programs offer orientation, reimbursements for travel, supplemental insurance while serving, and annual recognition events

COURTESY OF AMERICORPS

## AMERICORPS SENIORS DATA FY24

# 474

Total AmeriCorps Seniors Volunteers

# 72,617

Total Hours Volunteer

# \$2.4M

Economic Impact for the fiscal year



**Above (top):** If you can't find time to donate your time, donating food is the easiest way to support your community. **Above (left):** Volunteers at a Citizen Church Painting event.

can be engaged in volunteer efforts and join this growing community of One Albuquerque Volunteers!

Look for opportunities with the **Office of Emergency Management (OEM)** or the **Animal Welfare Department (AWD)**. AWD volunteers support our city's homeless pets

# Looking Forward

Looking ahead, we are filled with possibility and deep gratitude for the countless volunteers, hours of service, and community engagement that embody the One ABQ spirit. We have long envisioned a space where diverse voices unite to imagine a thriving, inclusive Albuquerque—and that vision is now coming to life with our first Civic Connections Volunteer Fest, taking place as this report is released. At the fest, you'll share stories, experiences, and hopes that reconnect us with the power of community. Together, we will challenge the status quo and co-create actionable solutions that amplify community-led initiatives. We're excited to do this work with you—together, informed by you, and led by you.

## Interested In Volunteering

Are you interested in volunteering with the city? Learn more about our department volunteer programs by visiting the One Albuquerque Volunteer website. Some of our programs are highlighted below. You can find hundreds of opportunities each day. Our office is here to help. Please reach out if you have any questions about how to use the One Albuquerque Volunteer site.

Once you land on the site, create a user account by clicking the SIGN UP button at the top right hand side. Once you are a user you can search for volunteer opportunities by department, cause, interest, date, there are so many ways you

## JOIN US!

Are you interested in serving your community through volunteering for a City department?





in many ways by walking dogs, cuddling cats, fostering pets and improving the quality of life for our shelter pets.

**Youth and Family Services** is a great organization link on the site that provides lots of events to support as a valuable volunteer.

**Transit Department**'s ABQ Ride has the Adopt-A-Stop program and the new ABQ Ride Ambassador program. Ambassadors help riders feel confident navigating the ABQ RIDE transit system with schedule, timing and directional information while promoting safety and good customer service.

The **Department of Health, Housing and Homelessness** supports volunteer programs at our Westside Emergency Housing Center, our Family Housing Navigation Center, and the Gateway Center. Step up to support our most vulnerable residents!

So many residents love supporting our **Parks and Recreation department**. Join them as volunteers to help keep our city beautiful! Find an outdoor volunteer opportunity in your neighborhood.

Celebrate access and support the **Office of Equity and Inclusion** (OEI). The Office of Equity and Inclusion incorporates volunteers into their work with donation drives, annual cultural celebrations and support with the Office of Immigrant and Refugee Affairs.

**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 **Department of Arts and Culture** has a breadth of opportunities

**Above:** Volunteers at a 2025 liter clean up event run by the Solid Waste department.

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 library!

Albuquerque's **Solid Waste Department** offers year-round opportunities for residents to help keep their neighborhoods beautiful with their Keep Albuquerque Beautiful program.

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 for all ages with their VIA program

**A City United in Purpose**  
As we look ahead, we remain inspired by the One Albuquerque spirit—a spirit that brings people together to dream boldly and collaborate deeply.

With every new volunteer, every act of service, and every moment of civic engagement, we move closer to a city that is safer, more inclusive, and full of possibility.

We understand that our impact extends beyond ourselves; therefore, we strive to build a community where every voice is valued, and every citizen is equipped to make a difference. Let's continue to build a stronger Albuquerque—together.

**CITY OF ALBUQUERQUE**

2024 Office of Civic Engagement  
Annual Volunteer Report

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**2024**