



BetterHealth AMBASSADOR

Class of 2026
Training

For full version of Ambassador toolkit visit:

<https://www.cabq.gov/humanresources/employee-benefits/better-health-program/betterhealth-ambassador>

Or download by scanning this QR code.



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Timothy M. Keller, Mayor



December 11, 2025

Dear BetterHealth Ambassadors,

On behalf of the Mayor's Office and Human Resources, thank you for accepting our invitation to become an inspirational voice of wellness for your department and our City. For newcomers, your involvement shows that you have what it takes to influence your coworkers in a positive direction towards improved health. For returning Ambassadors, thank you for your remarkable commitment and dedication! We warmly and enthusiastically welcome each of you to the City of Albuquerque BetterHealth Ambassadors Class of 2026!

As BetterHealth Ambassadors, you play a vital role in advancing the City's culture of health awareness. The employee wellness program continues its significant growth with improved healthcare offerings, education, and resources. Our goal is to advance the program in 2026 through increased participation with a variety of wellness options. Our biggest event of the year will be our annual health fair which will feature access to many beneficial health screening opportunities.

With support from the Mayor's Office and the City's Total Rewards Program, it is time to engage and encourage your colleagues in their wellness journeys. The Human Resources Department thanks you and is committed to our successful partnership.

Congratulations and welcome!

Ian Stoker
Director, Human Resources

The Solutions Group Partnership

For more than 15 years, the City of Albuquerque Benefits Department has maintained a strong and collaborative partnership with The Solutions Group to support and enhance the BetterHealth Program. This long-standing relationship reflects a shared commitment to improving the overall health, well-being, and quality of life of City employees through evidence-based strategies and sustainable workplace well-being practices.

Through the expertise, guidance, and ongoing support provided by The Solutions Group, the City of Albuquerque has developed a comprehensive and integrated well-being program that addresses the diverse needs of its workforce. The BetterHealth Program is grounded in a holistic framework that promotes six key elements of well-being, creating a culture that supports physical, emotional, social, financial, career, and community well-being.

A cornerstone of this partnership is the BetterHealth Ambassador Program, which was developed to strengthen program reach, engagement, and effectiveness across City departments. BetterHealth Ambassadors serve as trusted liaisons and champions of well-being, helping to promote program initiatives, encourage participation, and foster a culture of health at the departmental level. Their involvement is essential to ensuring that BetterHealth initiatives are accessible, relevant, and responsive to employees throughout the organization.

The success of the City's well-being efforts, supported by The Solutions Group, has been recognized at the national level. With the support and strategic partnership of The Solutions Group, the City of Albuquerque earned the prestigious Platinum Award for Workplace Well-being from the Wellness Council of America (WELCOA). This highest level of recognition reflects the City's commitment to excellence in workplace well-being and validates the effectiveness, sustainability, and impact of the BetterHealth Program.

This achievement underscores the value of the City's long-term partnership with The Solutions Group and highlights the role of the BetterHealth Ambassador Program in driving meaningful employee engagement and positive health outcomes. Together, the City of Albuquerque and The Solutions Group continue to build upon this strong foundation to advance a culture of well-being that supports employee health, productivity, and organizational success.

BetterHealth Ambassadors

Program Overview

As part of the **City of Albuquerque's BetterHealth** initiative, our efforts for 2026 will focus on engaging all employees in the six focus areas of well-being: **Physical, Emotional, Financial, Career, Social, and Community**. We hope that leadership will continue to model healthy lifestyle habits and promote the employee wellness program by engaging staff in physical activity, proper nutrition, and emotional well-being.

To help our organization make this cultural shift, we enlist **BetterHealth Ambassadors** who share their enthusiasm, initiative, and motivation to inspire others to be part of a meaningful, organization-wide wellness initiative. **BetterHealth Ambassadors** are asked to take a small amount of work time to encourage participation, relay and hand out information, send location-specific emails, and assist with events as needed. It is assumed that time spent on these tasks does not interfere with overall job responsibilities. In the spirit of life-work balance, we've designed the role of BetterHealth Ambassador to be easy and fun – not another job!

Frequently Asked Questions

What is a BetterHealth Ambassador?

BetterHealth Ambassadors are influencers of well-being, no matter where they are in their personal health journey. Ambassadors serve as liaisons between the City of Albuquerque BetterHealth initiatives and employees in their departments, promoting health and wellness among coworkers and encouraging participation in programs.

To effectively share wellness with others, Ambassadors must first prioritize their own self-care. One of the first steps in this role is to become familiar with personal well-being needs and set realistic goals for improvement.

Examples of How Ambassadors Can Practice Well-being:

- Physical Health: Take short walking breaks during the day, stay hydrated, and schedule preventive care appointments.
- Nutrition: Incorporate more fruits and vegetables into meals, practice mindful eating, and limit sugary drinks.
- Mental Health: Use stress-reduction techniques such as deep breathing, meditation, or journaling; take time for hobbies and relaxation.
- Social Connection: Engage with coworkers in positive ways, participate in team-building activities, and foster a supportive environment.
- Financial and Professional Well-being: Attend financial wellness workshops, set career development goals, and maintain a healthy work-life balance.

By modeling these behaviors, Ambassadors reinforce the BetterHealth culture and inspire others to take steps toward a healthier lifestyle.

What type of responsibilities will I have in this role?

- **Ambassadors** coordinate a wellness kickoff event at their location.
Examples include well-being show and tell, Zoom meeting information sessions, wellness bulletin board, and wellness workshops.
- **Ambassadors** provide BetterHealth Program influence, promotion, and problem-solving.
- **Ambassadors** remove barriers to worksite promotional initiatives for coworkers.

- **Ambassadors** serve as greeters for events including but not limited to Run for the Zoo, Health Academy, Leader Event, and Health Fair.
- **Ambassadors** may participate in well-being initiatives.

Where can I find more information about the initiatives and activities?

The **BetterHealth** program for City employees and their families provides a clear pathway to living a healthier lifestyle. It includes health education, wellness interventions, and campaigns designed to make healthy choices easier in the workplace. All initiatives are grounded in evidence-based strategies proven to improve overall health and well-being.

Over time, these efforts help create a thriving workplace culture that demonstrates the City of Albuquerque's commitment to valuing employee health. A strong **BetterHealth** culture not only supports individual wellness but also fosters engagement, productivity, and a sense of community across departments.

Details about BetterHealth programs, resources, and upcoming activities can be found on the **Wellness at Work** platform and at <http://www.cabq.gov/betterhealth>.

Additionally, **BetterHealth Ambassadors** and employees are encouraged to attend quarterly Ambassador meetings and review meeting notes for updates on new initiatives and events.

What does “participate in or facilitate” wellness initiatives at my worksite mean?

As a **BetterHealth Ambassador**, you are not expected to create your own initiatives unless you want to. We expect **BetterHealth Ambassadors** to be actively involved in at least **two** wellness initiatives annually. Some examples include:

- Joining **BetterHealth** programs, activities, or challenges, and encouraging co-workers (including leaders: Directors, Managers, and Supervisors) to get involved.
- Coordinating onsite or virtual Lunch & Learns or educational workshops on resilience, mindfulness, debt reduction, and getting better sleep.
- Facilitating social connections such as a themed potluck at your work location.
- Offer peer support by inviting co-workers to train for a community fitness event for a good cause. Examples of an event include Run for the Zoo.
- Offer peer support by inviting co-workers to join you on a walk at lunch or take a mental stretch break.
- Encourage participation in the annual health and benefits fair.
- Post wellness posters in your work location.

As a **BetterHealth Ambassador**, you will have valuable insight into which activities employees at your worksite would most enjoy. No matter what you choose, we ask that you use your judgment. Discuss your plans with your supervisor, obtain your supervisor's approval before announcing events, and invite Directors, Managers, and Supervisors to participate. You can eliminate surprises and awkward situations by maintaining strong communication with managers and supervisors. Some departments have restrictions on where employees may spend their workday due to public perception that employees are “slacking off” while on the job. If your department has one of these policies, be inclusive of all workspaces and align all activities with the policy.

We also ask you to report to the **BetterHealth** program staff with details of the event you organized, how it was received, and any feedback you have for improvement. **When possible, please send photos.** We may feature a Success Stories series in future promotional materials and would love to tell your story!

I am a trained fitness instructor. Can I lead an exercise class at my location?

Many liability issues are associated with leading physical activity classes at work; therefore, the **BetterHealth** program does not offer onsite physical activity courses taught by employees. However, **Employee Health Services** does. If you are interested in leading classes in the APD Gym, you must meet all requirements established by **Employee Health Services**. These requirements include proof of current fitness certification, liability insurance, and CPR certification.

Employees who use the APD Gym must sign a release of liability form before using the gym. If you need assistance, contact the EAP office at eap@cabq.gov or 505-768-4613.

The **BetterHealth** program stresses that participation in physical activity campaigns is voluntary and not a requirement of employment.

How much time is involved?

We anticipate that BetterHealth Ambassadors will need to commit one to two hours each month, attend at least 2 out of 4 quarterly Ambassador meetings, and participate in the annual training session.

- Quarterly Ambassador meetings (may involve travel within City limits) – 1 hour each
- Annual BetterHealth Ambassador Training – 2 hours

Will I be expected to fulfill my BetterHealth Ambassador duties during work hours?

Yes, most Ambassador duties are designed to be completed during regular work hours. We do not expect employees to volunteer outside of their scheduled work time.

On occasion, there may be special events—such as Run for the Zoo—that occur outside normal work hours. Participation in these events is strictly voluntary and not required as part of your Ambassador responsibilities.

Does being a BetterHealth Ambassador involve travel?

Yes, in some instances, quarterly meetings will take place onsite. The onsite meetings will be held with the intent to connect more on a personal level.

When do the quarterly meetings take place?

Please see page 10 for the 2026 **BetterHealth Ambassador** schedule.

Once selected as a City of Albuquerque BetterHealth Ambassador, how long will I stay in the role?

We ask that you commit to serving as a BetterHealth Ambassador for the entire 2026 calendar year. At the end of the term, you will have the opportunity to reapply if you wish to continue in the role for another year.

There is no set limit. Ambassadors may continue to serve as long as they remain active and engaged in their role, consistently supporting BetterHealth initiatives and promoting wellness within their department.

What if my situation changes and I am unable to stay in this role?

If you are unable to continue as a BetterHealth Ambassador, we ask that you identify a replacement representative from your location and assist with a smooth transition. This includes sharing relevant program information, resources, and any ongoing initiatives to ensure continuity in supporting your department's well-being efforts.

What does ‘Without Conflict of Interest’ mean? For example, can I be a BetterHealth Ambassador if I work part-time as a weight-loss consultant?

The primary purpose of a **BetterHealth Ambassador** is to communicate and promote the City of Albuquerque’s **BetterHealth Wellness Program** and associated activities. The “Without Conflict of Interest” requirement prohibits BetterHealth Ambassadors from using their role as representatives of the City of Albuquerque to encourage or sell wellness or fitness-related products to co-workers. Our role is to encourage employees to pursue well-being, which means leading a balanced and healthy lifestyle in ways that best meet their needs. For example, you can be a BetterHealth Ambassador and still work as a weight-loss consultant, but it is not appropriate for you to encourage, sell, or promote any health and fitness programs or services, nutrition supplements, essential oils, or other products to fellow employees.

Can I find the information in this toolkit online?

Yes. This document and other program related documents are available online under the ‘**BetterHealth Ambassador**’ section at: <http://www.cabq.gov/betterhealth>.

In addition, program details and resources can also be accessed through **Wellness at Work** and on the City’s e-web. These sites provide up-to-date information on **BetterHealth** initiatives, upcoming activities, and tools to support Ambassadors in their role.

I have some additional questions. Whom can I contact?

For more information, please reach out to the Wellness Coordinator, Jenna Archuleta, at (505) 768-2921. You may also email your questions to jrarchuleta@cabq.gov.

BetterHealth Ambassador Roles & Responsibilities

BetterHealth Ambassadors play a vital role in promoting a culture of wellness across the City of Albuquerque. Ambassadors act as champions for health initiatives and serve as a resource for their departments.

Key responsibilities include:

- **Maintain Good Standing:** Be a City of Albuquerque employee in good standing.
- **Serve as a Wellness Liaison:** Act as the primary point of contact for **BetterHealth** activities and programs within your department.
- **Complete Training:** Participate in the BetterHealth Ambassador Training Session to prepare for your role.
- **Model Healthy Behaviors:** Engage in wellness initiatives throughout the year to enhance your own well-being.
- **Communicate and Connect:** Check in with colleagues, share positive feedback, and relay opportunities for improvement to fellow Ambassadors and BetterHealth staff.
- **Keep Materials Current:** Regularly review posted BetterHealth flyers at your worksite and remove outdated materials.
- **Provide Feedback:** Offer constructive input on BetterHealth programs and practices, and help identify solutions to barriers.

2026 Quarterly Meeting Calendar for BetterHealth Ambassadors

Date	Location	Time
Tuesday, March 10	Virtual (ZOOM)	1:00-2:00 pm
Tuesday, June 16	Virtual (ZOOM)	1:00-2:00 pm
Tuesday, September 15	Virtual (ZOOM)	1:00-2:00 pm
Tuesday, December 8	Virtual (ZOOM)	1:00-2:00 pm

2026 Focus

The BetterHealth Program strives to collaboratively create a supportive, health-conscious work environment and provide initiatives to improve all elements of well-being, including career, social, financial, physical, emotional, and community.

As the definition of wellness expands, so does the role of leadership. Our focus is to **increase leadership support, enhance cohesiveness among existing wellness teams, and create the supportive health environment** at work that is necessary for employees to thrive. To this end, the engagement of City leaders in their well-being is a crucial element in the program's overall success.

In addition to leadership engagement, the 2026 City of Albuquerque BetterHealth Program will focus on achieving the four program goals below. All related initiatives are described in this section. You will receive updates about new programs and initiatives as they become available.

BetterHealth Goals

- 1) Provide valued, tangible employee benefits by delivering whole-person programs to **prevent, detect, and reduce modifiable risk factors** for cardiovascular disease, diabetes, and cancer. Supported behaviors include:
 - ✓ increased movement and physical activity
 - ✓ nutritious and balanced eating habits
 - ✓ cessation of unhealthy substances
 - ✓ manageable stress
 - ✓ sleep
 - ✓ personal growth
 - ✓ community service
 - ✓ financial empowerment
 - ✓ social connection
- 2) Empower employees with healthy work environments and lifestyle practices that enable them to achieve their best possible health, creating a health-conscious work environment.
- 3) Build wide support, collaboration, and organizational alignment
- 4) Evaluate and continuously improve initiatives



BetterHealth Employee Wellness Programs

One-Day Events

Annual Employee Health and Benefits Fair

The **BetterHealth** program hosts an Annual Health & Benefits Fair at the Convention Center for City employees and their families, attracting approximately 1,000 participants each year. This event offers:

- Health Screenings and flu vaccinations
- Access to benefits representatives for questions on medical, dental, vision, life insurance, deferred compensation, flexible spending accounts, and retirement plans
- Opportunities to connect with community organizations and businesses showcasing products and services
- Healthy Giveaways & Raffle Prizes

Exhibitors use giveaways to engage participants, and in support of **BetterHealth's** mission, candy giveaways are replaced with healthier alternatives. Employees also have the chance to win exciting raffle prizes donated by exhibitors.

Paid Leave for Attendance

Employees may use two hours of Paid Leave – Other (PLO) to attend the event with prior supervisor approval.

Ambassador Involvement

BetterHealth Ambassadors have played a key role in welcoming attendees since 2016, including virtual participation in 2020. In 2026, Ambassadors will once again greet employees at the entrance and provide information at the Class of 2027 Ambassador Recruitment Table.

Annual Health Academy

The Healthy Academy is a two-hour educational event designed to help employees enhance their overall well-being through practical strategies and resources. Catered food will be provided for all attendees.

Employees may use two hours of Paid Leave – Other (PLO) to attend with prior supervisor approval, and family members are welcome to join.

BetterHealth Ambassadors are encouraged to volunteer as greeters and assist with distributing materials during the event. Event Details:

- **Date:** Thursday, June 25
- **Location:** Albuquerque Museum in Old Town
- **Time:** 11:30 AM – 1:30 PM

Run for the Zoo and Walk with us too!

The BetterHealth Program pays entry fees for the first 400 benefits-eligible employees who register for the annual Run for the Zoo on the **Sunday, May 3, 2026**. BetterHealth Ambassadors initiated this campaign in 2017.

Assessment & Screening

Biometric Screenings

Biometric screenings are available during designated open enrollment meetings and at the Annual Health & Benefits Fair. A comprehensive screening includes:

- Lipid panel (Total Cholesterol, HDL, LDL, Triglycerides)
- Glucose and A1C
- Blood pressure
- Weight
- BMI (Body Mass Index) and Body fat percentage

Each screening also includes a personalized results review with a Registered Nurse or Health Coach.

Some events feature a full blood draw conducted by TriCore Labs. At these events, the review will cover body measurements and blood pressure only. Lab results from the blood draw are available the next day through the TriCore Labs patient portal.

All results are protected under HIPAA regulations and remain completely confidential. Results are never shared with your employer.

Flu Vaccines

The **BetterHealth** program offers flu vaccine clinics at various worksite locations each fall. Vaccines are also available at the onsite **BetterHealth Clinic** (located at Old City Hall) and through the Mobile Health Clinic. This service is provided to eligible employees, spouses, and dependents.

Getting vaccinated helps reduce the risk of spreading influenza to others. Additional vaccines may be offered when appropriate and available.

Health Check (Personal Health Assessment)

The **Wellness at Work** online platform offers a confidential Health Check to all City of Albuquerque benefits-eligible employees, spouses, and domestic partners. Completing this quick online assessment once per fiscal year not only supports your personal well-being but also earns you **\$25 in rewards**, redeemable for gift cards directly through the platform.

High participation in Health Checks helps us understand the overall health risks within our workforce. This insight allows us to design a stronger **BetterHealth** program—targeting the right issues and creating resources that truly make a difference. Individual responses remain strictly confidential and are never disclosed. Only aggregate data is reviewed to guide program planning.

Please share access instructions for Wellness at Work and encourage your colleagues to complete their Health Check. Together, we can build a healthier workplace for everyone.

Mobile Health Clinic

Services through the Mobile Health Clinic are offered to employees and family members who are enrolled in the City of Albuquerque's Health Plans. \$0 Co-Pay!

Medical services range from preventive wellness exams to urgent care. Walk-in visits are seen based on the availability of healthcare providers. View the monthly schedule at <http://www.cabq.gov/betterhealth>.

BetterHealth

BetterHealth Ambassadors

In 2026, a group of selected employees from diverse departments will take on the role of wellness champions—sharing their enthusiasm, communication skills, and motivation to inspire colleagues at every level, including Directors, Managers, and Supervisors. Their mission is to encourage participation and engagement in the City of Albuquerque's organization-wide wellness initiative, fostering a culture of health and well-being across the workplace.

BetterHealth Clinic

As a City of Albuquerque employee—or an employee of one of our participating entities—you have access to the City's onsite medical clinic, located in the basement of City Hall. The clinic provides:

- Low-acuity urgent care
- Wellness check-ups and preventive care
- Care maintenance and some primary care services
- Telehealth visits

Hours of Operation:

- Monday–Friday
- 8:00 AM – 12:00 PM and 1:00 PM – 5:00 PM
- To schedule an appointment, call 505-602-9355.

Your health matters—take advantage of this convenient resource to stay well and address your care needs close to work.

BetterHealth Program Communications: Emails, Posters, and Newsletters

Email Campaigns: Email blasts are sent to Ambassadors, HR Coordinators, and employees on the **BetterHealth** distribution list to promote every **BetterHealth** program. Ambassadors and HR Coordinators are encouraged to share these messages with their teams by forwarding the information. Ambassadors are highly encouraged to customize email content and subject lines and remind colleagues that they are available to answer questions about **BetterHealth** programs.

Posters; Posters featuring **BetterHealth** event details and health messages are regularly distributed to Ambassadors and department contacts with a request to display them in visible areas. Ambassadors may also consider creating a **wellness bulletin board** to showcase these posters and other health resources.

JohnnyBoards; JohnnyBoards are custom frames that display BetterHealth flyers. New flyers are posted monthly in restrooms, near water fountains, and by time clocks at 16 key locations where most field employees work. These locations include:

- Solid Waste Administration Building
- Eagle Rock
- Cerro Colorado
- Montessa Park Convenience Center
- Montessa Park
- Parks and Recreation
- Yale, Daytona, and Alvarado Transit Centers
- Pino Yards
- Balloon Museum

- Don Reservoir Convenience Center
- DMD Satellite Offices
- City Hall
- 4th Street Fueling Station

Monthly Well-being Newsletter: A monthly newsletter is emailed to Ambassadors and HR Coordinators with a request to share it with employees. This newsletter, produced by a trusted resource, includes **health tips, informative articles, and recipes** to support overall well-being.

E-web & City of Albuquerque Website

Wellness program announcements are posted on E-web (<http://eweb.cabq.gov>) and the City of Albuquerque website, <https://www.cabq.gov/betterhealth>.

Fresh Option Produce

<https://www.surveymonkey.com/r/CABQPRODUCE>

The **Fresh Option** program is designed to deliver and encourage healthy snacks at meetings and celebrations. The program is available to BetterHealth Ambassadors at all locations.

Ways to use Fresh Options

- Wellness educational workshops.
- BetterHealth program orientations and celebrations such as department challenges or to integrate well-being into celebrations.
- Staff days or retreats that include wellness initiatives, such as library staff day.
- Staff meetings or training with at least one wellness announcement.
- These are limited to two requests per year please.

Scan below to make a request!



Health Education Presentations, Workshops & Video Links

Ambassadors may request a presentation for their department or work location. Coordination for these events will include the following:

- Reserving a conference rooms.
- Setting up audiovisual equipment.
- Inviting co-workers to attend with an email and flyer.
- Reporting results.

Please request workshops at least three weeks in advance (use the Ambassador Training Request Form on page 47). Upon receiving requests from Ambassadors, BetterHealth staff will contact presenters, check their availability, and finalize the dates. Presentation times and days are flexible to accommodate various CABQ work schedules.

Available topics:

- Heart Health
- Healthy Eating
- Interpreting Biometric Screening Results
- Preventing Workplace Injuries
- Compassion Fatigue (this topic has been requested in the past by Animal Welfare)
- Mental Health First Aid
- Dealing with Conflict in the Workplace
- Stress Management
- Preventing Burnout

Preparation for group showings includes reserving a conference room with a computer, monitor, Internet, and speakers. Workshops and videos are great opportunities to use the Fresh Option Produce benefit.

Remember to discuss your workshop plans with your supervisor, obtain your supervisor's approval before announcing workshops and invite supervisors to participate.

Wellness at Work Online Platform

The **Wellness at Work** online portal is designed to help employees create personalized health improvement plans. The online platform houses the Health Check, health journeys, mini-challenges, peer support, and more! Available to benefits-eligible employees, spouses, and domestic partners insured under the City's insurance plans.

NEW for 2026! Earn points by tracking your activities and healthy habits, completing wellness journeys, participating in programs, and submitting preventive care.

Reach milestones by progressing through Levels 1–4. At each level, you'll be entered into a quarterly drawing for additional Rewards Cash, which can be redeemed for gift cards.

Start building healthy habits today and enjoy the benefits all year long!

Skill Builders

A variety of well-being skill builders are available for you to promote within your department. A new skill builder will be available through Wellness at Work each month. 2026 Topics include:

- **January:** Energy Trifecta: Eat, Move, Sleep, Repeat
- **February:** Vital Signs, Vital Choices
- **March:** The Inflammation Situation
- **April:** Bone Deep: Strength for Every Body
- **May:** Feed Your Feeds: Protecting Your Mental Bandwidth
- **June:** The Silent Storm: Spotting Metabolic Syndrome Early
- **July:** Sugar Smarts: Smoother Glucose, Steadier You
- **August:** Gut Instincts: Your Microbiome, Your Mood, Your Metabolism
- **September:** Strong Is the New Long: Muscle & Longevity
- **October:** Chair Repair: Undoing the Effects of Sitting
- **November:** Pain, Pain, Go Away: Rethinking the Pain Signal
- **December:** Vitamin Awe: 20 Minutes to a Healthier You

Skill Builders are submitted through **Wellness at Work** to earn points.

Physical

Monthly Cooking Show

Each month these virtual cooking sessions introduces fun, health-conscious cooking techniques and simple ways to prepare nutritious meals.

- Held on the fourth Thursday of every month at noon
- Each event is individual (not part of a series), so registration is required for each month separately
- All sessions are recorded. A link to the recording will be emailed to registered participants after the event.

Topics and sign up for each month's show using the links below for 2026.

- **January:** Nourish Your Immunity, Energize Your Year
- **February:** Love at First Bite: Heart-Healthy Snacking for Strength and Joy
- **March:** Noodle Your Way to a Balanced Plate
- **April:** Garden Glow & Chocolate Flow: Stress Relief and Mindful Indulgence
- **May:** Greens, Beans, and Berry Dreams: Eating Well for Mind & Mood
- **June:** Stackin' Pancakes & Sippin' Smarts: Fuel for Muscles and Minds
- **July:** Grillin' and Chillin' for Heart-Healthy Thrills
- **August:** Sandwich Zen for Wellness Wins: Wrap It, Melt It, Love It
- **September:** Golden Grains & Gentle Gains
- **October:** Chili Today, Calm Tomorrow: Foods for Body & Soul
- **November:** Gobble Up Goodness: Carbs That Care for You
- **December:** Less Stress, More Stew: Easy Eats for a Healthy Holiday

Desk to 5K

Desk to 5K is an email-based training program that gradually guides participants from minimal activity to successfully completing a 5K. Each week, participants receive an email containing a structured training plan, an instructional video, and helpful tips. The program is designed for all fitness levels and focuses on building healthy habits in a fun, social, and non-competitive environment.

Desk to 5K is offered in conjunction with the **Run for the Zoo** event. The six-week program begins leading up to race day, providing steady, progressive training to help participants feel confident and prepared. Individuals who receive a Run for the Zoo registration voucher are encouraged to sign up and train through the Desk to 5K program.

Dinner with a Dietitian

This email-based program is designed to help individuals and their caregivers learn how to cook for optimal health while managing chronic conditions. Participants choose a focus—Diabetes or Hypertension—and receive practical guidance to support healthier living.

What's included each week:

- A training schedule to keep you on track
- Lifestyle tips for managing your condition
- An instructional video demonstrating the featured recipe
- A grocery list for the meal of the week
- Delicious, health-focused recipes
- Additional educational handouts to reinforce learning

This program makes healthy cooking simple and accessible, empowering participants to take control of their health through nutrition and smart choices.

You can register for this program here: <http://eepurl.com/i6tB8Y>

NationsNutrition™ Coaching

NationsNutrition™ (a.k.a. Good Measures or NationsBenefits) is a food-as-medicine based program that teaches healthy eating habits for modifiable chronic conditions. The one-year program includes coaching with a Registered Dietitian and is available at no cost to eligible City of Albuquerque and government entity employees, spouses, domestic partners, and dependents 16 and older.

NationsNutrition™ has various tracks with condition-specific coaching to help with:

- Improving a health condition with food choices
- Preventing or better managing diabetes
- Getting optimal nutrition for a healthy pregnancy
- Lowering blood pressure, blood sugar, and cholesterol to improve heart health
- Eating to boost your immune system, have more energy, and feel better
- Lose or manage weight

This is part of the City's behavior change programs. To register, use [this](#) link or see the promotional flyer or the link below. The form will segment you into either **Nations Nutrition, Noom or 1:1 Health Coaching**. If Noom is the right program for you, an email with instructions and a unique code to bypass payment will be sent.

Link: https://phs.qualtrics.com/jfe/form/SV_cImrRWlHfIOvokm

NOOM®

Noom® is a **science-backed program** designed to help users make healthier choices through the power of behavioral **psychology, technology, and personalized coaching**. By focusing on sustainable behavior change, Noom® supports participants in achieving their health and wellness goals, including maintaining a healthier weight.

Noom® is a **one-year program** available to City of Albuquerque and Entity employees.

This is part of the City's behavior change programs. To register, use [this](#) link or see the promotional flyer or the link below. The form will segment you into either **Nations Nutrition, Noom or 1:1 Health Coaching**. If Noom is the right program for you, an email with instructions and a unique code to bypass payment will be sent.

Link: https://phs.qualtrics.com/jfe/form/SV_cImrRWlHfIOvokm

NEW! This year Noom has added a mental health component to the curriculum. See more information about **NOOM Mood** on page 20.

H3 Series: Healthy Heart Habits

[April] Healthy Heart Habits is a 4-week program designed to educate participants about heart health and blood pressure. It includes education on **heart-healthy habits, the importance of blood pressure, and how to use a home blood pressure monitor**. Participants will track and self-monitor their blood pressure throughout the

course of the program as well as work **one-on-one with a health coach** to explore their results and identify health behaviors that impact their readings. Program includes:

- heart health education
- one-on-one health coaching
- home blood pressure monitor

Self-monitoring Blood Pressure Stations

Over 80 self-monitoring blood pressure stations are available in various City and Entity locations. Ambassadors may request a new self-monitoring blood pressure station if they don't have one at their worksite. Blood pressure monitoring is encouraged for all employees and adult family members, regardless of whether they have high blood pressure.

To request a blood pressure station, please email betterhealth@cabq.gov.

Physical Activity Challenges

Accessed through the **Wellness at Work** portal, these are individual or team-based challenges aimed to sow seeds of camaraderie and accountability with social features like buddies, teams, team chat, and an interactive dashboard.

Challenges can be either **company-wide**, scheduled quarterly by BetterHealth Program or **individually initiated** by employees or Ambassadors. All challenges are opportunities to earn points and prizes.

In 2026, the company-wide scheduled challenges are below:

- Challenge 1 - Walk the Wonders (1-2 weeks)
- Challenge 2 - Celebrations Around the World (3-4 weeks)
- Challenge 3 - Path to Fulfillment
- Challenge 4 - Striding for Connection

Tobacco Cessation Program

A comprehensive tobacco cessation program is available to employees, spouses and domestic partners. The program uses evidence-based principles to help people quit using all types of tobacco. The tobacco cessation program is available as needed. The no-cost program includes:

- One-on-one coaching with a Quit Coach over the phone
- Tips, advice and encouragement that can make quitting easier
- Nicotine patched or gum, if eligible

To enroll, go to www.quitnow.net, click on “Enroll Online” link. When asked about employment, enter City of Albuquerque. See example below.

Are you currently employed?*

Your employer may have incentives or additional program offerings that may not be available through your state.

Search employer
CITY OF ALBUQUERQUE

I am not employed Prefer not to answer

Emotional

Employee Assistance Program (EAP)

The City of Albuquerque EAP serves employees and family members living in the home and provides five confidential counseling sessions at no cost. Employees and family members may work with counselors for anything they perceive to be an issue, including reducing stress and improving health behaviors, such as quitting smoking, eating healthier, and losing weight. Call 768-4613 for an appointment.

The Employee Assistance Program (EAP) is part of the Risk Management Division, Department of Finance and Administrative Services.

NOOM Mood

NEW for 2026! Noom has introduced an exciting enhancement to its training modules: **Noom Mood**. This new feature addresses mental health by helping individuals incorporate stress-reduction habits into their daily routines—an essential step toward achieving overall well-being and optimal health.

Noom is a one-year program available to City of Albuquerque and Entity employees. To register, use the link on the promotional flyer to complete the form. Once complete, an email with instructions and a unique code to bypass payment will be sent.

Nurture Your Mental Well-being

[March] Optimal mental health is more than simply the absence of illness, it's the optimization of circumstances that allow all to thrive in all areas of well-being. Just as physical fitness provides us with an increased ability to respond to life in all its richness, mental well-being can be supported to increase positive emotions and to be more responsive, less reactive. Join us to learn about fundamental skillsets that support mental well-being to include mindset, sleep, mood, physical health, connection, and habits.

Mindfulness Based Stress Reduction

Life on Mindfulness is an online platform designed to help you cultivate more calm, clarity, and resilience in your daily life. Through a wide range of accessible tools and teachings, it brings the practice of mindfulness into your routine in a way that is both practical and deeply meaningful.

At the heart of the platform are daily live guided meditations, allowing you to reset, recenter, and reconnect. These sessions help reduce stress, improve focus, and enhance emotional balance, making it easier to navigate work, relationships, and day-to-day challenges with more ease and intention. In addition to the live sessions, Life on Mindfulness offers exclusive teachings and short life-enhancing videos that break mindfulness down into simple, actionable steps

The platform is led by Michelle DuVal, MA, the leading provider of Mindfulness Training in the Southwest United States. Her programs are evidence-based, research-driven, and delivered in a way that makes the practice approachable for beginners and experienced meditators alike.

How Life on Mindfulness Supports Everyday Life

- Reduces stress and tension through consistent guided practice
- Improves focus and mental clarity, helping you work more efficiently
- Strengthens emotional resilience, making difficult moments easier to manage
- Promotes better sleep and relaxation with tools that calm the nervous system
- Encourages healthier habits and mindsets through bite-sized, practical teachings

Revitalize Through Rest Series

[October] Why do we resist rest when it's what we may need the very most? Inspired by *The 7 Types of Rest* by Dr. Saundra Daulton-Smith and *Rest: Why You Get More Done When You Work Less* by Alex Soojung-Kim Pang, this restorative series explains the science of rest resistance and challenges the culture of extreme overwork. Although we may not be able to control our workload, we will explore how prioritizing rest goes beyond optimizing sleep and how to capitalize on active pursuits that will equal restoration in seven key areas of life.

Personal Growth

Health Coaching (1:1)

Lifestyle habits are complex and influenced by multiple factors, including genetics and environment. The Solutions Group's coaching program is designed to help participants identify these factors and address them individually—an approach proven to support meaningful behavior change and positive outcomes.

Through one-on-one sessions with a health coach, participants learn how to:

- Set realistic, personalized goals
- Create actionable plans
- Identify personal motivation
- Develop coping strategies
- Build a strong support system

This individualized approach empowers participants to take control of their health and well-being. All health coaches hold advanced degrees in their respective fields and maintain a wide range of professional certifications.

This is part of the City's behavior change programs. To register, use [this](#) link or see the promotional flyer or the link below. The form will segment you into either **Nations Nutrition, Noom or 1:1 Health Coaching**. If Noom is the right program for you, an email with instructions and a unique code to bypass payment will be sent.

Link: https://phs.qualtrics.com/jfe/form/SV_cImrRWlHfIOvokm

Wednesday Well-being Webinar Series

This program consists of monthly webinars focused on topics related to employee health and well-being. Sessions are held on the third Wednesday of each month and are designed to provide practical strategies and evidence-based information to support overall wellness.

On-demand recordings are made available after the event; registered participants receive a link via email following the session.

Participation is open to all employees, and registration is required for each individual webinar.

- **January 21:** Energy Trifecta: Eat, Move, Sleep, Repeat
- **February 18:** Vital Signs, Vital Choices
- **March 18:** The Inflammation Situation
- **April 15:** Bone Deep: Strength for Every Body
- **May 20:** Feed Your Feeds: Protecting Your Mental Bandwidth
- **June 17:** The Silent Storm: Spotting Metabolic Syndrome Early

- **July 15:** Sugar Smarts: Smoother Glucose, Steadier You
- **August 19:** Gut Instincts: Your Microbiome, Your Mood, Your Metabolism
- **September 16:** Strong Is the New Long: Muscle & Longevity
- **October 21:** Chair Repair: Undoing the Effects of Sitting
- **November 18:** Pain, Pain, Go Away: Rethinking the Pain Signal
- **December 16:** Vitamin Awe: 20 Minutes to a Healthier You

Watching each webinar will earn you 250 points on **Wellness at Work**.

Healthy & Whole Holiday Challenge

This individual challenge provides tips, ideas, and support to help employees feel their best throughout the holiday season. The program runs for six weeks, beginning at Thanksgiving and continuing through the New Year.

Participants receive weekly emails featuring:

- Challenges and check-ins
- Reflections on weekly topics
- Guidance for maintaining healthy habits during the holidays

To encourage personal accountability, participants are invited to submit pre- and post-program weigh-ins. Participants must complete all weekly challenges and check-ins to be eligible for rewards.

Financial

Financial Forum Book Club

[May] Money mastery can be intimidating for many. This financial forum book club will focus on a book themed in financial literacy. Readers are given the opportunity to connect in a guided discussion, and book sections are assigned in increments.

Retirement Plan Information

City of Albuquerque provides a retirement plan as part of the employee benefits. Resources, information and planning tools are available at this link:

<https://www.cabq.gov/humanresources/total-rewards>

Social

Book Club

[July] This well-being book club suggests a book title with a focus on self-development. Readers are given the opportunity to connect in a guided discussion. Book sections are assigned in increments and discussed in ways that may challenge your beliefs or enable you to lean into self-care.

Career

Employee Learning Center

Programs and training through the Employee Learning Center (ELC) are designed to deploy learning solutions for City Departments and City Employees. The ELC is responsible for the onboarding, development, support, and recognition of City Employees.

For information on Employee Learning Center and tuition assistance:

<https://www.cabq.gov/humanresources/employee-learning-center>

Community

City Greenhouse – Community Garden

Volunteers are needed to help the City of Albuquerque staff maintain our three greenhouses and interior plants at various locations around the city. Assist Greenhouse staff with tasks such as planting and repotting of plants; plant propagation; care and maintenance of annuals, perennials, orchids, and tropical.

Contact BHA, Michael Griego: mgriego@cabq.gov

Animal Welfare Dog Walking Program

The City of Albuquerque's Animal Welfare Department (AWD) invites community members, including CABQ employees to join the **Doggy Day Out** program. This program allows residents to take an adoptable dog from an AWD shelter on a short "field trip" for a few hours or the whole day. Volunteers will receive essentials for their outing, plus a guide of recommended dog-friendly destinations.

Email AWDVolunteer@cabq.gov to get more information. Volunteers must be 18 or older and will complete a short application and dog-handling training.

Employee Health Services & Gym Locations

The Risk Management Division manages risk for the City and its taxpayers and manages the Employee Health Services. The department also promotes the health and safety of City employees.

Several work locations have onsite gyms for their employees, including the Police Academy, Fire Academy, Aviation, and 911. Employee Health Services staff provide employees with free fitness and endurance testing, personal training to strengthen muscles and manage weight, office ergonomic assessments, CPR training, and more! The 4-hour CPR training includes instruction on using an Automated External Defibrillator (AED) and First Aid for adults. Upon completing the course, participants receive an American Heart Association First Aid and CPR Certification Card, valid for two years.

The APD Gym is located in the basement of the APD Law Enforcement Center. The gym is free and open to all City employees who complete the enrollment form and fitness assessment provided by Employee Health Services staff.

Contact Wellness Coordinator at 768-4623.

Healthy Food in Offices - Nutrition Guidelines

Healthy food guidelines were established in 2013 to demonstrate the City of Albuquerque's ongoing commitment to employee well-being. Providing nutritious options at office celebrations and events helps employees make healthier choices and supports long-term health and wellness.

These guidelines reflect the core values of the City's BetterHealth initiative—promoting a workplace environment where healthy habits are encouraged and accessible. By making nutritious foods available during gatherings, we reinforce a culture that prioritizes prevention, supports positive lifestyle choices, and fosters a community focused on overall well-being.

Guidelines and resources for potlucks can be found on e-web.

Mother's Room in City Hall

Breastfeeding is one of the most highly effective preventive measures a mother can take to protect the health of her infant and herself, including a healthier weight. Employment is now the norm for U.S. women of childbearing age, and we know that returning to work after having a baby can be challenging. Breastfeeding is personal; however, the BetterHealth program is committed to providing onsite lactation support.

The **Mother's Room in City Hall** includes a private pumping station, a refrigerator to store breast milk, and a nearby sink to wash supplies.

Interested employees should contact the Health and Wellness Coordinator in the Insurance and Benefits office for more information.

There is a full list of available lactations sites city-wide that can be found on flyer and e-web.

CABQ Leaders

Leader Well-being Training/Retreat

This training informs and inspires leaders to lead well with well-being and provides them with resources and the confidence to implement change where needed. Building a culture of well-being and resilience where team members have a sense of trust, find meaning in their work, have authentic personal interactions, and feel supported, positively impacts their well-being.

It is in the best interest of both the individual and the organization for employees to thrive in all aspects of their life and the team leader has significant influence on these drivers.

Each year the leader training event is scheduled in September. Look for more information on email updates and e-web.

2026 BetterHealth **PROGRAMS**



BetterHealth

CITY OF ALBUQUERQUE AND
PARTICIPATING GOVERNMENT ENTITIES

Better you.

ANNUAL HEALTH AND BENEFITS FAIR

The Annual Health & Benefits Fair is scheduled for XXX. Visit over 100 wellness and benefits exhibits. All employees are eligible for 2 hours leave with supervisor's approval.

BETTERHEALTH AMBASSADOR APPLICATION, TRAINING & MEETINGS

BetterHealth Ambassadors (BHAs) are a volunteer network of employees who will share their enthusiasm, initiative, and motivation to inspire others to be a part of a meaningful, organization-wide wellness initiative. The program includes a 2-hour annual training and quarterly 1-hour meetings. Ambassadors agree to dedicate approximately 2 hours of their time on a monthly basis to supporting the City's Culture of Wellness.

BETTERHEALTH CLINIC

The City of Albuquerque is proud to bring health care to your workplace. Employees can receive care quickly and conveniently during the workday. The onsite BetterHealth Clinic is available to City of Albuquerque employees, spouses, and children covered under the City's insurance plans.

BOOK CLUB

This virtual book club suggests a book title with a focus on self-development. Readers are given the opportunity to connect in a guided virtual space. Book sections are assigned and discussed in ways that may challenge your beliefs or enable you to improve your own well-being.

BLOOD PRESSURE MONITORING PROGRAM

This offering empowers participants to take ownership of their cardiovascular health. The program incorporates the concepts of remote monitoring and online tracking as key features to improve blood pressure self-awareness.

COOKING SHOW

The virtual Cooking Show inspires participants to bring fun back into the kitchen and shares some health-conscious recipes and cooking techniques.

DESK TO 5K

Desk to 5k is a training program designed to progress participants through increases in intensity and distance toward the desired outcome of completing a 5k distance. The program is tailored for all fitness levels and is designed to assist participants in being active in a fun, social, non-competitive atmosphere.

DINNER WITH A DIETICIAN

This program teaches people and their caregivers how to cook for optimal health based on a chosen topic, either Diabetes or Hypertension. It offers lifestyle tips for managing these diseases. Participants will receive weekly emails that include the instructional video, recipes, and a grocery list for the meal of the week plus additional educational handouts.

EATING WITH PURPOSE

A 6-week non-diet, weight-neutral, mindfulness-based program that empowers employees to take charge of decisions about eating, physical activity, health, and well-being. It guides participants through the innovative mindful eating cycle to gain greater awareness about what, how, and why you eat, and offers practical strategies for a balanced lifestyle.

FLU SHOTS

Every fall, the City of Albuquerque hosts flu shot clinics at numerous work locations. This service is available to employees, spouses, and dependents age 19 and older.

GOOD MEASURES

The Good Measures approach enables individuals and families to unlock the power of food to help them improve their daily health and manage their medical conditions. Programs focus on nutritional balance: getting the right amount of nutrients based on one's unique medical needs. Good Measures offers highly personalized coaching and technology that enables participants to eat for better health, starting with the foods they like, can afford, and can find. Programs include: Healthy Weight, Diabetes Prevention Program, Heart Health, and Diabetes Self-Management.

HEALTH ACADEMY

A 2-hour educational event designed to help employee's manage specific conditions to improve their overall health. Participants receive relevant health and wellness education as well as tools to engage in better health behaviors. Employees are given up to 2 hours administrative leave with supervisor approval.

HEALTH COACHING (1:1)

Lifestyle habits are complex and multi-factorial, involving the interaction of genetics and environment. Our coaching program helps effectively tease out these factors and address them on an individual basis, an approach that helps employees change behaviors and produce positive outcomes. Participants will learn how to set appropriate goals, create an action plan, identify personal motivation and establish coping skills and a support system. This personalized approach to health management allows employees to work directly with a health coach in a one-on-one setting. All our health coaches have advanced degrees in their chosen field as well as a wide variety of certifications.

H3 SERIES: HEALTHY HEART HABITS

Learn about your heart health and self-monitor your blood pressure in this interactive challenge! The program launches with a 1-hour training where you will learn all about healthy heart habits and the importance of blood pressure, followed by education on how to use a blood pressure monitor. You'll then have a 4-week opportunity to track your own blood pressure and explore your trends. A final one-on-one session with a health coach will assist you in setting goals to keep you moving forward!

HEALTHY AND WHOLE HOLIDAY THRIVE CHALLENGE

This individual challenge offers tips, ideas, and support to help employees feel their best during the holiday season. By participating in this challenge, you are giving yourself the gift of health!

LEADER WELL-BEING TRAINING

This training informs and inspires leaders to lead well with well-being and provides them with resources and the confidence to implement change where needed. Building a culture of well-being and resilience where team members have a sense of trust, find meaning in their work, have authentic personal interactions, and feel supported, positively impacts their well-being. It is in the best interest of both the individual and the organization for employees to thrive in all aspects of their life, and the leader has significant influence on these drivers.

MINDFULNESS-BASED STRESS REDUCTION

Learn all the critical tools of mindfulness and meditation through a clinically proven program in stress reduction through the expertise of Michelle DuVal. The program teaches participants a variety of different mindfulness practices including those for greater rest and relaxation, focus, and concentration, as well as breathing meditation, eating meditation, walking meditation, and more.

MOBILE HEALTH CENTER

Services through the Mobile Health Center are offered to employees and family members age 2 and older who are enrolled in the City of Albuquerque's Presbyterian Health Plan.

NURTURE YOUR MENTAL WELL-BEING

Optimal mental health is more than simply the absence of illness; it's the optimization of circumstances that allow all to thrive in all areas of well-being. Just as physical fitness provides us with an increased ability to respond to life in all its richness, mental well-being can be supported to increase positive emotions and to be more responsive, and less reactive. Join us to learn about fundamental skillsets that support mental well-being to include mindset, sleep, mood, physical health, connection, and habits.

NOOM

A virtual, personalized, healthy lifestyle program delivered through your mobile phone utilizing psychology and small goals to change your habits for good! The program includes daily articles, food and exercise logging, goal specialists, and peer group support.

OPEN ENROLLMENT EVENTS

Open enrollment takes place in May for employees to get the information they need to make informed decision about their benefits enrollment and personal health needs.

PERSONAL HEALTH CHECKS

Benefits-eligible City of Albuquerque employees can complete the confidential online Personal Health Assessment on Wellness at Work and receive a gift card incentive from the BetterHealth Program. The Health Check incentive may be earned every fiscal year for completing the confidential assessment.

REVITALIZE THROUGH REST SERIES

Inspired by The 7 Types of Rest by Dr. Saundra Daulton-Smith and Rest: Why You Get More Done When You Work Less by Alex Soojung-Kim Pang, this restorative series explains the science of rest resistance and challenges the culture of extreme overwork. Although we may not be able to control our workload, we will explore how prioritizing rest goes beyond optimizing sleep and how to capitalize on active pursuits that will equal restoration in seven key areas.

RUN FOR THE ZOO AND WALK WITH US TOO!

Join Team CABQ to run or walk in any of the Run for the Zoo events whether set virtually or at the BioPark. Registration is covered for the first XXX employees who register.

TOBACCO CESSION PROGRAM

A comprehensive tobacco cessation program is available to employees, spouses, and domestic partners. The program uses evidence-based principles to help people quit using all types of tobacco. The tobacco cessation program is available as needed.

WEDNESDAY WEBINARS

The Wellbeing Webinars are designed to give participants the tools, knowledge, and support they need to improve and upgrade their well-being.

WELLNESS AT WORK PHYSICAL ACTIVITY AND HABIT CHALLENGES

Individual or team-based challenges aimed to sow seeds of camaraderie and accountability with social features like buddies, teams, team chat, and an interactive dashboard.

For more info: <https://www.cabq.gov/humanresources/employee-benefits/better-health-program>

Recognition

BetterHealth Ambassador Program Evaluation & Recognition

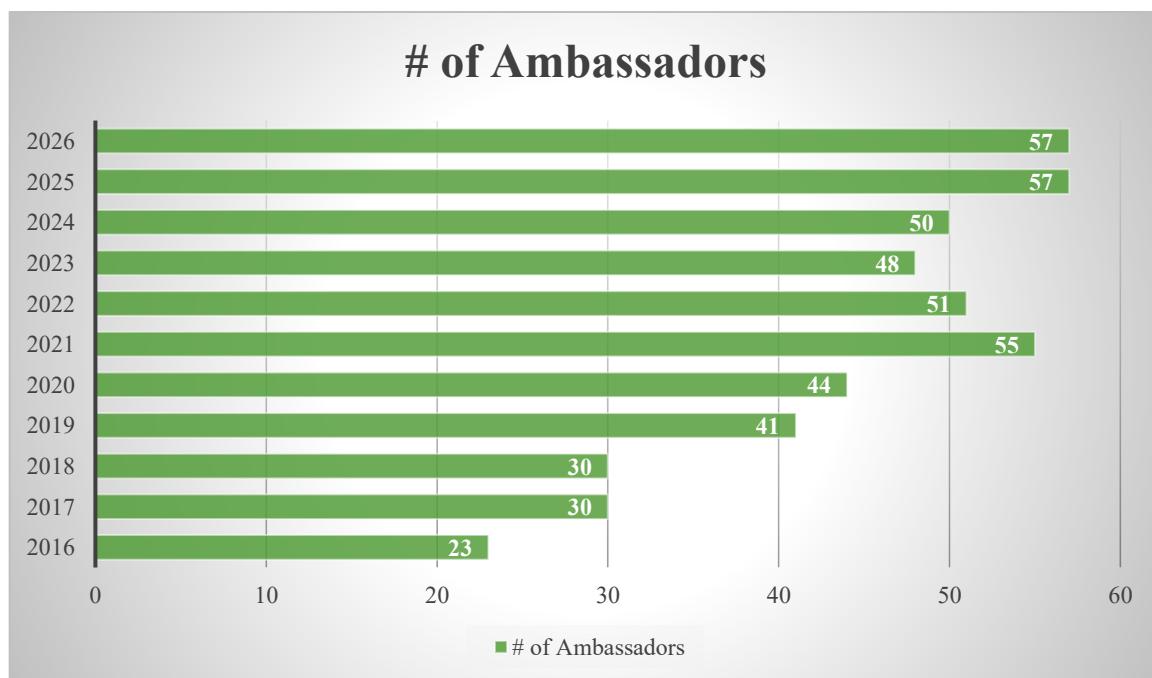
Employee Participation

A key measure of the BetterHealth Ambassador Program's success is overall employee participation in well-being activities. To accurately track engagement, the **sign-in template** (available in the resource section) **must be used for all on-site activities**. Completed templates should be submitted to Jenna Archuleta at jrarchuleta@cabq.gov.

Collecting participation data is essential for building a powerful and effective well-being program. Engagement metrics help us understand which activities resonate most with employees, identify opportunities for improvement, and ensure resources are allocated where they have the greatest impact. By analyzing this data, the City of Albuquerque can strengthen its BetterHealth culture, create programs that meet employee needs, and foster a healthier, more connected workforce.

Ambassador Activities

The number of Ambassadors participating each year and the type of activities they pursue will also be tracked. The ultimate goal for the Ambassador program is to have 60 ambassadors per year, representing all work locations with more than 30 employees.



Resources

Ways you can use these additional resource:

- Planning tools can make it much easier to stay organized and manage responsibilities effectively. A calendar helps you keep track of important dates, deadlines, and scheduled activities so nothing slips through the cracks.
- This toolkit is also a resource with program information to give you quick access to the resources, guidelines, and materials you need.
- The e-web resource supports your planning by providing up-to-date information, forms, and reference materials all in one place.

When you use these tools together, they help you stay prepared, reduce stress, and make it easier to stay on top of both daily tasks and long-term goals..

2026 Planning Calendar

January	February	March	April	May	June
				Run for the Zoo	Health Academy
				Open Enrollment	



BetterHealth
AMBASSADOR
CITY OF ALBUQUERQUE

July	August	September	October	November	December
		Leader Training	Health & Benefits Fair		BHA applications due



BetterHealth
AMBASSADOR
CITY OF ALBUQUERQUE



APD Behavioral Health Services

Last updated: December 2021

ONE
ALBUQUE
RQUE
human
resources

Service		Eligibility	Cost	Must be enrolled in Presbyterian Insurance	Anonymous	Hours	Address	Email or Website	For Appointment
Employee Assistance Program	<ul style="list-style-type: none"> • Professional counselors • Employee counseling • Crisis intervention • Referral services. Confidential, private, covered by HIPAA.	Available to employee and household family members	No Cost	No	Yes	On Call 24/7 & by appointment	400 Marquette Ave NW, Albuquerque, NM 87102	Eweb/EAP	Appointment 505-768-4613
COPLINE	National law enforcement hotline manned by retired law enforcement officers. Provides peer support for crisis intervention and referrals to mental health professionals.	Available to employee and household family members	No Cost	No	Yes	24/7	Phone Hotline	www.copline.org	800-267-5463
NM Crisis and Access Line	A professional mental health crisis line. Masters level clinicians provide mental health services to all persons experiencing any kind of emotional crisis, mental health or substance use concern.	Available to employee and household family members	No Cost	No	Yes	24/7	Phone Hotline	www.nmcrisisline.com	855-662-7474
Behavioral Sciences	Provides access to psychological services, including consultation and treatment, needed by sworn and civilian personnel and their family members. Confidential, private, covered by HIPAA.	Available to employee and household family members	No Cost	No	Yes	On Call 24/7 & by appointment	1501 Broadway Blvd SE, Albuquerque, NM 87102	apdbsd@cabq.gov	505-764-1600
APD Chaplain	Provide a ministry of presence, support, and counsel to members of the Albuquerque Police Department and their families.	Available to employee and household family members	No Cost	No	Yes	On Call 24/7	400 Roma Ave NW, Albuquerque, NM 87102	apdchaplainunit@cabq.gov	768-2131 Primary Chaplain 235-0194 Backup Chaplain 270-9124 Head Chaplain 206-0449
NM Solutions	Provides access to psychological services, including consultation and treatment, needed by sworn and civilian personnel and their family members. Confidential, private, covered by HIPAA.	Available to employee and household family members	No Cost	No	Yes	By Appointment	Downtown 707 Broadway NE, Ste 500, Albuquerque, NM 87102 Westside 2551 Coors Blvd NW, Albuquerque, NM 87120	www.newmexicosolutions.com	Downtown 505-268-0701 Westside 505-833-2300
Peer Support team	Private, safe, and supportive environment for law enforcement personnel. Volunteer law enforcement and civilian personnel provide emotional support for after crisis, serious illness, or injury, resources/referrals for professional assistance.	Available to employee only	No Cost	No	Yes	On Call 24/7	1501 Broadway Blvd SE, Albuquerque, NM 87102	apdpeersupport@cabq.gov	505-967-6587
Safe Call Now	Confidential, comprehensive, crisis referral service for all public safety employees and their family members.	Available to employee and household family members	No Cost	No	Yes	24/7	Phone Hotline	www.safecallnow.org	206-459-3020



APD Behavioral Health Services

Last updated: December 2021



Service	Eligibility	Cost	Must be enrolled in Presbyterian Insurance	Anonymous	Hours	Address	Email or Website	For Appointment	
Presbyterian Talkspace	Behavioral coaching app ages 18 and older. With Talkspace text therapy you can: <ul style="list-style-type: none">Engage with a therapist the same day that help is needed, not weeks laterGet matched to a therapist based on your unique needsDevelop a one-on-one relationship with the same therapist throughout your engagementLive a happier, healthier life	Available to employee and household family members with Presbyterian Health Plan	No Cost	Yes	Yes	24/7	Remote application and desktop	www.talkspace.com/php	Download on the App Store or Google play
Presbyterian Outpatient Behavioral Health Care	<ul style="list-style-type: none">Individual and group therapyMedication evaluationMedication managementPsychological testing	Available to employee and household family members with Presbyterian Health Plan	Applicable Copayment	Yes	Yes	Hours vary based on provider	Presbyterian 8312 Kaseman Ct NE Albuquerque, NM 87110	www.phs.org/doctors-services/services-centers/behavioral-health	505-291-5300
Presbyterian Inpatient Behavioral Health Services	<ul style="list-style-type: none">Acute psychiatric stabilizationDiagnostic evaluationMedication managementGroup therapyPsychosocial evaluationFamily engagementInpatient care for child, adolescent, adult and geriatric patients.	Available to employee and household family members with Presbyterian Health Plan	Applicable Copayment	Yes	Yes	M-F 6am-7pm, Weekends/ Holidays 3pm-5pm	Presbyterian Kaseman Hospital 8300 Constitution Blvd NE, Albuquerque NM 87110	www.phs.org/doctors-services/services-centers/behavioral-health	505-291-2560
Wellness at Work resources	<ul style="list-style-type: none">Online portalCreate personalized health improvement plansPersonal Health Assessment (PHA)Biometric screening resultsWorkshopsArticles and much more!	Available to benefits-eligible employees, spouses and domestic partners	No Cost	Yes	Yes	24/7	Desktop application	www.mypres.org	Access through MyPres
On to Better Health	<ul style="list-style-type: none">Online programming for common challenges, such as trouble sleeping, feeling down, feeling tense or anxious.Helpful tips and videos based on your interests and needs.	Available to employee and household family members with Presbyterian Health Plan	No Cost	Yes	Yes	24/7	Series of applications available remote and desktop	www.ontobetterhealth.com/php	Download on the App Store or Google play

ABQ Area Resources Quick Guide

Updated 10/1/24

Note: Area code is (505) except where indicated; some organizations have hyperlinks in their name to website

Other Resource Guides:

[Bernalillo County Resource Guide](#) – developed by Bernalillo County Early Childhood Coalition

[New Mexico Native American Resource Directory](#) –

New Mexico Health Care Authority (HCA), Behavioral Health Services Division

[CABQ Dept. of Senior Affairs Quick Guide](#) (scroll down to "View the Quick Guide")

[UNM Center for Development and Disability \(CDD\) Disability Resource Directory](#)

[sharenm.org](#)--SHARE New Mexico resource directory

[ABQcrg.org](#)--ABQ Coordinated Resource Guide (currently being updated—this 10-1-24 Quick Guide will be posted on it)

For community events posted by BCHVWG Coalition:

<https://padlet.com/communityeventsbchvwg/community-events-84uc30q49xh50oar>

Cell Phone Program: The federal subsidies for phones ended June 30. You may still order one free online at Assurance Wireless, but it may take 2-4 weeks to receive in the mail:
Assurance Wireless-Shellie-call/text (505) 977-1122 (M-F 9-5)
To meet in person --\$10 for same day phone activation with her (phone is free and phone service free for at least 1 year)
She is at Storehouse on Wednesday & Friday, 9 to noon.
Or call Marcos (Shellie's brother): 747-246-9126
If your Assurance phone was lost or stolen, call Assurance Customer Service, 888-321-5880

Victims/Survivors/Overcomers of Violence

[Family Advocacy Center](#) (FAC) – any violence, inc. stalking
-- M-F 8 am – 5 pm, 625 Silver SW (2nd floor) 243-2333

[Domestic Violence Resource Center](#) (in Family Advocacy Ctr)
-- (Calls are taken 24/7—walk-ins 8 am – 5 pm) 248-3165

[National DV phone no.](#) (24 hours) 800-799-7233

[Rape Crisis Center](#) (2 offices: walk-ins M-F 8-5 at both):
--625 Silver SW (2nd floor, Family Advocacy Center) 266-7711
--9741 Candelaria Rd NE (near Eubank) 266-7712

--[Rape Crisis Center's](#) 24/7 hotline 266-7711

[StrongHearts Native Helpline](#) (24/7) for Native women impacted by DV, dating or sexual violence 844-762-8483

Emergency trafficking hotline—all ages ([NM Dream Ctr](#))
--505-504-1301

[Life Link trafficking hotline](#): 505-GET-FREE (505-438-3733)
victims of trafficking call or text (and info/resource line)

[Enlace Comunitario](#) (Domestic Violence) 246-8972

--English & Spanish DV crisis intervention and legal support, therapy, support groups, case management

[Casa Fortaleza](#) (sexual violence) (bilingual Spanish) 910-4031
2340 Alamo SE, #124 (Call or walk in M-F 8:30am - 5pm)

[First Nations Community Healthsource](#) (FNCH) programs:

--[Human Trafficking](#) (case management) 375-8518 (office)

or call or text 697-0712 (cell no.) – not a crisis hotline

--VOCA (for victims of crime) -- call (no text) 515-3922 or 375-8514

[The Arc of NM](#) – victim advocates for sexual assault, 883-4630
domestic violence or crime victims with intellectual or developmental disabilities; email address is: advocate@arcnm.org

Domestic Violence Shelters (call 24/7)

S.A.F.E. House (in Albuquerque) 247-4219

Haven House (in Rio Rancho) 896-4869

Valencia Shelter for DV (in Valencia County) 864-1383

Other Crisis Hotlines/Helplines

Poison Center/Medication Info 800-222-1222

988 Suicide and Crisis Lifeline:

Call or text 988 if feeling sad or angry or not feeling safe
--Veterans (x1 or text 838255), Espanol (x2), LGBTQI+ <25 (x3) or chat: [chat.988lifeline.org](#) (for yourself or if you're worried about a loved one who may need crisis support)

NM Crisis & Access Line ([nmcrisisline.com](#)) 855-662-7474

--or [chat.988lifeline.org](#) -- 24/7 counseling + treatment referrals

--Download the NMConnect app at [nmcrisisline.com](#)

--NM 5-Actions program see [nmcrisisline.com](#) for info

NM Warm Line (peer mental health support) 855-466-7100

--call 7:00 am -11:30 pm; or text 6:00 pm – 11:00 pm 7days/week

Veterans Crisis Line – call 988 (ext. 1) or text 838255

(this is for veterans, military service members and relatives)

UNM Psychiatric Emergency Services (24/7) 272-2920

NMDOH Helpline: 833-796-8773 (833-SWNURSE)

Agora warmline 6:00 am to 12:00 pm 277-3013

Adult Abuse/Neglect Hotline 866-654-3219

Child Abuse/Neglect Hotline (CYFD) ...855-333-SAFE(7233)

ABQ Dept. of Senior Affairs info line 764-6400

Aging & Disability Resource Ctr ([NMALTSD](#)) 800-432-2080

Equality New Mexico (LGBTQ advocacy [eqnm.org](#)) 224-2766

Postpartum Support Int'l, call or text 800-944-4773

--or text en Espanol: 971-203-7773

Trans Lifeline 877-565-8860

Trevor Lifeline: 866-488-7386 or text START to 678-678

****CALL 311 for info about any City of ABQ services****

City of ABQ Dept. of Senior Affairs (age 60+) 764-6400

See [cabq.gov/seniors/senior-services](#) for services & Quick Guide

CABQ Health & Social Services Centers

Food (walk-ins M/W/F 10 am - 12 and Tues & Thurs 1 - 3 pm)

(call 311 to find out your center for food box)

Rent & utility assistance (call 311 to find out your center)

Clothing (appointment only at John Marshall and Ruth Adams—anyone who lives in Albuquerque can call)

Diapers (no walk-ins, call first any of the 4 centers below)

Alamosa Center, 6900 Gonzales SW 836-8800

Los Griegos Center, 1231 Candelaria NW 761-4050

John Marshall Center, 1500 Walter SE 848-1345

Ruth Adams Center, 7525 Zuni SE 767-5700

See [cabq.gov/health-housing-homelessness/health/health-social-services](#) for listing of on-site agencies at each center

FREE MEAL SITES

--**Albuquerque Indian Center**, 105 Texas SE (& Zuni)
Mon to Fri: Breakfast (9:00 - 10:00 am); Lunch (12 - 1:00 pm)

--**All Nations Wellness & Healing Center**, 6416 Zuni SE
Mon to Fri: Breakfast (8:00 - 9:30 am); Lunch (12 - 1:30 pm)

--See "Homeless Services" section for other free meals

--Also: **City of ABQ** multigenerational centers and senior centers and **Bernalillo County** senior centers offer free or donation-based lunches (\$2 suggested) for seniors 60+, low-cost lunches for ages 50-59; also, low-cost breakfasts Monday-Friday 8-9 am at all sites. See cabq.gov/seniors/senior-services/senior-meals and bernco.gov/community-services/community-health-outreach/senior-meals

Also-home-delivered meals for homebound seniors (764-6400)

Food Assistance

(Also see CABQ Health & Social Services centers above)

Roadrunner Food Bank (no walk-ins) 349-5340

--see rrfb.org (click on Find Help tab) or call to find a nearby pantry

Storehouse, 106 Broadway SE (Wed/Fri/Sat 9-12) 842-6491

--also diapers; dog food (3rd Friday of the month)

Rio Grande Food Project 600 Coors SW W/F/Sat 9-11 831-3778

--Note: both Storehouse and RGFP assist with water bills

Salvation Army, 4301 Bryn Mawr Dr. NE 872-1171, x2

--food boxes, gas bill assistance, sometimes electric or rent assist

City of ABQ Dept. of Senior Affairs 764-6400

--home-delivered meals for homebound seniors

--see "Free Meal Sites" above (city and county meals for seniors)

St. Felix Pantry, 4020 Barbara Loop SE--Rio Rancho 891-8075

--Thurs-Saturday, 9am to noon (for any New Mexican residents)

ECHO Food Bank (age 60+) 300 Menaul NW #226 (east side)

--Mon-Thurs, 7:30am-4:30pm (call 242-6777 if you can't find it)

Silver Horizons (age 50+) (food, household bills) 884-3881

Meals on Wheels (no income or age requirements) 823-8060

God's Warehouse, 8011 Central NE (on Tennessee)

--Food boxes 3rd Friday of the month, 11:30 am (or when truck arrives)

Note: food is given to food outreach ministries Mon & Thurs, 11:30 am (or when truck arrives)

The Rock at Noon Day (boxes), 2400 2nd St. NW (Fri 12:30 pm)

Veterans Integration Center (VIC) 296-0800

--Food pantry for any low-income veterans: 10am-2pm on Fridays

Animal Humane, 615 Virginia SE-pet food Sun & Thurs 10-12pm

Housing

HUD Subsidized/Tax Credit housing: resources.hud.gov

AHA (Alb. Housing Authority) -- abqha.org 764-3920

Bernalillo County Housing Dept.-- bernco.gov 314-0400

Albuquerque Homeless Helpline: phone (505) 768-4357; text (505) 600-2835 or email: 768-help@nmceh.org
(NMCEH is NM Coalition to End Homelessness)

Good Shepherd Center 243-2527 x100

2 men's residential programs:

--Fresh Start Substance Use Recovery Program (stay 6 months)
Apply **Wed or Fri, 9-11 am** at 218 Iron SW, or call (x100)

--Reentry Program for homeless men (stay 90 days)
Call for info 243-2527 x100

Housing Program: Rapid Rehousing (may be a waitlist)

--Apply in person **Mon, 9:30-11:30 am** at 614 2nd SW

Goodwill Supportive Services for Veteran Families

Info at goodwillnm.org/veteran-housing 881-6401 x1842

Heading Home see headinghome.org 344-2323

--See "Overnight Shelters" for info on AOC Men's Shelter

--**Family Housing Navigation Center**: -- no self-referrals; to refer a homeless family, complete online referral form at gatewayservicescabq.com

--**Gateway Center**: to refer an individual woman-identifying adult or a family (1 or 2-parent) -- complete online referral form at gatewayservicescabq.com) -- no self-referrals

HELPNM/CPLC 445-4291

--special needs low-income housing assistance for ages 18-62; must be referred by case manager; disability verification by doctor

Oxford Houses - sober living for men & women (+ young child)

--ABQ houses: 605-591-0993; Las Cruces: 575-361-2071

see oxfordvacancies.com (search by zip or state)

--(look at the vacancies website, but you can call any house directly--there may be a vacancy even if not indicated to be one)

Salvation Army Men's Rehab Program (call M-F 8-5) 242-3112

Steelbridge residential programs (Bible-based, men & women)

--214 Coal SW, walk in or call Mon-Thurs 9am-1pm 346-4673

TenderLove Community Center (appt only Tu-Fri) 349-1795

--recovery/transitional housing for women with children; housing stability/rapid rehousing (see tenderlovecommunitycenter.org)

Veterans Integration Center (VIC) call M-F 8-4:30 296-0800

Transitional housing and rapid rehousing for homeless veterans; food pantry for any low-income veterans: 10am-2pm on Fridays

Vizionz-Sankofa, housing stability assistance call 832-7141

eviction prevention, relocation services, landlord mediation; classes: basic computer, job readiness, life skills, financial literacy

Drop-In Centers

New Day Drop-In Center for ages 16-22

142 Truman St. NE (north of Central) -- Tues-Fri 12-5 pm

The Harbour—a NM Dream Center drop-in center for ages 14-21

--126 Gen. Chennault NE Wed/Th/Fri 2 to 8 pm) 900-3833

see nmdreamcenter.org/the-harbour

--or call/text 24/7 NM Dream Center hotline: (505) 504-1301

ABQ Center for Hope & Recovery (ACHRnm.org) 246-2247

913 2nd St. NW (M-F, 9 am – 4 pm)

Peer-run drop-in center, peer case management and peer support; Pathways Navigators; daily groups (in-person and virtual), job search assistance

All Nations Wellness Center 6416 Zuni SE 717-2704

--Mon to Fri: Breakfast (7:30 - 9am); Lunch (12 - 1:30pm)

--walk-in or call; phone use; Job help M-F 9-12

The Living Room on CARE Campus, 5901 Zuni SE (south side)

--a new peer support drop-in for people in every stage of recovery, also concerned family members are welcome – staffed by CPSWs

--drop-in hours are Monday-Friday 7am – 7 pm

NM Reentry Center (for any justice involved adult) 389-5458

--Call or walk in Mon to Fri, 8 am – 4 pm, 215 3rd St. SW

Peer-run organization: one-on-one peer support/case management, support groups; assistance with ID documents; job preparation/job placement; housing navigation

Transgender Resource Center of NM 200-9086

--5600 Domingo Rd. NE (see TGRCNM.org)

--walk in Mon/Wed/Fri, 1-6 pm (+ support groups); can call Mon-Fri

WIL (Women in Leadership) Drop-In Center for all women

300 Central SW (Third Central Plaza), #1500-E (1st floor)

Hours: Monday-Friday, 9 am – 3 pm

– peer support, job readiness, other services..... 369-1731

Family Services

(Note: See “Medical, Mental Health and Recovery” section for other organizations that serve pregnant women & mothers)

Childcare Finder: newmexicokids.org or call 800-691-9067

NM WIC (nutritious food + other supports) 866-867-3124

--nmwic.org/locations; for info about WIC see nmwic.org

For low-income women who are pregnant or are mothers of at least one child under 5 years old

NM Public Education Dept (PED) - parent-portal

(<https://webnew.ped.state.nm.us>)

--Early Literacy guides for families: English and Spanish

ABQ Adult Learning Center (abqalc.org) 907-9957

Family Wellness program: Parents and children working together to improve educational, health, financial outcomes and family relationships; individualized literacy

--See “Jobs/Job Training/Education” for other ABQ-ALC services

All Faiths Children's Advocacy Ctr (allfaiths.org) 271-0329

--Family Wellness Program: child & family therapy; CCSS

--Adoption Services: pregnancy counseling, infant + older child adoption

AMIkids Family Services 220-1258

--Home-based Family Centric Model (FCM) classes--see website: skills classes for youth ages 11-18 and their families who live within Bernalillo County; services available in Spanish; also Youth Mental Health First Aid certification (English & Spanish)

APS Title I McKinney-Vento program 256-8239 x0

--families and/or youth who are unshoused or unstably housed (see website for eligibility and services)

--can be referred or self-refer (See [link](#) to student referral form)

Asian Family Center, for AAPINH all ages 717-2877

Direct services (see “Immigrant and Refugee Services” section)

--family workshops & youth programs; see nmafc.org

Children's Promise Center (2 locations) 554-1206

401 Alvarado SE, daycare, preschool, school age (M-F 6:30 am-) 12855 Eastridge Dr NE (M-F 7:00 am-)

Common Spirit St. Joseph's Children 924-8000

Home visiting support services (virtual) for prenatal to age 3, only for women expecting their first child; can enroll during pregnancy up to 3 months' old; see website: stjosephnm.org

--free statewide; no income requirements; bilingual

Cuidando Los Niños homeless child care 843-6899

-for age 6 weeks to pre-K; bilingual Spanish; usually no wait list

DulceSalado Consultation & Therapeutic Services 585-5024

culturally sensitive bilingual agency (statewide), provides individual, family and multisystemic therapy services (MST for ages 11-17); support groups for youth and for parents; no wait list; adoption & parenting services; Medicaid accepted for all services except for adoption services, which are self-pay

Families ASAP (parent-run support organization) 948-6371

--Provides info, support, advocacy for parents/caregivers raising children with mental health challenges; bilingual Spanish/bicultural

Family Promise of ABQ -- transitional housing program for homeless families (1 or 2 parents—may be a wait list) 268-0331

The Grief Center (a/k/a Children's Grief Center) 323-0478

--counseling and support groups for children, teens, families & adults grieving the death of a loved one; also workshops

Kassy's Kause, bilingual for women w/perinatal or **603-2988**
postpartum depression: individual support & online support group
--(see kassyskause.org for resources info, inc birthing services)

La Plazita Institute, 831 Isleta Blvd SW (M-F 9-5) **508-1802**
--free programs for young men & young women; traditional &
cultural healing services; Pathways Navigator; garden -- see
website for complete list of programs/services for youth & adults

Locker #505 – clothing for grades K thru 12th **294-1647**
--referrals only—no self-referrals
--email request for referral form: director@locker505.org
--serves Bernalillo, Sandoval, Valencia & Torrance Counties

MCH Family Outreach **255-8740**
No cost case management; parent & caregiver education,
resource information, service planning and advocacy.
--See mch.org/locations/Albuquerque

NAPPR (all families) nappr.org **345-6289**
--Early Head Start; home visiting; Early Intervention (support for
at risk and special needs children)

NM Friends of Foster Children (nmffc.org) **596-0519**
--financial support to meet the needs of foster kids
--fun activities for foster kids
--email: programManager@NMFFC.org

Open Skies Healthcare, 707 Broadway NE, # 401 **342-5454**
Medicaid only: CCSS for adults and children; assessments;
behavioral respite services; treatment foster care

Parents Reaching Out (PRO) (peer support for parents of
children w/disabilities or special medical needs) **247-0192**
See parentsreachingout.org for workshops & support groups

PB&J Family Services **877-7060**
--see pbifamilyservices.org/programs for program descriptions
and online referral process (some programs allow self-referral)
Pegasus Legal Services for Children (bilingual) **244-1101**
--[Pegasuslaw.org](http://pegasuslaw.org) (see description under "Legal Services")

UNM Maternity & Family Planning Clinics (2 locations)
Team: doctors, nurses, nurse midwives & nurse practitioners;
nutritionist, counselor, health educator
--NW Valley-Los Griegos Health & Social Service Ctr **272-2158**
--SW Valley-Alamosa Health & Social Service Ctr **272-2154**
Medical, nutrition and social services (bilingual Spanish), including
family planning (natural family planning; birth control)

Western Heights Learning Center **247-2079**
--Free Home Visiting Program for pregnant women and children
ages 0-5 -- in person (not bilingual)
--call (**x108**) or call Sally at **401-6372**
or email: sally@westernheightsabq.org

YDI has many programs--see ydinm.org—including early childhood
General intake is ydinm.org/need-help or call office: **352-3444**
--Also see "Jobs/Job Training/Education" & "Recovery (Mental
Health and/or Substance Use)" sections for YDI programs

Immigrant and Refugee Services

Mexican Consulate, 1610 4th St NW **247-2147**

NM Immigrant Law Center, 625 Silver SW, 4th Floor **247-1023**
--hours to call: Monday, 1-5 pm; Tuesday to Friday, 9am-5pm
(closed 12 to 1 Tues-Fri); call or walk in to request appointment
--see nmilc.org ("Our Services" tab)

ABQ FaithWorks (asylum seekers & refugees) **457-1728**
--call or email info@abqfaithworks.org

Asian Family Center, for AAPINH all ages **717-2877**
Direct services include culturally and language-specific case
management, including for DV and sexual assault victims; also
family workshops & youth programs; see nmafc.org

ABQ Adult Learning Center abqalc.org **907-9957**
--ESL (+ adult basic ed, family wellness, High School Equivalency)

Casa de Salud, integrative primary care and MAT (bilingual)
--1608 Isleta SW (walk in or call) see website **907-8311**
--health & healing services for individuals & the whole family
--all immigrants are welcome to walk in or call

Catholic Charities—see ccasfnm.org **724-4670**
--immigration & citizenship legal assistance (including DACA)
--refugee support for refugee families after 90-day government
program ends (ccasfnm.org/refugeesupport)
--ESL, citizenship and other classes (see Jobs/Job Training/
Education section)

Encuentro NM, 907 4th St. SW (info@encuentronm.org) **247-2920**
--classes: ESL, citizenship, home health aide certificate program
en Espanol, computer training, financial literacy, intro to Small
Business, elderly food & nutrition; offers child care while learning

Enlace Comunitario (Domestic Violence) **246-8972**
--English & Spanish DV crisis intervention and legal support, therapy,
support groups, case management

First Nations (FNCH), 5608 Zuni SE **262-2481**
--register at Zuni Medical Clinic: all immigrants can walk in or call

Lutheran Family Services (asylum seekers & refugees) **933-7032**

WINGS (Walking in Grace) Program for Survivors of Torture
(a program of Las Cumbres Community Services) **819-1643**
--immigration legal services, mental health & physical health care
coordination; social services and community integration

Vizionz-Sankofa, refugee support services call **832-7141**

Legal Assistance

NM Legal Aid (civil matters) **Mon-Th 10 am-1 pm 243-7871**

Public Defender, 505 Marquette NW (PNC Bank) **369-3600**
(or talk to a Public Defender **3rd Friday** of the month **10 am – 5 pm** at the International District Library, 7601 Central SE)

Metro Court (ext. 1 for warrant status) **841-8151**
--**Outreach Court** (homeless only--misdemeanors) **841-8142**

APD Evidence, 823-4600, to claim possessions after discharge from MDC (but first call **768-2020** for APD case no.(or 798-7000 for Sheriff's case no.)—police reports available at 400 Roma NW

Christian Legal Aid (homeless only) walk-in 1st & 3rd Wed at noon at The Rock at Noon Day, 2400 2nd St. NW (volunteer attorneys)

NM Immigrant Law Center, 625 Silver SW, 4th Floor **247-1023**
--hours to call: Monday, 1-5 pm; Tuesday to Friday, 9am-5pm (closed 12 to 1 Tues-Fri); call or walk in to request appointment
--see nmilc.org ("Our Services" tab)

Pegasus Legal Services for Children **244-1101**
(bilingual) for children, youth and their caregivers—[Pegasuslaw.org](http://pegasuslaw.org)
--Kinship Guardianship (Pegasus Legal Services)
 for grandparents and other relatives raising children
--Youth Law Project (youth emancipation, paternity, child custody and timesharing, and Child Support)

Senior Citizens Law Office (seniors age 60+) **265-2300**

Jobs/Job Training/Education

NM Workforce Connection Center, 501 Mountain NE **843-1900**

--walk-in help with job search, weekly on-site employer events
--classes every Friday onsite for Computer Basics training (9-11 am) and Resume Writing (1-3 pm) (or get 1-to-1 help any time from an instructor to write your resume)

ABQ Adult Learning Center abqalc.org **907-9957**
1201 San Mateo SE, Walk in or call Mon-Thurs, 12:30-3:30
(or register online) – services are in-person or virtual
--English as a Second Language (ESL)
--High School Equivalency (HiSET/GED preparation)
--Adult Basic Education (reading, writing and basic math)
--Career Pathway services--one is Basic Solar Installer classes + certification
--Family Wellness: individualized literacy for adults and children

ABQ Center for Hope & Recovery, 913 2nd St NW **246-2247**
--employment assistance and drop-in center (walk-in or call)

Catholic Charities **724-4670**
Call Monday through Friday 8:00 am to 5:00 pm.
Free adult ed/training classes (GED/HiSET, ESL, Citizenship, other); Spring, Fall, Summer terms; Spring term starts in January and registration opens in December, but GED/HiSET, ESL & -----

Career Pathways classes may be joined thruout the term

CNM (Student Services Ctr: 900 University Blvd. SE) **224-3000**
>100 associate degrees & certificates; ESL, Basic Education, High School Equivalency; support programs for prospective or current students who are or were in the foster care system (FOSTER -----

CNM, or who are or were involved in the criminal justice system (FIRST). Also, if you or one of your clients is interested in CNM but wants help getting started, submit the Community Partner Referral Form and someone from the CNM Student Recruitment and Outreach Team will be in touch within 48 business hours. (\$100 scholarship available for prospective students who apply for CNM via FOSTER, FIRST or Community Partner Referrals)

NM DVR (Dept. of Vocational Rehabilitation) **383-2500**
111 Lomas Blvd NW (Suite 422 in US Bank Building)
Adults w/ disabilities can walk in or apply online: dvr.state.nm.us
--click on "Online Referral" -- you should get a call back in 2 weeks or less. See "NMDVR At A Glance"

Goodwill, 5000 San Mateo NE **314-1816**
--Walk-ins: Monday to Friday, 8:00 am to 5:00 pm
See goodwillnm.org for all programs: click on appropriate tab: "Find jobs" or "Find Classes" or use links below:
--Job prep and job search: employment; [seniors \(55+ employment](http://seniors (55+ employment);
--GoodSkills classes: employment & life skills (some are virtual)
--Supportive Services for veterans & families (jobs, housing)
--Homeless veterans' reintegration program (jobs & support)

Gordon Bernell Charter School **916-8618**
Walk-ins welcome Monday to Friday 10am-2pm at 2821 4th St. NW
High school diploma + adult ed in-person or online
--Age 16-21: high school diploma
--Adults age 22+: literacy + HiSET (high school equivalency)
Classes also in MDC: persons currently or previously at MDC can further their education

HELPNM/CPLC **265-3717**
--Classroom training and educational assistance (some assistance for certification programs) – in-person or virtual
--Paid work experience (480 hours)
--Rental assistance (limited)

Job Access program (transportation for low-income) **724-3623**
--for jobs, job training, child care if timely bus service is unavailable
--see riometro.org (Job Access) for eligibility and details

New Day Life Skills Academy (ndnm.org) **260-9912**
Classes: In-person at the Academy (2820 Ridgecrest SE) and at Drop-in Center, 142 Truman St. NE
--[Life Skills Classes \(ages 16-22\) -- in-person
--\[Resiliency Group \\(ages 16-22\\)--in-person \\(drop-in center\\)
--\\[Life Skills Coaching \\\(ages 12-21\\\) \\\(see \\\[ndnm.org\\\]\\\(http://ndnm.org\\\) for info\\\)
--\\\[Kaleidoscope Recovery Program\\\]\\\(http://Kaleidoscope Recovery Program\\\) \\\(A-CRA\\\): support group for ages 16-24 \\\(abstinence not required\\\); also offers 12-step \\\(AA & NA\\\); contact is Juno Doty \\\(505-274-6311; \\\[jdoty@ndnm.org\\\]\\\(mailto:jdoty@ndnm.org\\\)\\]\\(http://Life Skills Coaching \\(ages 12-21\\)\]\(http://Resiliency Group \(ages 16-22\)](http://Life Skills Classes (ages 16-22)

--also a group for adults (CRAFT) who support young people ages 16-24 experiencing challenges with substances

NMCAN – skill building and community building **217-0220**
for young people ages 14-26 including those in or transitioning out of foster care, or who have faced homelessness or are juvenile justice involved. Call or email: info@nmcan.org
--see nmcan.org for info & referral form for self or other youth

TenderLove Community Center (call Tu-Fri) **349-1795**
--fashion design classes, computer training, GED prep, life skills, job prep, culinary arts (nutrition classes),
(see tenderlovecommunitycenter.org)

YDI Independent Futures Program for youth 16-21 **212-7405**
who are staying in Bernalillo County and are homeless, at risk of homelessness, couch surfing or precariously housed
--youth can self-refer or be referred (call for info)
--employment assistance and/or education, life skills, CCSS/case management, individualized service planning

Vizionz-Sankofa **832-7141**
Classes: basic computer, job readiness, life skills, financial literacy

Educational/Training websites:

GCFglobal.org--short videos: computer, learn typing + improve typing speed, math, reading, job prep, GED/HISET prep, internet, financial literacy, social media, languages—click on “All Topics”

Khan Academy - khanacademy.org—math+other online learning + khanacademykids.org – many languages (app is English only)

Duolingo.com – language learning (English & other languages)

Irlen.com – visual processing help for children with special needs

NM Public Education Dept (PED): parent-portal

--Early Literacy guides for families: English and Spanish

Resources -- Physical and/or Cognitive Disabilities

Note: Community Outreach for the Deaf (COPD) has closed

Adelante Development Center (goadelante.org) **341-2000**
For people with mental and physical disabilities & seniors
--day & residential programs & employment
--Compadres senior day program (seniors 55+)
--**Back in Use**--recycled assistive devices **341-7171**
(wheelchairs, walkers, canes, hospital beds & adaptive equipment)
Call for self or other person in need
--**GiveABQ**—home and office furniture (referral only) **341-4483**
--**Benefits Connection Center** (help seniors & people with disabilities apply for govt benefits—leave message) **273-5222**

ARCA (adults & families)--arcaopeningdoors.org ... **332-6700**
Wraparound services for individuals with intellectual and/or developmental disabilities—see website for details; including residential services

ARC of NM (adults & families)--arcnm.org **883-4630**
These services for people with **intellectual or developmental disabilities**: Representative payee services, guardianship; victim advocates for sexual assault, domestic violence, or crime victims (call or email: advocate@arcnm.org to connect with one)

NM Aging & Disability Resource Ctr/NMALTS **800-432-2080**

NMTAP office (Technology Assistance Program) **841-4464**
assistive/adaptive technology--see website: tap.gcd.state.nm.us

NM Brain Injury Resource Center (walk in or call) **292-7414**
--3150 Carlisle NE (Suite 208); email: info@braininjurynm.org
M-F 9-12 & 1-4 pm; for support groups see BrainInjuryNM.org

Independent Living Resource Center (ILRC) **266-5022**
--independent living services+referrals to resources - ILRCnm.org

NM DVR (Dept. of Vocational Rehabilitation) **383-2500**
111 Lomas Blvd NW (Suite 422 in US Bank Building)
Adults w/ disabilities can walk in or apply online: dvr.state.nm.us
--click on “Online Referral” -- you should get a call back in 2 weeks or less. See “NMDVR At A Glance”

NM Commission for the Blind (CFB.state.nm.us) **841-8844**
Irlen.com – visual processing help for children with special needs
Parents Reaching Out (PRO) (peer support for parents of children w/disabilities or special medical needs) **247-0192**
See parentsreachingout.org for workshops & support groups

UNM CDD (Center for Development & Disability) **272-3000**
--see UNM CDD website for many family-centered programs and services for children with disabilities: clinical evaluations; autism; early childhood; other
--CDD resource library, 2300 Menaul NE **272-0281**
(calling first encouraged but not required)

Medical, Mental Health and Recovery

(also see "Drop-In Centers" section)

Acronyms:

--**MAT** is Medication-Assisted Treatment for addiction to opioids (may also be for alcohol and/or other substances)

--**SUD** is Substance Use Disorder

--**IOP** is Intensive Outpatient Program

--**CCSS** is Comprehensive Community Support Services (comprehensive case management)

UNMH directory (hospital & clinics) 272-2111

VA Medical Center, 1501 San Pedro Dr. SE 265-1711 x0

--homeless or unstably housed veterans can call 256-2784
or walk in at **Building 96: Mon-Fri 8:30 am - 3 pm**

ABQ Center for Hope & Recovery (ACHRnm.org) 246-2247

913 2nd St. NW (M-F, 9 am – 4 pm)

Peer-run drop-in center, peer case management and peer support; Pathways Navigators; daily groups (in-person and virtual), job search assistance

Casa de Salud (bilingual Spanish), 1608 Isleta SW 907-8311

--call or walk in—Integrative primary care, inc. alternative healing; transgender care; Behavioral Health (MAT), needle exchange + Narcan (see casadesaludnm.org) (all immigrants are welcome)

Central Desert Behavioral Health Hospital 243-3387

1525 North Renaissance NE (psychiatric inpatient—call first)

Duke City Recovery Toolbox (MAT), 912 1st St. NW 224-9777

First Choice (several medical clinics—see fcch.com) 768-5450

First Nations Community Healthsource 262-2481

Zuni Clinic (medical), 5608 Zuni SE, M-F 8-7; Sat 8-12

--**Dental Clinic**, 262-6547, 8am – 7pm; Sat 8am–12

--**Homeless Outreach Program** (walk-in): M-F 8-6; Sat 8-12

Truman Clinic, 625 Truman St. NE (medical)

--Traditional Wellness (separate building): 515-3919, M-F 8-5

Central Clinic (pediatrics & prenatal) 7317 Central NE

--Mon-Th 8am – 6pm, Fri 8am – 5pm

All Nations Wellness Center, 6416 Zuni SE 717-2704

--Mon to Fri: Breakfast (8:00 – 9:30 am); Lunch (12 - 1:30 pm)

--walk-in or call, job help M-F 9-12

NewView Healing, 4213 Montgomery NE, #C-4213 498-3807

--Adolescent IOP; individual & group therapy; peer support

Sage Neuroscience Center (appointment only) 884-1114

--behavioral health and integrated care; medical outpatient detox;

--Acute Psychiatric Outpatient Program; IOP (adult & adolescent)

Turning Point Recovery Center (call first, 8am-9pm) 217-1717

-- MAT; IOP; inpatient or outpatient detox and treatment; counseling; detox (wait list); wellness center; men's & women's residential treatment

Turquoise Lodge (inpatient and outpatient treatment) 841-8978

Oak Street Health -- Medicare only primary care--call 431-0214

Southwest CARE Center 780-4040 x3

4710 Jefferson NE (call first for appointment); no waitlist for: Hep/HIV/PrEP/PEP (waitlist: primary care & gender affirming)

UNM Truman Health Services (HIV/Hepatitis C/Transgender care)

--801 Encino PI NE, #F (call first); walk-in is only for HIV and Hep C testing M/Tu/W/F 9-4 & Thurs 1-6:30 272-1312

UNM Milagro Program – for pregnant women actively using or with history of using drugs or alcohol 463-8293

Lovelace G.R.A.C.E. – for pregnant women actively using or with a history of using substances 727-6238

Call this number or walk into a Lovelace OB-GYN to make an appointment or to request G.R.A.C.E. navigation

Planned Parenthood (women's health care) 265-9511 x1

Call for in-person or online appointment, with or without insurance; birth control, STD testing, abortion, and other services

(note, the location on San Mateo was closed; currently the only ABQ clinic is at 4630 Eubank NE)

Birthright of Albuquerque 262-2235

--support services for pregnant women & mothers of newborns

La Luz Women's Center, ABQ and Rio Rancho 620-3894

--support services for pregnant women & mothers of newborns

DOH Resource Guide for HIV/Hepatitis/STD: nmhivguide.org

BC Health Council opioid resource website: LittleThingsNM.org

Recovery (Mental Health and/or Substance Use)

See above section "Medical, MH & Recovery" for other listings

--**MAT** is Medication-Assisted Treatment for addiction to opioids (may also be for alcohol and/or other substances)

--**SUD** is Substance Use Disorder

--**IOP** is Intensive Outpatient Program

--**CCSS** is Comprehensive Community Support Services (comprehensive case management)

CARE Campus Detox for alcohol & other drugs (intake 24/7)

--5901 Zuni SE (first come, first served--call or walk in) 468-1555

UNM Mental Health Center, 2600 Marble NE 272-2800

UNM ASAP, 2600 Yale SE, outpatient clinic (MAT) 994-7999

-- walk in or call; ext 1 for info; ext 4 for intake; ASAP now serves adults & adolescents age 14+ (there is no more UNM STAR)

City of ABQ's Substance Use Disorder Treatment voucher:

--called the **P.A.T.H. program**--for **non-Medicaid** only individuals who are very low-income & meet other criteria.

--For eligibility & list of providers, see cabq.gov/health-housing-homelessness/health/substance-abuse

Albuquerque Health Services (MAT)—Methadone (or scripts for Suboxone)

--112 Monroe NE—open M-F 5:30 am – noon **260-9917**
--172 Montano Rd NW (& 2nd St.)—M-F 5:30 – 11 am **344-4427**
--1209 Isleta SW—M-F 5:30 – 11:30 am **873-1973**
--1558 Stephanie Rd. SE-Rio Rancho M-F 5:30-11 am **896-5517**

Centro Savila (South Valley and I.D. locations) **312-7296**

--Benefits enrollment (over the phone--call 312-7296 to request)
No walk-ins. Refer self or other person by calling or online form:
--Case management & support groups (bilingual Spanish)
--mental health therapy, individuals, couples, families (bilingual)

--[seeking safety group](#)

--[Strengthening Families Program \(SFP\)](#)

--[grief group](#) (Spanish speaking grieving individuals or families)
--[women's support group](#) Spanish speaking victims--violent crime

Choice Recovery Path – outpatient addiction treatment

Apply online - helps people build the tools they need to make changes in their lives (utilizing Progress Board & toolkit)

Christian Counseling Professionals **856-0300** or **445-0771**

3 locations: 210 Alvarado SE, 4770 Montgomery NE, #C-114 and 8205 Spain Road NE #106
--counseling & CCSS – walk in or call Mon-Fri, 8 am to 4 pm (can be faith-based if requested)
--IOP—90 day program: individual session + 3 hr substance abuse group—IOP hours are Mon, Tues, Thurs, 10am-1pm

The Community Lighthouse (see [TCLhnm.com](#)) **273-6300**

3301 Candelaria NE #B (at Carlisle)--**Mon-Fri 8 am to 7 pm**

--community support services (CCSS) (bilingual) for children, teens and adults, ages 2-65 (on Medicaid)
---EMDR
---Experiential Play Therapy (EPT) for children 3-11
-- Functional Family Therapy (FFT); child therapy; teen therapy; therapy for parents; in-person or telehealth therapy (virtual)

Courageous Transformations **800-7092**

3301 Los Arboles NE (just west of Carlisle) wrap-around services
--outpatient SUD treatment, MAT (Suboxone, Methadone, Vivitrol); therapy for individuals, couples and families, peer support (Certified Peer Specialists), Hep C & HIV treatment (can be faith-based if requested)

DulceSalado Consultation & Therapeutic Services **585-5024**

culturally sensitive bilingual agency, provides individual, couple and family therapy services – see description in “Family Services”

Engender, Inc. – Telehealth only counseling/therapy **242-4400**

individual/couple/family for anyone in New Mexico;
flexible hours Monday to Saturday; IOP for ages 18+ for SUD

Faith Works Counseling, in-person or telehealth (virtual)

Location: 4110 Wolcott NE, Ste B (no walk-ins) **844-692-3099**
book an appt. online (not faith based unless requested by client)
--individual, couples and family therapy
--MST (multisystemic therapy) in-home for ages 11-17

Full Circle Recovery (allows MAT) - no wait list **865-4140**

--telehealth (virtual) or in person; call for appointment
--mental health & substance use; IOP (adult & adolescent); CCSS
The Grief Center (a/k/a Children's Grief Center) **323-0478**
--Support groups for children, teens, families & adults grieving the death of a loved one; also workshops (see [griefnm.org](#))

Haven Behavioral Hospital **254-4511**

--for Inpatient Psychiatric and SUD treatment, call **254-4502**
--for Outpatient services including IOP and PHP, call **254-4564**
(these are structured outpatient programs), in-person & virtual, day & night groups available

High Desert Healing, (see [hdhnm.com](#)) **717-1332**

--Telehealth & in person; MAT; individual (may be a wait list) & group therapy; CCSS (case management); guided meditation groups; also see YouTube [mind & body therapy videos](#)

Hipocampo bilingual Spanish counseling **209-9227**

for Spanish speaking individuals and families
+ diabetes prevention & management
--Call or go to [bit.ly/AdmisionHipocampo](#)

Hope Forward Therapy, 2521 San Pedro NE **633-4107**

--CCSS (case management) – no wait list; bilingual Spanish
--adult, couples & family therapy; can be faith-based if requested
--Circle of Security parenting group (in-person or virtual)
--grief support group (twice a month) and individual grief support

Ideal Option (MAT) – no wait list, low barrier - 2 phone numbers:

--**877-522-1275** to refer self; or
--**844-464-3325** (24/7) to refer a client for same day or next day to begin outpatient detox services, MAT (medication assisted services), peer support for SUD (substance use disorder) and Alcohol Use Disorder. Contact Katrina at **505-390-2425** with any questions.

Krossroads Integrative Health and Recovery Solutions

400 Gold SW (Simms Bldg), 12th & 13th floors **715-4610**

Call for appointment; in-person or telehealth
CCSS (12th flr); MAT, psych eval, IOP, individual & group therapy (satellite office for IOP and SUD counseling is on Carlisle)

The Living Room on CARE Campus, 5901 Zuni SE (south side)

--peer support drop-in staffed by CPSWs for people in every stage of recovery; family members are also welcome
--drop-in hours are Monday-Friday 7am – 7 pm

Meridian Behavioral Health, 3908 Carlisle NE **639-5916**

-- individual therapy and CCSS for adults and youth (age 12+); IOP for adults (SUD); bilingual (Spanish) available
--see [meridianbxhealthinc.com](#)

A New Awakening Rio Rancho –locations in ABQ & Rio Rancho:

3321 Candelaria NE – west of Carlisle (881-2793) and
1207 Golf Course Rd SE (994-4100): Mental health &/or substance abuse therapy for adults, adolescents & families)
– call for an appt.

(A different BH organization called **A New Awakening** in downtown ABQ is currently referral only from CYFD, courts, pre-trial or probation personnel)

New Mexico Solutions, 707 Broadway NE #500 **268-0701 x0**
and 2551 Coors NW; call for appointment; therapy for children and adults, couples, families, individual and group (including PSR); CCSS (case mgt); Carelink (care coordinator), and ACT team

Open Skies Healthcare, 707 Broadway NE, # 401 **345-8471**
Medicaid only: CCSS for adults and children; assessments; behavioral respite services; treatment foster care

Rio Grande Counseling (telehealth 7 days/week) **246-8700**
--individual adult therapy (telehealth) and IOP (group video chat)
Serenity Mesa -- transitional living for youth (14-21) **877-3644**
with SUD; healingaddictionnm.org (info@serenitymesa.com)
--inpatient detox (may be a waitlist)
--also, rental assistance program for youth ages 17-24

Serna Solutions, **6000** Uptown Blvd., #140 **305-4949**
(bilingual available); Rio Rancho office: 4101 Barbara Loop SE
--mental health and/or SUD therapy in-person or virtual
(all ages; currently no wait list); IOP; CCSS
--Family Empowerment Project for family members (for FEP call **420-3377** or email family@sernasolutionsllc.com)
--Youth Empowerment Project (YEP) program for ages 12-24 and their families (for YEP info call **230-4949**)
--can refer yourself or someone else online
--training for professionals, offering CEUs

Southwest Pueblo Consultants and Counseling Services
Counseling all ages: individuals, couples, families **241-9316**
--in person or virtual

The Balanced Path--call or text M-F 12 -6 pm **234-1174**
Telehealth only therapy for adults & teens (individuals, couples & families), including CBT, Trauma-informed. No wait list.

Umoja Behavioral Health, telehealth and in-person **633-8173**
Culturally responsive counseling & peer support services;
Open to all youth, teens & adults, including LGBTQIA+ & BIPOC;
Call or email info@umojawellness.com, or email individual therapist after reading about them on the "Meet Our Team" page.
No wait list.

YDI Community Engagement Team (24/7) **910-6357**
--short-term peer case management, crisis intervention and stabilization for all ages, including in a crisis such as DV or unsheltered.

AA: call (24/7) **266-1900** or Espanol: **266-3688**

--see albuquerqueAA.org/meetings
or walk in at 1921 Alvarado NE (M-F 9-6; Sat/Sun 9-3);

NA: **800-798-6649** (24/7) or see website for [Albuquerque NA](http://AlbuquerqueNA.org)

SMART Secular Recovery in-person+online smartrecovery.org
Refuge Recovery (online) refugerecovery.org (Buddhist inspired)

NAMI Albuquerque **256-0288**/**NAMI New Mexico** **260-0154**

Overeaters Anonymous (OA-cnmi.org) **261-3553**

PeopleWorks-NM (peopleworksnm.org) **990-4186**
for people who have a gambling problem and/or their family
--Free—online or in-person (privacy respected)

Al-Anon for family members: **262-2177**

Adult Children of Alcoholics (ACA)—in-person and virtual

Parents of Addicted Loved Ones (PAL) see PALgroup.org
--virtual meetings only – see website for online meeting times

Have Inpatient Treatment for ABQ Area Residents (all accept Medicaid & some have outpatient services):

Central Desert Behavioral Health Hospital **243-3387**
1525 North Renaissance NE (psychiatric inpatient—call first)

Haven Behavioral Hospital **254-4502**
--Psychiatric inpatient & outpatient services; also SUD

Turning Point Recovery Ctr (turningpointrc.com) **217-1717**
--detox, inpatient or outpatient treatment—call first

Turquoise Lodge (inpatient and outpatient treatment) **841-8978**

VA Medical Center, 1501 San Pedro Dr. SE **265-1711 x0**

Located outside of Albuquerque:

Santa Fe Recovery Ctr, Santa Fe sfrecovery.org **471-4985**
--& their **Four Corners Detox Recovery Ctr** (Gallup) **413-3447**

Carlsbad LifeHouse, Carlsbad **(575) 725-5552**
--medical detox; 28-day adult residential treatment for men and women + women with children; Medicare also accepted

Peak Behavioral Hospital, Santa Teresa **575-589-3000**

New Mexico Behavioral Health Institute, Las Vegas **454-2100**
(State Owned psychiatric hospital)

New Mexico Rehabilitation Center, Roswell ... **575-347-3400**
(State Owned BH inpatient residential; also physical rehab)

OVERNIGHT SHELTERS for Unhoused

Gateway West (Westside Emergency Shelter):

for Adult Men & Women (no families); up to 2 pets

Open 24/7 (3 meals/day) & drops off daily in ABQ

Pickups for individual adults:

--NE corner of Indian School Rd & 1st St NW (3, 4, 5, 6, 7, 8 pm 7 days/week);--HopeWorks, 1201 3rd St. NW (3:15 pm Mon-Fri--may arrive earlier)

--First Nations, 5608 Zuni SE (on Palomas) (6:00 pm 7 days/wk)

--God's Warehouse, 8011 Central NE (6:15 pm 7 days/wk),

Or call 839-9193 after 8:00 pm for info on pickups

Gateway East – To refer a family or a woman (woman-identifying adult), use the online referral form at gatewayservicescabq.com

AOC Men's Shelter/Heading Home (715 Candelaria NE)

--(no walk-ins)-best time to call is 8 am, 7 days/wk ... 344-4340

Good Shepherd Center (men only), 218 Iron SW (check in 5-6pm)

Barrett House (women & children--boys <18) (no walk-ins)

--call 8 am-5 pm (waitlist) **not DV** – leave message 243-4887

Joy Junction (women & families (1 or 2 parent), limited # of men)

--4500 2nd St. SW (call first—you can call 24/7 and they will run a criminal background check) 877-6967

Youth Shelters (also see "Drop-In Centers")

Amistad Shelter, ages 12-17 (24 hours 7 days/wk) 877-0371

New Day Shelter, ages 11-17 (24 hours 7 days/wk) 938-1060

Casa Q (24/7 for LGBTQ+ youth ages 14-17) 872-2099

The Harbour Drop-In – a daytime drop-in center for ages 14-21

--126 General Chennault NE 900-3833

--Wed/Th/Fri 2 to 8 pm); see nmdreamcenter.org/the-harbour or call/text 24/7 NM Dream Center hotline: (505) 504-1301

Domestic Violence Shelters (call 24/7)

Safe House (in Albuquerque) 247-4219

Haven House (in Rio Rancho) 896-4869

Valencia Shelter for DV (in Valencia County) 864-1383

Homeless Services

Albuquerque Homeless Helpline: phone (505) 768-4357;

text (505) 600-2835 or email: 768-help@nmceh.org

(NMCEH is the NM Coalition to End Homelessness)

ABQ FaithWorks ID clinic to assist unhoused or transitionally housed people needing to obtain IDs or birth certificates:

Tuesdays, 10 am-12 pm, at Immanuel Presbyterian Church, 114 Carlisle SE (n. of Central), and Wednesdays, 10 am-12 pm at Central United Methodist Church, 201 University NE. (n. of Lomas)

APS Title I McKinney-Vento Program for homeless students or unstably housed students or in transitional living 256-8239 x0

Albuquerque Healthcare for the Homeless (AHCH)

1217 1st St. NW (Hours: Mon/Tu/Th/Fri 8:00-4:00; Wed 7:30-12)

Medical Clinic & Behavioral Health Clinic (walk-in) 242-4644

Pharmacy (clients only): Mon & Thurs 8am-4pm; Wed 8-12

Dental Clinic (call or walk in for appointment) 242-8288

Resource Center/case management (7:30-4 walk-in) 843-7611

--sign in for showers begins at 7:30 am

ArtStreet has open studio hours for all: Mon & Tues, 11 am - 4 pm

--Thurs 10-1 weekly pottery group; Fri 12-2 rotating media group; other groups each Wed/Thurs/Fri

First Nations Community Healthsource

Zuni Clinic (medical), 5608 Zuni Road SE 262-2481

--Mon to Fri 8am – 7pm; Sat 8am–12

--Dental Clinic, 262-6547, 8am – 7pm; Sat 8am–12

--Homeless Outreach Program (walk-in): M-F 8-4; Sat 8-12

Truman Clinic, 625 Truman St. NE (medical)

--Traditional Wellness (separate building): 515-3919, M-F 8-5

Central Clinic (for families only), 7317 Central NE

--Pediatrics & prenatal: Mon-Th 8am – 6pm, Fri 8am – 5pm

All Nations Wellness Center, 6416 Zuni SE 717-2704

--Mon to Fri: Breakfast (8:00 – 9:30 am); Lunch (12 - 1:30 pm)

--walk-in; phone use; Job help M-F 9-12

Good Shepherd Center, 218 Iron SW 243-2527 x100

Mon/Tues/Wed/Fri meal for all (2-3 pm); **Sat** Lunch: 11:30 - 12

-Mail service for unhoused men & women Mon-Fri, 2-3:30 pm

-Clothing (men only) **Mon/Tues/Wed/Fri**, 9-11 am

-Overnight shelter (for men only with ID) – check in 5-6 pm

-Respite care (men only): referred by healthcare provider

--2 men's residential programs -- see "Housing" section

--Housing program (Rapid Rehousing for single homeless adults, men and women—waitlist)--see "Housing" section

Heading Home (see Overnight Shelters) 344-2323

HopeWorks 843-9405

Day Shelter, 1201 3rd St. NW, open **Mon-Fri**, 7 am – 3 pm

Meal 10 am - 12 pm; phone use, showers (8 am - 2 pm);

Clothing 8 am – 12 pm; Mail & long-term storage 12 - 2 pm

Peer navigator: help with IDs, Medicaid, SNAP; referrals to case management; resource tables on a weekly basis;

Behavioral Health case managers

Steelbridge 346-4673

Resource Center for homeless & low income, **2021** 2nd St NW

Open **Monday to Friday**, 8 am-4 pm for clothing and food boxes (and to drop off donations)

Residential programs for men and for women (Bible-based)

--214 Coal SW, walk in or call **Mon-Thurs 9 am-1 pm**)

The Rock at Noon Day, 2400 2nd St. NW (north of I-40)

Tues-Fri, 9 am – 1 pm: Breakfast 9-9:30, Lunch 12-12:30pm;

Showers 9:00-10:30 am; clothing 9-11 am; Mail 9-12:30 pm

Laundry Service first come, first served, beginning 9 am;

Computer lab Tuesdays & Thursdays 9-11 am

Weekend Hours:

2nd & 4th Saturdays: 9 am-1 pm, Breakfast and Lunch.

3rd Sat. and 2nd, 3rd, 4th & 5th Sundays: 9am-1pm, lunch at 12

God's Warehouse, 8011 Central NE (on Tennessee)

Open **Tuesday** and **Friday** 3-5 pm for meal and clothing

Other meals: **Mon, Wed & Thurs** around 4 pm (outside the fence on Wednesdays); **Saturday/Sunday** meal with 4 pm church

--Food boxes 3rd Friday of the month, 11:30 or when truck arrives



Welcome to The City of Albuquerque's Employee Learning Center

www.cabq.gov/clc

Our Mission is to continuously transform the corporate culture of the City of Albuquerque by empowering employees to be fully engaged in their work.

Training is a benefit that every employee can use and is available at our facility, your site and online to all City employees! Take advantage of this benefit today!



Programs and Training for Employees

Programs:

- ◆ The Entrepreneurial Mindset Program, EMP: 4 week program
- ◆ The Supervisory Development Program, SDP: 8 week program
- ◆ The Pre-Management Development Program, PMDP: 12 month program

Workshops:

- ◆ Communication Skills for Employees: CABQ Charm School
- ◆ Personality Type Training
- ◆ Leadership Training
- ◆ Customer Service Training
- ◆ Mindfulness Workshops
- ◆ Custom Workshops: We can design classes for you!

Mandatory Training Courses:

- ◆ Anti-Harassment and Equity Training
- ◆ Ethics Training
- ◆ Cyber Security Training
- ◆ Defensive Driver Training
- ◆ Kronos, Talent Management, PeopleSoft Training, New Employee Orientation

Services:

- ◆ Tuition Assistance for going back to school
- ◆ Career and Personal Coaching Services for moving up at the City

Call 768-3200 to get more information or to schedule training today!



CITY OF ALBUQUERQUE
EMPLOYEE ASSISTANCE PROGRAM

CABQ EMPLOYEE ASSISTANCE PROGRAM (EAP)

We provide **FREE** and **CONFIDENTIAL** counseling services for Employees and their immediate family members.

CABQ Employee Assistance Program telephone: (505) 768-4613

CABQ Employee Assistance Program Email: eap@cabq.gov

Emergency On-Call Counselors (After-Hours and on Weekends):

Call the main number at **(505)768-4613** and your call will be forwarded to our dedicated crisis line

Who is Eligible?

Employee counseling, crisis intervention, and referral services are offered for both employees and qualifying dependents living in the home. Professional counselors offer assistance with concerns about relationships, grief, parenting, work issues, depression, anxiety, stress, and everything else life may toss your way.

Other Services Offered

We provide CPR, AED training, basic first aid, stress management, violence prevention, conflict resolution, and more.

Important: Confidentiality

Your privacy is protected by strict confidentiality laws and regulations. The details of your discussions with our staff may not be released to anyone without your prior consent. Participation with employee health services and the EAP will not jeopardize your job or career.

Community Recreation Class/ Program Guide



Basketball/ Open Gym



Fitness Classes



Art Classes



Pickleball



Language/ GED



Senior Programs & Meals



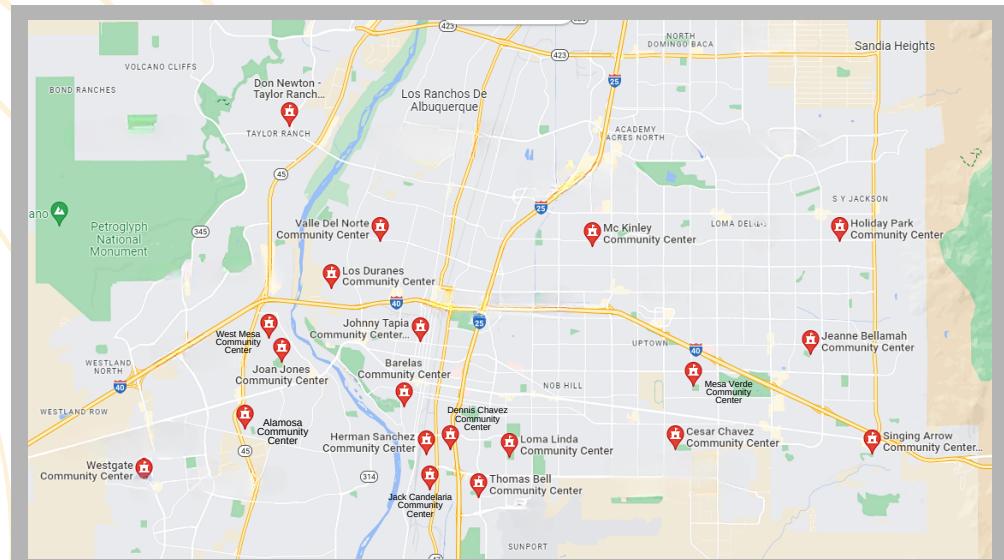
Music Classes



Youth Programs



Follow us on
Facebook, Instagram
& Twitter!



Community Recreation Community Center Guide



Alamosa
Community
Center



Dennis
Chavez
Community
Center



Herman
Sanchez
Community
Center



Jeanne
Bellamah
Community
Center



Loma Linda
Community
Center



Singing
Arrow
Community
Center



West Mesa
Community
Center



Barelas
Community
Center



Don Newton-
Taylor Ranch
Community
Center



Holiday Park
Community
Center



Joan Jones
Community
Center



Los Duranes
Community
Center



McKinley
Community
Center



Westgate
Community
Center



Cesar
Chavez
Community
Center



Heights
Community
Center



Jack
Candelaria
Community
Center



Johnny Tapia
@ Wells Park
Community
Center



Mesa Verde
Community
Center



Thomas Bell
Community
Center



ONE
ALBUQUE
RQUE

youth &
family services



BetterHealth AMBASSADOR

CITY OF ALBUQUERQUE

Use this form to request a training for your location or department. You can work with other BetterHealth Ambassadors or worksite contacts to make the training available to a larger amount of employees.

Training Request

Ambassador Name: _____

Location: _____

Training session you are requesting: _____

Please submit this form at least 3 weeks prior to your requested training. Please make an effort to have a 8 attendee minimum when requesting a training.

Consider an incentive request or Fresh Option Produce order to enhance your offering! Use this link, <https://www.surveymonkey.com/r/3ZWT69T>

Or Scan the QR Code



Date: _____

Time: _____

Room: _____

How many people do you expect to attend? _____

Parking instructions for facilitator and other important information about your facility, such as security:

(Please provide full address including city and zip)



BetterHealth
AMBASSADOR
CITY OF ALBUQUERQUE

For more information contact:
Jenna Archuleta •
jrarchuleta@cabq.gov

INCENTIVE REQUEST FORM

Ambassador Name: _____

Location: _____

Brief description of how incentive will be used: _____

INCENTIVE:

- Fold Up Travel Fans:** How many: _____
- Pens:** How many: _____
- Chile Pepper Stress Balls:** How many: _____
- Jump Ropes:** How many: _____
- Hot/Cold Packs:** How many: _____
- Luggage Tags:** How many: _____
- Re-Useable Snack Containers:** How many: _____
- Fanny Packs:** How many: _____
- Airplane Stress Balls:** How many: _____
- Rain Ponchos:** How many: _____
- Stick-On Phone Wallets:** How many: _____
- Dominoes Games:** How many: _____
- Sunglasses:** How many: _____
- Travel Fans:** How many: _____
- Air Fresheners:** How many: _____
- Travel Eye Mask:** How many: _____

*** All items are approved on a case-by-case basis and while supplies last*

BetterHealth Sign-In Sheet

Event:

Date:

Department:

Ambassador:



BetterHealth

CITY OF ALBUQUERQUE AND
PARTICIPATING GOVERNMENT ENTITIES

Better you.

Guidelines have been developed to demonstrate our commitment to Better Health

The availability of healthy foods at office celebrations and events can help employees make nutritious choices and can influence their long-term health and wellness.



BetterHealth

CITY OF ALBUQUERQUE AND
PARTICIPATING GOVERNMENT ENTITIES

Better you.

Healthy Foods at Work Guidelines:

1. Make colorful fruits and vegetables half of all food offerings.*
2. Offer smaller portions of foods.
3. Offer foods low in solid fats, added sugars, and sodium.
4. Offer more whole-grain foods.
5. Make water more available.
6. Consider eliminating unnecessary snacks, such as candy dishes.

* For information and tips about filling half your plate with fruits and veggies, visit *FruitsAndVeggiesMoreMatters.org*.

Recommendations:

Food Safety

Food should be delivered just prior to serving time.

Always wash hands prior to handling any food.

Food left out for more than two hours should be discarded.

Clean all surfaces before and after food service.

Consider Special Dietary Needs and Food Allergies

Offer food such as vegetarian, vegan, dairy free, and gluten free.

Fundraising Events

Instead of frequent chocolate bar, cookie and nacho sales choose activities that are fun, creative, and energizing!

For example, sell raffle tickets for a fruit basket or sporting event.

Organize a Nerf hoop competition, a crazy hat contest, carnival games, or a pumpkin carving contest. Hold a carnation sale for Valentine's Day or guess the number of beans in a jar.