

# WELCOME TO ALBUQUERQUE



## A RESOURCE GUIDE FOR IMMIGRANTS & REFUGEES

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Albuquerque, NM 87102



# The City of Albuquerque Welcomes You!

The City of Albuquerque has amazing views of the Sandia Mountains, vibrant festivals, and famous delicious foods. Moreover, immigrants and refugees choose Albuquerque as their new home due to the fantastic sunny weather, the warmth of the people, and the helpful nature of its residents.

The objective of this resource guide for immigrants and is to welcome all who come and to share information to help facilitate the transition of these communities into Albuquerque.

## THE CITY OF ALBUQUERQUE'S VALUES

Working toward a more equitable and inclusive Albuquerque!

Mayor Tim Keller established the Office of Equity and Inclusion (OEI) and the Office of Civil Rights (OCR) in March 2018 to implement his vision of Albuquerque as a safe, innovative, and inclusive community for all of us. The Office of Equity and Inclusion's mission is to inspire and equip all city departments with the knowledge and tools to embrace and implement diversity, equity and inclusion as guiding principles in all areas of public life.

The City of Albuquerque has adopted a language access resolution that requires all City departments to provide language access services related to translation and interpretation to the public at no cost. If you need translation or interpretation to assist you in accessing city services, please contact the appropriate city department to request these services.

[Language Access Resolution](#)

## CITY OF ALBUQUERQUE GOVERNMENT

There are the branches in government: Legislative, Executive and Judicial.

Leading the Executive branch in our City is Mayor Tim Keller. The City Council is the legislative body that governs the City of Albuquerque. The Council generally functions as a parliamentary or congressional style legislative body, proposing bills, and passing laws to help govern the city. The Council is comprised of 9 Councilors who are elected on staggered terms every 4 years. You are always welcome to call the Councilor's office and the Mayor's Office with any questions, concerns or opinions.

The judicial is a separate, independent branch of government that includes Bernalillo County Metropolitan Court, the Second Judicial District Court and the United States Federal Court. For more information go to: [About the Courts | New Mexico Courts \(nmcourts.gov\)](#)

## IMMIGRANT FRIENDLY RESOLUTION

The City Council first declared Albuquerque an Immigrant Friendly City in 2000. The Council voted to reaffirm its support of comprehensive immigration reform in 2015 and to all refugees in 2017. In 2018, it passed a new resolution, R-18-7, that strengthens Albuquerque's status as an immigrant friendly city. This most recent Immigrant Friendly Resolution went into effect on April 24, 2018. It prohibits the city from inquiring about a person's immigration status, citizenship, place of birth or religion except to determine eligibility for federal or state programs. It also prohibits the police department from enforcing federal immigration laws. The resolution directs City departments to review all current City policies, procedures, and practices to ensure they are in accordance with the resolution.

The purpose of the resolution is to promote public safety, safeguard civil rights, and respect the dignity of all residents while creating an environment conducive to all victims of violent crime seeking assistance. The full resolution can be found on our website [here](#).

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## OFFICE OF IMMIGRANT AND REFUGEE AFFAIRS (OIRA)

The Office of Immigrant and Refugee Affairs (OIRA) was established in 2016 with support from the W.K. Kellogg Foundation, to coordinate efforts to better serve immigrant and refugee residents. OIRA became part of the Office of Equity and Inclusion in 2018.

The mission of the Office of Immigrant and Refugee Affairs is to improve the lives of all immigrants and resettled refugees who are living in Albuquerque by identifying and addressing the needs related to medical health, behavioral health, education, housing, workforce and economic development.



OIRA convened a steering committee made up of staff from a wide range of immigrant and refugee serving community-based organizations.

OIRA commissioned a comprehensive evaluation of needs, resources and readiness of City government departments and programs to be inclusive of immigrants, refugees, and English-language learners in Albuquerque. The evaluation, completed July 2017, found a need for improvements in language access to City services and for outreach and navigation services in order to maximize the participation of immigrants and refugees in all areas of civic life. The evaluation also concluded that policies to promote immigrant and refugee safety and integration are essential. This evaluation is used as a guide by the Office of Immigrant and Refugee Affairs.

### Focus Areas:

- Enhance language access in all public services and provide technical assistance
- Partner with organizations: activities, and projects related to immigrants and refugees
- Assist with needs from City departments, organizations and community members
- Share resources with community organizations and residents.

## OFFICE OF IMMIGRANT AND REFUGEE AFFAIRS STEERING COMMITTEE

### The Purpose of the Steering Committee of OIRA is to:

- Guide, represent and advocate for the needs and interests of immigrants and refugees and to hold city government accountable for meeting those needs.

### The Scope of the Steering Committee is to:

- Inform city representatives about immigrant and refugee populations
- Raise awareness in the community about city services available to immigrant and refugee populations
- Assess and prioritize programs, policies and initiatives that would address needs of immigrants and refugees.
- Advocate for and make recommendations on policies and resource allocation that address needs of immigrants and refugees.
- Monitor and evaluate the progress of city government to address needs and interests of immigrants and refugees.



## KNOW YOUR RIGHTS

Everyone on U.S. soil has basic rights under the U.S. Constitution and under civil rights laws. Learn more about what your rights are, how to exercise them, and what to do when your rights are violated.

### Hotlines/Apps

- United We Dream Hotline: 1-844-363-1423
- United We Dream [Notifica App to help get you prepared against deportation](#)

### Local Resources

- [ACLU New Mexico American Civil Liberties Union](#)
- [El Centro de Igualdad y Derechos](#) (505) 246-1627
- [New Mexico Immigrant Law Center](#)
- [New Mexico Faith Coalition for Immigrant Justice](#)

### Know Your Rights Resources

- Informed Immigrant: [Know Your Rights](#)
- Immigrant Defense Project Know Your Rights Flyers in [English](#) or [Spanish](#)
- United We Dream [Know Your Power, Know Your Rights](#)
- CLINIC: [Know Your Rights](#)

### ICE Detainee Locator

- [ICE Detainee Locator](#)

### Rights During Raids

- National Immigration Law Center [Rights at Home](#) & [Know Your Rights](#)
- Immigrant Legal Resource Center [Red Cards](#)
- ACLU [What to Do If Immigration Agents \(ICE\) Are at Your Door](#) & [Video in English and Spanish](#)
- ACLU [What to Do When Interacting with ICE- Videos in 7 languages](#)
- American Federation of Teachers [Do's and Don'ts for students if ICE authorities come to their homes](#)



## EMERGENCY PHONE NUMBERS

<b>Police/Fire/Medical Emergencies</b> .....	911
<b>Non-emergency response:</b> .....	505-242-2677
For situations where an individual’s life, safety or property is not in immediate danger, but a public safety response needed	
<b>3-1-1 Albuquerque Community Contact Center</b> .....	311
(3-1-1 is a simple way to connect with the City to report graffiti, animal noise, homeless encampment, problems with trash pickup or potholes)	
<b>United Way</b> .....	211
2-1-1 provides free information and referrals to health and human services, government agencies, and community-based organizations.	
<b>Adult Protective Services: NM Aging and Long-Term Services (24/7) *</b> .....	1-866-654-3219
Report suspected abuse, neglect or exploitation of adults 18 years and older.	
<b>Albuquerque Ambulance (24/7) *</b> .....	505- 761-8200
<b>NM Children Youth and Families Department (CYFD)</b> .....	1-855-333-7233
Investigates child abuse and neglect reports for children under the age of 18, and oversees foster care and adoption, and statewide domestic violence programs. <a href="http://www.cyfd.org">www.cyfd.org</a>	
<b>NM Poison and Drug Information Center (24/7) *</b> .....	1-800-222-1222
1650 University Blvd., NE, 87102 <a href="http://www.nmpoisoncenter.unm.edu">www.nmpoisoncenter.unm.edu</a> . Experts assess and make treatment recommendations during possible poisonings.	
<b>Utility Emergencies – Electricity, Gas, and Water</b>	
<b>Electricity</b> - Public Service Company of NM (PNM) (24/7)* .....	1-888-342-5766
4201 Edith Blvd., NE, 87107 <a href="http://www.pnm.com/report-an-outage">www.pnm.com/report-an-outage</a> .....505-246-5700 Report a power outage or find the status of an outage in your area.	
<b>Gas - NM Gas Company (24/7)*</b> .....	1-888-NM-GAS-CO or 1-888-664-2726
1625 Rio Bravo SW, Ste., 27, 87105 <a href="http://www.nmgco.com">www.nmgco.com</a>	
Safety and emergency information and to report natural gas related emergencies.	
<b>Water</b> - Albuquerque Water Utility Authority .....	505-842-9287 Option #1 Billing Inquiries
Option #0 <a href="http://www.abcwua.org">www.abcwua.org</a>	
Dispatch center available 24 hours a day to report water and sewer emergencies, request emergency turn-offs, offer customer services and report water waste. Address: 1441 Mission Ave. NE, Albuquerque NM 87113	

## LANGUAGE ACCESS PROVIDERS

**Valley Community Interpreters** ..... 505-596-0592  
VCI Agency offers language services and customized staff orientations to allow you to better serve your constituents, patients, and clients. <https://www.vcinm.org/> Address: 400 Gold Ave. Suite 726 SW Albuquerque, NM 87102

**Todd-Reyes Interpreting and Translation**..... (505) 814-3327

Serving the legal language needs of New Mexico and the greater Southwest. English<>Spanish interpretation and translation services for the legal, business, non-profit, community and government sectors  
<https://certifiedlegalinterpreters.com/>

**Babel Translation Services** .....505-250-6155  
[nahid.haji@gmail.com](mailto:nahid.haji@gmail.com) Translation and interpretation on languages such as: Arabic, Dari, Farsi, Hindi, Pashto, Swahili, Urdu

**United Voices for Newcomer Rights (UVNR)**..... (505) 277-0197  
Translation, Interpretation - Specializing in working with refugee communities  
Dari, Pashto, Arabic, Swahili, Kinyarwanda, Kirundi, Spanish, French

### City Resources

#### City of Albuquerque Department of Family and Community Services

**Health and Social Service Center Hours** are Monday - Friday 8:00 am - 5:00 pm.....505-768-2860

All locations provide emergency food, utility, and rental assistance, emergency diaper assistance, clothing bank (located at the East Central and John Marshall centers). Specific assistance items may need an appointment; call centers for further information.

[Website for Health and Social centers](#)

**Alamosa Health and Social Service Center**.....505-836-8800

6900 Gonzales Rd., SW, 87121 Serves the residents of the Southwest Mesa (South Valley and Westside) areas of Albuquerque.

**East Central Health and Social Service Center** .....505-767-5700

7525 Zuni Rd., SE, 87108

Serves the residents of the Northeast (Montgomery to Central and Tramway to Carlisle) and Southeast (Gibson to Central and Tramway to Carlisle) areas of Albuquerque.

**John Marshall Health and Social Service Center**..... 505-848-1345

1500 Walter St., SE, 87102 Serves the residents of Central Albuquerque.

**Los Griegos Health and Social Service Center**..... 505-761-4050

1231 Candelaria Rd., NW, 87107 Serves the residents of the Northeast Heights, Northwest Valley, and the North Westside areas of Albuquerque.

## COMMUNITY CENTERS

<b>Alamosa Community Center</b> .....	505-836-8760
6900 Gonzales Rd SW, 87121	
<b>Barelas Community Center</b> .....	505 848-1343
801 Barelas Rd SW, 87102	
<b>Cesar Chavez Community Center</b> .....	505-256-2680
7505 Kathryn Ave SE, 87108	
<b>Dennis Chavez Community Center</b> .....	505-848-1341
715 Kathryn Ave SE, 87102	
<b>Don Newton - Taylor Ranch Community Center</b> .....	505-768-6006
4900 Kachina St NW, 87120	
<b>Heights Community Center</b> .....	505-848-1334
823 Buena Vista Dr SE, 87106	
<b>Herman Sanchez Community Center</b> .....	505-848-1336
1830 William St SE. 87102	
<b>Holiday Park Community Center</b> .....	505-764-6425
11710 Comanche Rd NE, 87111	
<b>Jack Candelaria Community Center</b> .....	505-848-1324
400 San Jose Ave SE, 87102	
<b>Jeanne Bellamah Community Center</b> .....	505-767-5910
11516 Summer Ave NE, 87112	
<b>Joan Jones Community Center at Atrisco Hills</b> .....	505-836-8810
3828 Rincon Rd NW, 87105	
<b>Johnny Tapia at Wells Park</b> .....	505-848-1390
500 Mountain Rd NW, 87102	
<b>Loma Linda Community Center</b> .....	505-764-1525
1700 Yale Blvd SE, 87106	
<b>Los Duranes Community Center</b> .....	505-767-5900
2920 Leopoldo Rd NW, 87104	
<b>McKinley Community Center</b> .....	505-767-5930
3401 Monroe St NE, 87110	
<b>Mesa Verde Community Center</b> .....	505-767-5920
7900 Marquette Ave NE, 87108	



<b>Singing Arrow Community Center</b> .....	505-291-6200
13001 Singing Arrow Ave SE, 87123	
<b>Snow Park Community Center</b> .....	505-332-5250
9501 Indian School Rd NE, 87112	
<b>Thomas Bell Community Center</b> .....	505-848-1332
3001 University Blvd SE, 87106	
<b>West Mesa Community Center</b> .....	505-836-3487
5500 Glenrio Rd NW, 87105	
<b>Westgate Community Center</b> .....	505-836-8723
1400 Snow Vista Blvd SW, 87121	
<b>Whittier Community Center</b> .....	505-256-2093
1100 Quincy St SE, 87108	

## SENIOR & MULTIGENERATIONAL CENTERS

### City of Albuquerque/Bernalillo County Department of Senior Affairs

Recreational activities, meals, educational opportunities, social services, health screenings and more are available for those who are 50 and older.

Hours: 8:00 A.M. – 5:00 P.M., Monday – Friday; Saturday and evening hours vary at each site.  
 Call 764-6400 for a current schedule or visit us online: [www.cabq.gov/seniors](http://www.cabq.gov/seniors)

<b>Barelas Senior Center</b> .....	505- 764-6436
714 7th St., SW, 87102	
<b>Bear Canyon Senior Center</b> .....	505-767-5959
4645 Pitt St., NE, 87111	
<b>Highland Senior Center</b> .....	505-767-5210
131 Monroe St., NE, 87108	
<b>Los Volcanes Senior Center</b> .....	505-767-5999
6500 Los Volcanes Rd. NW, 87107	
<b>North Valley Senior Center</b> .....	505-761-4025
3825 4th St., NW, 87107	
<b>Palo Duro Senior Center</b> .....	505-888-8102
5221 Palo Duro Ave., NE, 87110	

### Multigenerational Centers:

The two centers are for participants ages 6 and older. Both centers provide recreational activities, social services and educational opportunities and much more.

Hours: 8:00 A.M. – 9:00 P.M.; Monday – Friday; Saturday, 9:00 A.M. – 3:00 P.M.

<b>Manzano Mesa Multigenerational Center</b> .....	505-275-8731
501 Elizabeth St., SE, 87123	
<b>North Domingo Baca Multigenerational Center</b> .....	505-764-6475
7521 Carmel Ave., NE, 87109	

## CITY OF ALBUQUERQUE OFFICE OF EQUITY AND INCLUSION

**Office of Immigrant & Refugee Affairs** .....505-768-3040

Address: 1 Civic Plaza NW, Albuquerque NM 87102 4<sup>th</sup> Floor room 4072

[Office of immigrant-refugee-affairs website](#)

## REFUGEE RESETTLEMENT SERVICES

**Lutheran Family Services (LFS)** is the official refugee resettlement agency in the State of New Mexico. This agency is dedicated to helping refugees and asylees rebuild their lives by equipping them to achieve self-sufficiency within their first year in the United States and fostering integration into their new communities.

LFS has the following Programs available: New American Pathways, Intensive Case Management, Refugee Career Pathways, The Survivors of Torture program, Micro Enterprise Development Credit Builder Loans

[Lutheran Family Services website](#)

Address: 230 Truman St NE, Albuquerque, NM 87108 Phone: (505) 933-7032

**Catholic Charities** has a Center for Refugee Support that provides educational and career programs for the many refugee families that have resettled in Albuquerque. This program is available after the 90-day United States government resettlement program ends. Catholic Charities’ programs aim to create a path for families and individuals to participate in their new community through education, personal empowerment, leadership opportunities, community engagement, career preparation, and the pursuit of citizenship. [Catholic Charities Website](#)

Address: 2010 Bridge Blvd SW, Albuquerque, NM 87105 Phone: (505) 724-4670

**ABQ Faithworks Collaborative:** Albuquerque faith congregations working in community to welcome the stranger and address short and long-term needs of asylum seekers and people experiencing homelessness. Their programs help refugees work toward self-sufficiency and the integration of their clients into community pathways to mental health, behavioral health treatment programs, supportive housing, Job training, and Legal facilitation.

[ABQ Faithworks website](#) Telephone: 505-457-1728 Email: [info@abqfaithworks.org](mailto:info@abqfaithworks.org)

## LEGAL SERVICES

**U.S. Citizenship and Immigration Services (USCIS)** is the Federal agency that oversees lawful immigration to the United States. Some of the services they provide include: Citizenship (Includes the related naturalization process), immigration of family members, working in the U.S., verifying an Individual’s Legal Right to Work in

the United States (E-Verify), humanitarian programs, adoptions, civic integration, and genealogy. [USCIS Website](#)

Toll free number is 800-375-5283 (TTY 800-767-1833). Hours of operation are Monday to Friday, 8am to 8pm Eastern.

Local Field Offices: 1551 Mercantile Avenue NE Suite B, Albuquerque, NM 87107

**New Mexico Immigrant Law Center (NMILC)** The organization's mission is to advance justice and equity by empowering low-income immigrant communities through collaborative legal services, advocacy, and education.

[New Mexico Immigrant Law Center website](#)

Address: 625 Silver Ave. SW, Ste. 410, Albuquerque, NM 87102 Phone: (505) 247-1023

### **New Mexico Center on Law and Poverty**

The organization's mission is to advance economic and social justice through: Education, Advocacy and Litigation. [Website NM for law and Poverty](#) Phone: 505-255-2840

Address: 301 Edith Blvd NE, Albuquerque, NM 87102

### **Mexican Consulate**

Provides multiple services to the Mexican community and other members of the community such as Mexican documentation, passports, immigration topics related to detainees, health and financial education and resources.

[Website Mexican Consulate](#) Address: 1610 4th St NW, Albuquerque, NM 87102

Phone: 505-247-2147

## **HEALTH SERVICES**

**NM Department of Health Refugee Health Program**.....505-841-8928

7525 Zuni SE, 87108 [www.nmhealth.org/about/phd/idb/rhp/](http://www.nmhealth.org/about/phd/idb/rhp/)

Collaborates with other community-based organizations to facilitate access to integrated medical and mental healthcare screenings to newly-arrived refugees.

## **FOOD ASSISTANCE**

**Echo Inc., Food** ..... 505-242-6777

**New Mexico Commodity Supplemental Food Program for Seniors (CSFP)**

300 Menaul NW, Space #226, 87107 [www.echoinc.org](http://www.echoinc.org)

Provides monthly food to income-qualified, NM resident seniors 60 years and older.

**Rio Grande Food Project**.....505-831-3778  
600 Coors Blvd., NW, 87121 [www.rgfp.org](http://www.rgfp.org)  
Provides groceries to households monthly (30 days required between each pickup).

**Roadrunner Food Bank**.....505-349-5340  
5840 Office Blvd. NE, 87109 <https://www.rrfb.org/>  
Provides individuals with agency contacts for food assistance.

### STATE PUBLIC BENEFITS

**NM Human Services Department Income Support Division (ISD) Customer Service Center**..... 1-800-283-4465  
Phone Hours: Monday – Friday 8:00 A.M. – 4:30 P.M. [www.state.nm.us](http://www.state.nm.us)  
Apply on-line: [www.yes.state.nm.us](http://www.yes.state.nm.us)

#### ISD ASSISTANCE PROGRAMS:

- Burial Assistance – Minimal assistance for Medicaid Recipients. • Medicaid (institutional and non-institutional) – Medical Assistance for income eligible.
- Medicare Savings Programs – QMB (Qualified Medicare Beneficiaries), SLIMB (Specified Low Income Medicare Beneficiaries), Qualifying Individuals (QI), and Qualified Disabled and Working Individuals (QDWI).
- SNAP (formerly food stamps) – Food assistance for income-eligible applicants  
[SNAP Program website](#)

**LIHEAP PROGRAM** ..... 1-888-523-0051  
Assists eligible persons and families with their heating and cooling costs.

### INTERCULTURAL AND MULTICULTURAL RESOURCES

**City of Albuquerque Office of Equity and Inclusion** ..... 505-768-4712  
1 Civic Plaza, NW, 2nd Floor, Ste., 201, 87102 [www.cabq.gov/office-of-equity-inclusion](http://www.cabq.gov/office-of-equity-inclusion)  
Addresses racial disparities and achieves equity across all populations and indicators.

**City of Albuquerque Office of Black Community Engagement**..... 505-768-3307  
Connects the City’s resources to the Black communities and influences policies to unification to amplify the diverse Black voices within the city of Albuquerque.  
[www.cabq.gov/office-of-equity-inclusion/african-american-affairs](http://www.cabq.gov/office-of-equity-inclusion/african-american-affairs)

**City of Albuquerque Office of Native American Affairs**.....505-768-4547

This office is dedicated to promoting policy and program initiatives that ensure the safety and well-being of Native American individuals and families living in the Albuquerque metropolitan area and devoted to the support and development of intergovernmental relations between the City of Albuquerque government and tribal governments.

<https://www.cabq.gov/office-of-equity-inclusion/about-office-of-equity-inclusion/native-american-affairs>

**NM Asian Family Center** ..... 505-717-2877

Provides case management services such as applying for food stamps, TANF, social security, housing, etc. All services offered are provided free of charge. Although our services are open to everyone, our offerings are tailored to those who identify as Asian, Pacific Islander, and Native Hawaiian (APINH). [www.nmafc.org](http://www.nmafc.org)

**Afghan Society of New Mexico:**

Local Nonprofit that helps Afghan immigrants and refugees

Website: [Afghan Society of New Mexico](http://www.afghan-society.org)

**Islamic Center of New Mexico:**

Provides religious, social and educational services to Muslims in Albuquerque and surrounding communities.

Website: <http://icnmabq.com/> Phone: 505-256-1450

**Minara Muslim Community Center of Albuquerque**

501(c)3 religious organization dedicated to serving the Albuquerque community in the areas of Homeless Feeding, Islamic Da'wah, Health & Wellness, Language Arts & Calligraphy, Martial Arts (Judo) and Archery Classes. Phone: (505) 440-8036 Facebook: <https://www.facebook.com/MinaraABQ/>

**Mahdavi Center of New Mexico**

Religious organization. Phone: (505) 582- 8909

[https://www.facebook.com/mahdavi.center2005/about/?ref=page\\_internal](https://www.facebook.com/mahdavi.center2005/about/?ref=page_internal)

**The Lighthouse of New Mexico Muslim Community Center**

The Lighthouse of New Mexico, Inc. is a Muslim run non-profit organization.

Website: <https://www.thelighthousenm.org/> Phone: 505-750-7806

**Albuquerque Islamic Center**

The primary focus of AIC is to provide religious, educational, and social services, based on the teachings and civics of Islam throughout the Islamic center (Mosque).

Website: <https://www.abqislamiccenter.org/> Phone: (505) 299-2579



## JOB TRAINING AND PLACEMENT

### NM Department of Workforce Solutions

501 Mountain Rd NE 87103, Phone: 505-843-1900, Mon-Fri: AM-PM

[Website NM workforce solutions](#)

### Albuquerque Job Corps Center

No cost education and career technical training for ages 16-24, 500 Indian School Road NW 87104, Phone: (505) 222-4243. [Website Job corps](#)

### Excel Staffing

1700 Louisiana NE, Ste.210 87110, Phone: (505) 262-1871

[Excel Staffing](#)

## EDUCATION

### K-12 Education – Albuquerque Public Schools (APS)

Local school District. <https://www.aps.edu/> Phone: 505- 880-3700

### APS Refugee and Newcomers Program

Providing support to refugee students, families, and the schools that serve them.

Website: [Refugee and Newcommers Program](#) Phone: 505- 803-7781

**Central New Mexico Community College (CNM)**.....505-224-3000

**Main Campus:** 900 University Blvd. SE, 87106 [www.cnm.edu](http://www.cnm.edu)

Offers occupational and trade classes, and customized workforce training.

### G.E.D, Adult Basic Education and English as a Second Language

\$10 application fee and government issued I.D. required.....505-224-4282

[www.cnm.edu/programs-of-study/programs-a-z/adult-basic-education](http://www.cnm.edu/programs-of-study/programs-a-z/adult-basic-education)

**City of Albuquerque Department of Senior Affairs (DSA)**.....505-764-6400

Offers a variety of classes including computer, language, literature/writing, art, dance, drama, and more for individuals age 50 and older. Call individual senior centers for details.

[www.cabq.gov/seniors](http://www.cabq.gov/seniors)

**Valley Community Interpreters – VCI Academy** ..... (505) 596-0592

The VCI Academy offers interpreter training and is building an interpreter workforce in New Mexico that is skilled in cross-cultural communications to facilitate understanding between service providers and service users who don't share the same language. All courses are in English using the internationally recognized Cross-

Cultural Communications curriculums available online or onsite when possible. <https://www.vcinm.org/vci-academy/>

### **Encuentro NM**

Encuentro engages with Latino immigrant families in educational and career development opportunities that build skills for economic and social justice. For example:

- [ESL \(Beginning, Intermediate, Advanced\)](#)
- [Computer Training](#)
- Citizenship
- [Financial Literacy](#)
- [Intro to Small Business](#)
- [Home Health Aide Training in Spanish](#)

Website: <https://encuentronm.org/home/> Phone: 505- 247 -2920

Address: 714 4TH ST SW, Albuquerque, NM 87102

### **Salam Academy**

Salam Academy is an institution of learning aimed at maintaining the ethnic roots and moral values of Muslim students. This school develops model American citizens who are the outstanding leaders in the fields of science, mathematics, and the humanities. Address: 8015 Mountain Road Place NE, Albuquerque, NM 87110  
Phone: +1 505-888-7688 Website: <https://www.salamacademy.org/>

### **Vizionz Sankofa**

This organization educates, elevates and empowers African youth and young adults and other youth of different races and ethnicities on becoming stewards of their lives. The organization also offers tutoring and mentoring programs.

Address: 1258 Ortiz Drive SE, Albuquerque, NM 87108 Phone: 505- 506-1604

### **Albuquerque Public Libraries**

Albuquerque Libraries carry audio books and computer software that you can use for free to learn English. <https://abqlibrary.org/home>

The library car application and other documents are available in multiple languages at the International District Library.

### **Online Resource Guide for ESL College Students**

<https://www.edumed.org/resources/esl-ell-college-students/>

### **Immigrant and Refugee Resource Village of Albuquerque (IRRVA) & New Mexico Women's Global Pathways**

IRRVA assists individuals and families to gain access to safety-net programs that support personal and family well-being and economic self-sufficiency including: tutoring, mentoring, case management, job training and more. Website: <https://irrva.com/>

Address: 120 Mesilla Street NE, Albuquerque, NM, 87108, USA Phone: 505-435-5741

## CORONAVIRUS RESOURCES

**Coronavirus Health Hotline** ..... 1-855-600-3453

Hotline for residents with health-related questions.

**Coronavirus Information Hotline** ..... 1-833-551-0518

Hotline for residents with non-health-related questions. [www.newmexico.gov/hotlines](http://www.newmexico.gov/hotlines)

### Albuquerque Health Literacy Project

A flipchart is an education tool used by CHWs throughout the world. This flipchart was created to help Community Health Workers and other community partners to share vaccine facts, address vaccine concerns and myths, educate about the COVID variants, and combat misinformation. Got to this website to find the flipchart in multiple languages: <https://getthefacts.vaccinenm.org/chw/>

## EMERGENCY RENTAL RESOURCES

New Mexico renters who need help paying for rent and utilities or mortgage 833-485-1334

[Emergency Rental Assistance Program Online Application](#) in English and Spanish

**Court Outreach for Rental Assistance Program (CORA)** .....505-768-3896

Works in partnership with the New Mexico Emergency Rental Assistance Program (ERAP) and the Bernalillo County Metropolitan Court system. Representatives can assist with creating an online account, scanning and uploading documents, and submitting applications.

## ADDITIONAL RESOURCES

Albuquerque is a great City to live, work and play. We certainly welcome you to our City and hope the resources shared could be helpful to you and your family. However, we are aware that there are many other resources available that are not described in this guide.

We invite you to call 311 when you are looking for information, and services. You can request a phone interpreter to the staff member. In that manner, there will not be a language barrier when asking for the information you are looking for.