

2018/2019

QUICK GUIDE To Senior Services

CITY OF ALBUQUERQUE
Department of Senior Affairs



Mayor Tim Keller
Director Anna Sanchez

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CITY OF ALBUQUERQUE

Department of Senior Affairs

714 7th Street SW
Albuquerque, NM 87102

August 2018

Dear Friends,

Welcome to the City of Albuquerque, Department of Senior Affairs Quick Guide! Through the generous support of Blue Cross Blue Shield of New Mexico, the Department of Senior Affairs is able to provide this yearly publication as a valuable source of information geared toward our growing senior population.

We are privileged to serve the community as the Mayor of the City of Albuquerque and the Director of the Department of Senior Affairs. We are proud to lead a department very committed to the programs we administer. From services for active and healthy seniors to the frail, homebound elderly, the Department of Senior Affairs provides a continuum of care especially designed to meet individual needs throughout the aging spectrum.

This Quick Guide is an opportunity to provide you with accessible contact information for available resources, including both government agencies and not-for-profit organizations. Please know that the Department of Senior Affairs is a call away at (505) 764-6400 to find out more information regarding the services and programs offered by the department.

We have helpful and dedicated individuals available Monday through Friday, between 8:15 a.m. and 4:30 p.m. Also, you may visit us on the web at www.cabq.gov/seniors or email us directly at seniorinformation@cabq.gov. Our Department is ready to assist you.

In Your Service,



Timothy M. Keller, Mayor
City of Albuquerque



Anna M. Sanchez, Director
City of Albuquerque
Department of Senior Affairs



City of Albuquerque Department of Senior Affairs

714 7th Street SW, Albuquerque, New Mexico 87102

www.cabq.gov/seniors

FAX: 505-764-6455; TTY: 1-800-659-8331

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Volunteer Today!

LEAD. INSPIRE. CHANGE THE WORLD.. AGAIN.



We offer a wide variety of
volunteer opportunities.

Do you have time, talents, skills, or hobbies
you would like to share? If you do, please call
the RSVP office at **767-5225**

www.cabq.gov/seniors





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Department of Senior Affairs

714 7th Street SW
Albuquerque, New Mexico 87102
www.cabq.gov/seniors
FAX: 505-764-6455; TTY: 1-800-659-8331

SERVICES AND OPPORTUNITIES

Senior Information & Assistance Program **505-764-6400**

www.cabq.gov/seniors/senior-services

Connections to Senior services and to other community resources.

The Information & Assistance Program provides:
Information, referrals, and assistance on senior concerns/issues

Recreation

- Breakfast and Lunch
- Recreation and Learning
- 4 Sports and Fitness Ctrs & Programs
- 6 Senior Centers
- 2 Multigenerational Center
- Planet 50+ Activities

Volunteer Programs

- Retired & Senior Volunteer Program (R.S.V.P.)
- Foster Grandparent Program
- Senior Companion Program

Senior Social Services

- Care Coordination
- Home Chores, Repair, Retrofit
- Senior Information Line

Transportation/Nutrition

- Home-Delivered Meals
- Meal Sites
 - Recreation
 - Lunch
- Transportation

The information in this *Quick Guide to Senior Services* is correct, to the best of our knowledge, as of July 2018. Inclusion of a service does not imply endorsement, nor does exclusion reflect on the quality of service.

The Department of Senior Affairs requests contributions to offset expenses for some services and materials meals, exercise classes, transportation, Home Chores, Home Repair and Home Retrofit services. No one will be denied service if he/she chooses not to contribute.

EMERGENCY NUMBERS

Emergency – Police/Fire/Medical Service.....911

Adult Protective Services:

NM Aging and Long Term Services (24/7).....1-866-654-3219

625 Silver SW, Suite 414, 87102

www.nmaging.state.nm.us

Report suspected adult/elder abuse, neglect or exploitation of adults 18 years and older

Agora Helpline.....277-3013

Provides help-line, online emotional support (chat), information and referrals.

www.agoracares.org

Albuquerque Ambulance (24/7)*.....761-8200

Domestic Violence Resource Center (DVRC).....248-3165

Provides counseling, crisis intervention, and legal services to domestic violence victims.

www.dvrcnm.org

Domestic Violence Crisis Hot Line and S.A.F.E. House.....247-4219

Provides (24/7)* safe shelter, referrals and advocacy for survivors.

National Prevention Suicide Crisis (24/7)*.....1-800-273-8255

Provides free, confidential support to individuals in suicidal crisis or emotional distress.

www.suicidepreventionlifeline.org

NM Children Youth and Families (CYFD).....1-855-333-7233

300 San Mateo, NE, Ste. 500, 87108

#7233 from cell phone

Investigates child abuse and neglect reports for children under the age of 18, foster care and adoption, and statewide domestic violence programs.

www.cyfd.org

**NM Crisis & Access Line (24/7)*.....1-855-NMCRISIS (662-7474)
(TTY) 1-855-227-5485**

Crisis line available 24 hours a day for individuals experiencing a crisis to be in contact with a professional mental health counselor.

www.nmcrisisline.com

NM Poison and Drug Information Center (24/7)*.....1-800-222-1222

Experts assess and make treatment recommendations during possible poisonings.

www.nmpoisoncenter.unm.edu

Rape Crisis Center of Central NM (24/7)*.....266-7711 or 1-888-811-8282

9741 Candelaria NE, Albuquerque, 87112

www.rapecrisiscnm.org

Provides crisis intervention, advocacy, and counselling for survivors of sexual assault.

UNMH Psychiatric Center.....272-2800

2601 Marble NE, 87132

Psychiatric Emergency (24/7)* 24 hour mental health crisis line.....272-2920

Utility Emergencies – Electricity, Gas, and Water

Electricity - Public Service Company of NM (PNM) (24/7)*.....1-888-342-5766

Report a power outage or find the status of an outage in your area.

www.pnm.com/report-an-outage

Gas - NM Gas Company (24/7)*.....1-888-NM-GAS-CO, 1-888-664-2726

Safety and emergency information and to report natural gas related emergencies.

www.nmgco.com

Water - Albuquerque Water Utility Authority.....842-WATR (9287) Option #1

One Civic Plaza NW, Room 5027, 87102

www.abcwua.org

Dispatch center available 24 hours a day to report water and sewer emergencies, request emergency turn-offs, customer services and report water waste.

NON - EMERGENCY NUMBERS FREQUENTLY CALLED TELEPHONE NUMBERS

Albuquerque Citizens Contact Center for City Wide Information.....311

Monday – Saturday 6:00 am – 9:00 pm, Sunday. 9:00 am – 6:00 pm.....768-2000

www.cabq.gov

Bernalillo County Emergency Medical Services (EMS) and Fire Division Office

6840 2nd St. NW, 87107

468-1310

www.bernco.gov/fire-and-rescue

Bernalillo County Sheriff's Department.....798-7000

400 Roma NW, 87102

www.bernalillocountysheriff.com

City of Albuquerque Burn Line.....768-BURN or 768-2876

City of Albuquerque Code Enforcement.....Main Line 924-3450

Permits 924-3857

City of Albuquerque Department of Senior Affairs Administration.....764-6432

City of Albuquerque Fire/Rescue (Non-Emergency).....833-7397

City of Albuquerque Fire Rescue Admin. /Emergency Management Services (EMS)

768-9317

To obtain a Fire or EMS Report, contact Records Management Services.....764-6333

City of Albuquerque Police Department (Non-Emergency)242-COPS (242-2677)

400 Roma NW, 87102

City of Albuquerque Solid Waste Management Department.....761-8100

Garbage/Trash Pick-up Information and Residential Large Item Pick up

* 24/7 = 24 hours per day, 7 days per week.

Utility Contacts

NM Gas Company (24/7)*1-888-NM-GAS-CO or 1-888-664-2726
 PNM – Public Service Company of NM.....246-5700

Water Utility Authority – Albuquerque/Bernalillo County

(Billing Inquiries).....842-9287 (Option #0)

GENERAL INFORMATION AND REFERRAL

City of Albuquerque Department of Senior Affairs (DSA)

Senior Information & Assistance.....764-6400

714 7th St. SW, 87102

www.cabq.gov/seniors

Information and referral to community services for Bernalillo County residents age 60 and older, caregivers, and service providers.

AARP Information Center.....830-3096

1930 Juan Tabo Blvd., NE, Ste. J, 87112

www.aarp.org/states/nm

Provides resources to individuals age 50 and older in areas such as health care, employment, income security, and protection from financial abuse.

Bernalillo County Assessor’s Office.....222-3700

www.bernco.gov/assessor

- **Head of Household Exemption** - allows \$2,000 of the taxable value of a residential property to be tax exempt if certain criteria are met.
- **Value Freeze Program** – allows seniors age 65 or older a freeze on the valuation of their property for the purposes of property taxes.
- **Veteran Tax Exemption** - help reduce property taxes for Veterans.

Bernalillo County Clerk’s Office.....468-1290

Provides access to public records such as deeds, mortgages, liens, judgments, marriage licenses, maps and plats, and other public record documents.

www.bernco.gov/clerk

Voter Registration.....243-VOTE (8683)

www.bernco.gov/Voter_Registration

City of Albuquerque Family Advocacy Center.....243-3333

625 Silver SW, Ste. 200, 87102

www.cabq.gov/police/albuquerque-family-advocacy-center

Provides victims of domestic violence, child abuse, and sexual assault with a safe setting to assist in addressing and overcoming the trauma of their experience.

City of Albuquerque Office of Equity and Inclusion.....768-4712

One Civic Plaza, NW, 2nd Ste., 201, 87102

www.cabq.gov/office-of-equity-inclusion

Local civil and human rights enforcement agency which provides for resolution of discrimination complaints, and is dedicated to the protection and promotion of human rights and human dignity, and equal access and opportunities for all citizens.

Medication Disposal (Drug Take Back Initiatives)

Medications may also be disposed at any of 6 area command substations.

Hours: Monday – Friday 8:00 A.M. – 5:00 P.M.

Foothills Area Command	332-5240
12800 Lomas Blvd., NE, 87123	
Northeast Area Command	823-4455
8201 Osuna Rd., NE, 87109	
Northwest Area Command	768-4850
10401 Cibola Loop, NW, 87114	
Southeast Area Command	256-2050
800 Louisiana Blvd., NE, 87108	
Southwest Area Command	831-4705
6404 Los Volcanes Rd., NW, 87121	
Valley Area Command	761-8800
5408 2nd St., NW, 87107	

NM Aging and Disability Resource Center.....**1-800-432-2080**

Assists elders, persons with disabilities and caregivers to services and resources. Offers assistance in NM Centennial Care Waiver, Prescription Assistance (MEDBank), Senior Medicare Patrol (SMP) and State Health Insurance Assistance Program (SHIP). www.nmaging.state.nm

NM Aging and Long Term Services Department

- **Indian Area Agency on Aging (IAAA)**.....**1-866-842-9230 or 383-3900**
The IAAA supports Indian elders' unique cultural and traditional needs and promotes services that improve their quality of life.
- **Ombudsman Program – Albuquerque**.....**1-866-842-9230**
Conducts regular visits to nursing homes and assisted living facilities, to help residents advocate for their rights, investigate complaints, resolve concerns, and ensure they receive the quality of care they deserve.

NM Bureau of Vital Records.....**1-866-534-0051 or 841-4100**

Provides certified copies of birth certificates occurring in New Mexico for a \$10 fee.

Death Certificates only available at Santa Fe Office.

www.vitalrecordsnm.org

NM Vital Records and Health Statistics (Santa Fe).....**1-866-534-0051**

1105 S. St. Francis Dr., Santa Fe, 87505

505-827-0121

Online Government Issued Vital Records – Fees Apply.....www.vitalcheck.com

NM Coalition Against Domestic Violence.....**246-9240**

Offers referrals to domestic violence victims for services available.

www.nmcadv.org

NM Department of Health.....**1-888-253-2966**

Diabetes Prevention and Control Program

www.diabetesnm.org

Provides medical information and community services to individuals with diabetes.

NM Motor Vehicle Division (MVD) State Operated.....1-888-683-4636
www.mvd.newmexico.gov

Driver's License: \$18.00 for 4 years; \$34.00 for 8 years
ID card (for persons without drivers' licenses): \$10.00 for 4 years; \$18.00 for 8 years

No charge for Driver's License or ID card for individuals age 75 and older.
Office Hours for MVD Offices below are Monday – Friday 8:00 am - 4:00 pm

Bernalillo.....867-5171
829 S. Camino Del Pueblo, Bernalillo, 87004

Eagle Vista.....764-6650
9651 Eagle Ranch Rd., 87114

Kirtland Air Force Base.....846-8390
1451 4th St., SE, 87117 Military Access only, \$5.00 Additional Fee, Credit Card only

Montgomery Plaza.....875-0715
4575 San Mateo Blvd., NE, 87109

RioBravo.....452-9240
3211 Coors SW, Ste., D-10 and D-11, 87121

RioRancho.....891-5014
4114 Sabana Grande, Ave., SE, Rio Rancho, 87124

SandiaVista.....292-4570
11500 Menaul Blvd., NE, Ste. F-1, 87112

Tijeras.....281-2250
12 Camino Municipal Tijeras, 87059

National Indian Council on Aging (NICOA).....292-2001
8500 Menaul Blvd. NE, Ste. B-470, 87112 www.tribalfootprints.org

An on-line resource directory which assists Elders and their families and caregivers to aging services: caregiver services, economic wellbeing resources, food and nutrition services, health service providers, housing, in-home services, long-term care and support services, Elder Centers -Title VI and transportation.

United Way of Central NM.....211 or 245-1735
Connects individuals and families to organizations that can best address their needs.
www.uwcnm.org

BENEFITS AND ASSISTANCE PROGRAMS
Food, Utility, Rental Assistance and Other Assistance
Social Service Agencies

Adelante – Benefits Connection.....1-844-266-2236 or 273-5222
Assists low income seniors (65 and older) and individuals diagnosed with a disability (ages 21 and older) to enroll in benefits: Medicaid, LIHEAP, SNAP, SSI, Medicare Savings Programs (MSP), and Medicare Part D Low Income Subsidy (LIS).

City of Albuquerque Department of Family and Community Service

All Center Hours Monday – Friday 8:00 am - 5:00 pm.....768-2860

www.cabq.gov/family

Specific assistance items may need an appointment, call centers for further information.

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

6900 Gonzales Rd., SW, 87121

Provides emergency food, utility and rental assistance to residents of the Southwest Mesa (South Valley and Westside) areas of Albuquerque.

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

7525 Zuni Rd., SE, 87108

Provides emergency food, utility and rental assistance to 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.....848-1345

1500 Walter St., SE, 87102

Provides emergency food, clothing, utility and rental assistance to residents.

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

1231 Candelaria Rd., NW, 87107

Provides emergency food, utility assistance, and rental assistance to residents of the Northeast Heights, Northwest Valley, and the North Westside areas of Albuquerque.

NM Human Services Department Income Support Division (ISD)

(See addresses/phone #'s and programs listed below)

Customer Service Center.....1-800-283-4465

Hours: Monday – Friday 8:00 am - 4:30 pm

www.state.nm.us/hsd

Apply on-line: www.yes.state.nm.us

ISD ASSISTANCE PROGRAMS:

Burial Assistance, SNAP (formerly Food Stamps), Low Income Home Energy Assistance (LIHEAP), Medicaid (Institutional and Non-Institutional), QMB (Qualified Medicare Beneficiaries, SLIMB (Specified Low Income Medicare Beneficiaries and WDI (Working Disabled Individuals)

FIELD OFFICE LOCATIONS:

All Field Office Hours are Monday – Friday 8:00 am - 4:30 pm

Northeast.....222-9600

4330 Cutler Ave., NE, 87110

Northwest.....841-7700

1041 Lamberton Place NE, 87107

Southeast.....383-2600

1711 Randolph Rd., SE, 87106

Southwest.....841-2300

3280 Bridge Blvd., SW, 87121

Social Security Administration (SSA).....1-800-772-1213
 500 Lead Ave., SW, 87102 (TTY) 1-800-325-0778
Hours: Monday – Friday 9:00 am to 3:00 pm www.ssa.gov

Administers social insurance programs consisting of retirement, disability, and survivors’ benefits. SSA can help with application assistance, appeals, payee information, requesting a new card or account and/or change of name and other benefits mentioned below. Starting April 2018, Medicare will mail out new Medicare cards. You may want to call Social Security to ensure they have your correct address.

- **Extra Help** - Individuals with limited resources and income may be eligible to get Extra Help to help pay for Medicare Part D costs - monthly premiums (maximum \$22.84 for 2018), annual deductibles, and prescription co-payments.
Did you know?.....You can change your Medicare Prescription Drug Plan if you qualify for Extra Help. This is helpful if your prescriptions change and your current plan may not cover the new prescriptions.
- **Limited Income Program (or LI NET)**.....1-800-783-1307 (Option 3)
 The LI NET Program ensures that individuals with Medicare’s low-income subsidy (LIS), or “Extra Help,” who are not yet enrolled in a Part D prescription drug plan are still able to obtain immediate prescription drug coverage.
- **Special Lump Sum Death Payment** - deceased’s family members may be able to receive Social Security benefits along with a one-time payment of \$255 to the surviving spouse.

United States Department of Labor
Division of Energy (DOE) Employees Occupational Illness Compensation
 1-866-888-3322 or (TTY) 1-877-889-5627

Compensates current or former employees (or their survivors) of the DOE, who were exposed to radiation, beryllium, or silica while employed at covered facilities.

OTHER ORGANIZATIONS
Services may be based on availability

Catholic Charities.....724-4670
 2010 Bridge Blvd., SW, 87105 www.ccasnm.org
 Provides food boxes, assistance for rental eviction and utility disconnection notices.

Echo Inc., Food Program.....242-6777
 300 Menaul NW, 87107
 Provides monthly food boxes to income-qualified, NM resident seniors 60 years and older.

Heat New Mexico Fund (Gas only).....872-1171
 411 Broadway Blvd., SE, 87107
 Helps income-qualifying NM residents pay their heating bills.

Help New Mexico, Inc.....265-3717
 Provides rental assistance for eviction, and disconnection notices for utilities and water.
 www.helpnm.com

Low Income Telephone Assistance Program (LITAP).....1-800-244-1111
www.centurylink.com/aboutus/community/community-development/lifeline.html

Provides a discount on telephone service to Medicaid and LIHEAP recipients.

NM Crime Victim Reparation Commission.....1-800-306-6262 or 841-9432

6200 Uptown Blvd., NE, Ste. 210, 87110

www.cvrc.state.nm.us

Assists victims of violent crime with expenses suffered as a result of their victimization.

PNM Good Neighbor Fund (Electric Only).....967-8045

600 Coors Blvd NW, 87121

Must call for an appointment

Assists income-qualifying NM Residents help paying part or all of a past-due PNM bill.

Roadrunner Food Bank.....349-8841

Provides individuals with agency contacts for food assistance.

Rio Grande Food Project.....831-3778

600 Coors Blvd., NW, 87121

www.rgfp.org

Provides groceries to households monthly. (30 days required between each pickup).

St. Martin's Hope Works.....764-8231

1201 3rd St., NW, 87102

www.hopeworksnm.org

Provides emergency to long-term rental assistance programs.

St. Vincent de Paul.....346-1500 Option 4

Provides assistance with utility disconnect notices, evictions, shelter and food.

Salvation Army.....872-1171

411 Broadway Blvd., SW, 87102

www.salvationarmyalbuquerque.org

Provides food boxes, bus passes, emergency clothing, rental, water and utility assistance.

Safe Link Wireless.....321-0628

3200 Carlisle Blvd., NE, 87110

www.safelinkwireless.com

Free cell phone to recipients of public benefits and HUD Housing Assistance.

Silver Horizons.....884-3881

3540 Pan American Fwy., NE, Ste. B, 87107

www.silverhelpingseniors.org

Provides propane, firewood, internet, land line phones, food pantry and utility assistance (including water) for low income seniors (50 and older) who live in Bernalillo County. Help may be available for veterinarian bills along with other household expenses.

Storehouse New Mexico.....842-6491

106 Broadway Blvd., SE, 87102

www.thestorehouseabq.org

Provides monthly food boxes and assistance with paying water/solid waste utilities to income qualified Bernalillo County homeowners who are current on their water bill.

CONSUMER AND LEGAL ASSISTANCE

Albuquerque Bar Association.....243-2615
 Offers a Lawyer referral service; \$50 for 30 minutes to discuss your legal situation.
www.abqbar.org

Bernalillo County Court of Wills, Estate and Probate.....468-1234
 One Civic Plaza, NW, 6th Floor, 87102
 Provides information to probate the estate of a deceased individual.
www.bernco.gov/probate-court/welcome-to-the-court.aspx

Bernalillo County Metro Court.....841-8151
 401 Lomas Blvd., NW, 87102 www.metro.nmcourts.gov

Better Business Bureau of Southwest.....346-0110
 Provides free business and charity reviews and business complaint resolution services.
www.bbbsw.org

Cancer Services of New Mexico.....259-9583
 Provides free Legal, Insurance, and paperwork assistance for cancer patients.
www.cancerservicesnm.org or www.nmcancerhelp.org

Federal Trade Commission.....1-877-438-4338 or (TTY) 1-866-653-4261
 Call to report identity theft. www.identitytheft.gov

Law Access New Mexico.....1-800-340-9771 or 998-4529
 Free telephone legal advice service for low-income New Mexicans. www.lawaccess.org

Legal Resources for the Elderly Program (LREP).....1-800-876-6657 or 797-6005
 LREP is a free, statewide legal helpline for New Mexico residents age 55 and older. There are no income qualifications for the program. LREP staff attorneys answer questions in most areas of civil law.
www.nmbar.org/public/LREP

NM Attorney General’s Office.....1-844-255-9210 or 717-3500
 201 3rd St NW, Ste. 300, 87102 www.nmag.gov
 Investigates complaints NM residents have concerning foreclosure rescue scams, possible fraudulent consumer issues, unfair business practices, and Medicaid providers who commit fraud and/or resident abuse, neglect and exploitation in care facilities.

NM Legal Aid.....1-866-416-1922 or 243-7871
 301 Gold Ave., SW, 87102 www.newmexicolegalaid.org
 Provides free legal services to eligible low-income NM residents with civil matters, access to public benefits, consumer rights, identity theft, employment and income maintenance, family law, domestic violence, foreclosure, and landlord/tenant issues.

NM Public Regulation Commission (NMPRC).....1-888-427-5772
 Regulates the utilities and telecommunications in NM to ensure fair rates and services.
www.nmprc.state.nm.us

NM Regulation and Licensing Dept. (Securities Division).....1-800-704-5533
Investigates financial fraud and assists consumers in avoiding fraud and making appropriate financial decisions. www.rld.state.nm.us/securities-division

Office of the Superintendent of Insurance.....1-855-427-5674
Investigates complaints regarding all types of insurance. www.osi.state.nm.us

Senior Citizens' Law Office (SCLO).....265-2300
4317 Lead Ave., SE, Ste. A, 87108 www.sclonm.org
Free Legal Services for eligible seniors (60 and older) regarding legal issues related to healthcare, public benefits, housing, advance directives, neglect and exploitation, guardianships, uncontested grandparent adoptions, consumer issues, foreclosure assistance and more; Estate Planning offered at a reduced fee.

Social Security Administration (SSA) - Office of the Inspector General (OIG)
1-800-269-0271 or (TTY) 1-866-501-2101
P.O. Box 17785, Baltimore, Maryland 21235 www.oig.ssa.gov
The SSA OIG Fraud Hotline takes reports of alleged fraud, waste, and abuse.

State Bar General Referral Program (SBGR).....1-800-876-6227 or 797-6006
The SBGR program connects people with private attorneys for a 30-minute legal consultation. No age or income qualifications for the program. \$35.00 referral fee.

United South Broadway Corporation.....764-8867
1500 Walter St., SE, 87102 www.unitedsouthbroadway.org
Offers foreclosure counseling and legal services to NM residents.

UNM Law Clinic.....277-5265
Supervised by tenure-track faculty; students represent clients. www.lawschool.unm.edu

Medical Care Rights

NM Board of Nursing.....841-8340
Investigates complaints regarding quality of care by a nurse. www.nmbon.sks.com

NM Medical Board.....1-800-945-5845
Investigates complaints regarding quality of care by a physician or physician assistant. www.nmmb.state.nm.us

U.S. Dept. of Health and Human Services Office for Civil Rights.....1-800-368-1019
Investigates discrimination or lack of access to Health Care. www.hhs.gov

DISABILITY RESOURCES

Adelante Development Center.....341-2000
3900 Osuna Rd., NE, 87109 www.goadelante.org
Offers vocational, employment and life skills training, and volunteer opportunities.

Adelante (Back in Use).....341-7171
Provides used durable medical equipment to those in need. www.backinuse.com

City of Albuquerque Solid Waste Assisted Pick up.....311 or 761-8100

Assistance for individuals that are unable to place trash at curb side for collection.

City of Albuquerque Department of Senior Affairs (DSA)

Home Retrofit Program.....764-6400

Wheelchair ramps, grab bars, safety rails, and bathroom safety equipment for permanent residents of Bernalillo County. Age and income eligibility may apply.

Community Outreach Program for the Deaf (COPD).....255-7636

Provides advocacy, vocational, rehab and interpreting services and to help individuals with significant combined hearing and vision loss stay connected.

www.copdnm.org

Disability Rights New Mexico (DRNM).....1-800-432-4682 or 256-3100

3916 Juan Tabo Blvd., NE, 87111

www.drnm.org

Provides information and advocates for individuals with disabilities on their legal rights.

Handicap License Plates and Placards.....www.mvd.newmexico.gov

Issuance of parking placards or license plates to NM residents who have a significant mobility limitation. Free applications available at State Motor Vehicle Division (MVD) offices, small fee charged at private MVD offices.

See page 8 under NM Motor Vehicle Division (MVD) State Operated for locations, addresses and phone numbers.

Independent Living Resource Center.....266-5022

4665 Indian School NE, Suite 100, 87110

Provides housing assistance, home modification, advocacy and personal caregiver support to individuals with disabilities.

LifeROOTS.....255-5501

1111 Menaul Blvd., NE, 87107

Offers services to adults with disabilities such as adult day habilitation, supported employment, job coaching, career discover, and literacy education.

www.liferootsnm.org

NM Commission for the Blind.....1-888-513-7958 or 841-8844

Provides instruction training in Braille, personal and home management skills.

www.cfb.state.nm.us

NM Commission for the Deaf and Hard of Hearing.....1-800-489-8536 Voice and TTY

Provides resources to individuals who are hard of hearing or diagnosed with deafness.

www.cdhh.state.nm.us

NM Governor's Commission on Disability.....1-877-696-1470 or 476-0412

Offers Residential Accessibility Modification Program (RAMP), home modifications may include ramp for entry, replacing a tub with a roll in shower, and installation of grab bars.

www.gcd.state.nm.us

NM Technology Assistance Program (NMTAP).....841-4464

Offers free services to New Mexicans with disabilities to access assistive technology.

www.tap.gcd.state.nm.us

NM Division of Vocational Rehabilitation (DVR).....843-1900
501 Mountain Rd. NE, 87102 <http://www.dvr.state.nm.us>
Assists eligible individuals with documented disabilities find suitable employment.

Relay New Mexico.....1-800-659-1779 or (TTY) 1-800-659-8331
Provides telecommunications relay services for individuals who are deaf, hard of hearing, deaf-blind or have difficulty speaking. www.hamiltonrelay.com

UNM Center for Development and Disability Network.....1-800-552-8195
Information center for individuals with disabilities and their families by providing resources regarding life choices, training, direct services and technical assistance. www.cdd.unm.edu

EDUCATION

Central New Mexico Community College (CNM).....224-3000
Offers occupational and trade classes, and customized workforce training. www.cnm.edu

G.E.D, Adult Basic Education and English as a Second Language.....224-4282
\$10 Application Fee and Government Issued I.D. required.

City of Albuquerque Department of Senior Affairs (DSA).....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. (See "Senior Centers" pages 26-27 for listing of Center telephone numbers)

City of Albuquerque Public Libraries.....768-5141
Main Library: 501 Copper Ave NW, 87102 www.abqlibrary.org

The Public Libraries of Albuquerque and Bernalillo County are made up of 18 branches. All branches feature computers offering access to the Internet, Microsoft Office, electronic databases, and library catalogs. Every location offers free Wi-Fi access, printing, copier, and local and toll free fax services are available.

Defensive Driving Classes

Classes for individuals age 50 and older. Small fee for classes provided by individual instructors; Call for locations and times.

American Automobile Association (AAA).....291-6611
10501 Montgomery Blvd., NE, 87111 www.seniordriving.aaa.com
Classes available on-line

AARP Safe Driver Program.....830-3096
1930 Juan Tabo Blvd., NE, Ste. 4, 87112

Life Long Learning for New Mexicans (LLL).....888-7370
Offers affordable daytime academic courses for adults age 50 and older.
No membership fee; small fee per class. www.lifelonglearningnm.org

OASIS (Enriching the Lives of Mature Adults).....884-4529
3301 Menaul Blvd., NE, Ste. 18, 87107 www.oasisnet.org
Offers classes in arts, humanities and health maintenance/fieldtrips, and volunteer opportunities; Membership and class fees.

Osher Lifelong Learning (OLLI).....277-6179
Offers a wide range of courses, lectures and special events to its members.
<http://ce.unm.edu/enrichment/osher/>

Teeniors.....600-1297
Tech-savvy teens help seniors with technology; one-on-one tutoring. www.teeniors.com

UNM Continuing Education (Information and Registration).....277-0077
Continuing Education Courses may provide a 10% discount for individuals over 65.
www.ce.unm.edu

EMPLOYMENT

HELP-New Mexico, Inc......766-4936
Provides assistance to income eligible individuals with employment counseling, placement and training. www.helpnm.com

NM Work Force Connections.....1-877-664-6984 or 843-1900
501 Mountain Rd., NE, 87102 www.jobs.state.nm.us
Provides information on unemployment benefits, resume assistance, training, etc.

Title V Senior Employment Programs

Work experience programs to re-train low-income individuals age 55 and older.

Goodwill Industries Senior Community Service Employment Program.

5000 San Mateo Blvd., NE, 87109.....881-6401

National Indian Council on Aging (NICOA).....292-2001
8500 Menaul Blvd., NE, 87112 www.nicoa.org

It is not required that applicants be American Indian or Alaska Native (AI/AN) to participate in NICOA program.

NM Aging and Long Term Services Division.....1-866-451-2901
Senior Community Service Employment Program (SCSEP)
Assists mature workers in preparation and securing meaningful employment.

HEALTH INSURANCE BENEFIT INFORMATION

Federal Health Insurance Marketplace.....1-800-318-2596
Provides information to obtain health insurance coverage. (TTY) 1-855-889-4325
www.healthcare.gov

Medicare Information.....1-800-633-4227
Provides information on enrollment, replacement cards, and plan choices, billing questions, medical records and change of address.

- You may enroll in a Medicare Part D Prescription Drug Plan or change plans during the Annual Election Period, every year from October 15 to December 7. Other changes may also be made beginning in 2019 during January 1 - March 31 (dependent on your situation)

www.medicare.gov

Health Insight New Mexico.....998-9898 or 1-800-663-6351
Medicare Quality Improvement Organization (QIO) investigates concerns from Medicare patients about early discharge and quality of medical care received under Medicare.
www.healthinsight.org/newmexico

KEPRO.....1-844-430-9504
Provides immediate advocacy with filing a Medicare discharge appeal or Medicare quality of care complaint. www.keproqio.com

Medicaid Managed Care Organization (MCO) Ombudsman Program

Assists Medicaid participants in assisting them to understand their rights and responsibilities, and ensure the participant's needs are met.

Blue Cross Blue Shield.....888-243-1134 or 816-4213
Molina Health Care.....348-0553
Presbyterian.....293-8780
United Health Care.....449-4104

NM Health Insurance Exchange.....1-855-99NMHIX or 1-855-996-6449
Insurance marketplace where individuals can compare health insurance plans.

www.bewellnm.com

HEALTH CARE SERVICES

Behavioral Health/Counseling

Grief Resource Center.....842-1766
1113 University Blvd., NE, 87102 www.griefnm.org
Provides short-term individual grief counseling and education, diverse support groups, and small group workshops and educational programs.

National Alliance on Mental Illness (NAMI).....260-0154
Support, education and advocacy for individuals and family members/caregivers dealing with behavioral health issues. www.namialbuquerque

Outcomes, INC.....243-2551
1503 University Blvd., NE, 87102 www.outcomesnm.org
Provides counseling services to children, adults, couples, and families.

Grandparents Raising Grandchildren (available through Outcomes program)
Offers monthly grandparent support groups with childcare and referrals to resources.

St. Martin's Hope Works.....764-8231
1201 3rd St., NW, 87102 www.hopeworksnm.org
Provides behavioral therapy, crisis intervention and other services.

UNM Grief Services Program.....272-3053
1101 Camino de Salud, NE, 87102 www.omi.unm.edu
Provides individual, family counseling and crisis intervention services.

UNMH Psychiatric Center.....272-2800

Psychiatric Emergency (24/7)* 24 hour mental health crisis line.....272-2920
2601 Marble NE, 87132

Geriatric – Psychiatric Unit.....272-8314
Short-term hospital treatment for individuals' age 55 and older experiencing emotional disturbances.

* 24/7 = 24 hours per day, 7 days per week.

Psychiatric Urgent Care Clinic - Emergency psychiatric services.....272-9038

Hours: Monday – Friday. 7:00 am - 1:00 pm

Senior Outpatient Clinic.....272-2174

Assists seniors age 75 or over experiencing Dementia diagnosis.

DENTAL CARE

Dental Care

Community Dental Services, Inc.....843-7493

2116 Hinkle St., SE, 87102

www.cdsabq.org

Currently accepts Medicaid and most dental insurance. Sliding fee scale for uninsured patients based on income and family size.

Dental Care in Your Home.....615-0951

Dental care for individuals in the home or care facility who are home bound.

www.dentalcareinyourhome.org

Donated Dental Services.....298-7206 ext. 203

Provides free, comprehensive dental treatment to individuals with permanent disabilities or who are ages 60 or over.

www.nmdentalfoundation.org

HEARING AIDS

Hearing Aids

Albuquerque Speech Language Hearing Center (ASLHC).....247-4224

9500 Montgomery Blvd., NE, Ste. 215, 87111

www.aslhc.org

Hearing aid assistance at a reduced cost for individuals with limited resources.

Starkey Hearing Foundation.....1-800-328-8602

Hearing aid assistance at a low or no cost.

www.starkeyhearingfoundation.org

MEDICAL CARE

Medical Care

UNM School of Nursing - Geriatric Education and Health Maintenance (GEHM)

Clinics for individuals age 55 and older. Services include: blood pressure, diabetes screening and self-management education, health assessments, nutrition counseling, health problems, medication management, and more. Donations accepted but not required. Appointments required for fitness physicals. **All clinics held from 9:00 am - 1:00 pm.** Call the Senior Centers below for clinic dates:

Barelas Senior Center.....764-6436

714 7th St., SW, 87102

Bear Canyon Senior Center.....767-5959

4645 Pitt St., NE, 87111

Highland Senior Center.....767-5210

131 Monroe St., NE, 87108

Los Volcanes Senior Center.....767-5999

6500 Los Volcanes Rd. NW, 87107

North Valley Senior Center.....761-4025

3825 4th St., NW, 87107

Palo Duro Senior Center.....888-8102

5221 Palo Duro Ave., NE, 87110

- South Valley Multi-purpose Center.....468-7604**
2008 Larrazolo Rd., SW, 87105
- Manzano Mesa Multigenerational Center.....275-8731**
501 Elizabeth St., SE, 87123
- North Domingo Baca Multigenerational Center.....764-6475**
7521 Carmel Ave., NE, 87109

UNM Senior Health Center.....272-1754
1101 Medical Arts Ave., NE, Building 4, Ste. A, 87102
Provides behavioral health counseling, diabetes education, physical therapy, social work/nurse case management, and memory and aging services for ages 75 and older.
www.hsc.unm.edu/health/patient-care/senior-health

Multiple Health Care Agencies

Albuquerque Healthcare for the Homeless
1217 First St., NW, 87102

www.abqhch.org

Behavioral Health.....843-7611
Provides short-term assessments and long-term case management for individuals experiencing homelessness, who are struggling with severe mental health and/or substance use disorders, as well as other disabilities.

Dental Care.....242-8288
Offers a full range of routine, emergency, and preventive dental services.

Medical Care.....242-4644
Offers primary medical care to individuals in need of medical services.

First Choice Community Healthcare Clinics.....www.fcch.com
Each Center below provides primary health care for individuals with insurance such as Medicare and Medicaid and other insurance plans and also those without insurance. Fees are based on income. Also assists with Medicaid applications, help patients find insurance on the Marketplace, and enroll in special programs when they are eligible. North Valley, South Broadway, and South Valley Centers offer behavioral health care.

Alameda Medical Center.....890-1458
7704-A 2nd St. NW, 87107

Alamosa Medical Center.....831-2534
6900 Gonzales Rd., SW, 87121

North Valley Medical Center.....345-3244
1231 Candelaria Rd., NW, 87107

South Broadway Medical Center.....768-5450
1401 William St., SE, 87102

South Valley Medical/Dental Center.....873-7423
2001 Centro Familiar SW, 87105

South Valley office only - Offers Dental Care and Wellness Programs such as mobile farmers markets, cooking classes, exercise and lifestyle coaching and massage therapy.

First Nations Community Healthsource.....248-2990
 625 Truman St., NE, 87110 www.fnch.org
 Provides behavioral health services, primary medical and dental care to American Indian/Alaskan Native families and other underserved populations. Also provides assistance with Medicaid applications, finding insurance on the Marketplace, and help with public benefit applications for their patients.

Behavioral Health.....262-2481

Dental Care.....873-7423

Medical Care.....248-2990

Prescription Assistance

NM Aging and Long-Term Services Department.....1-800-432-2080
Prescription Drug Assistance - MEDBANK Program www.nmaging.state.nm.us
 One-time emergency vouchers to assist uninsured and underinsured individuals obtain medications they need at costs they can afford. Eligibility criterias may apply.

NM Drug Card Discount Prescription Drug Program
 All NM residents are eligible to get pharmacy discounts on non-covered prescriptions through this program, which can be used to supplement health insurance plans including Health Savings Accounts (HSA), High Deductible Plans, and Medicare Part D supplement plans.
www.newmexicodrugcard.com

Social Security Administration (SSA).....1-800-772-1213
 500 Lead Ave., SW, 87102 (TTY) 1-800-325-0778
www.ssa.gov

- See page 10 – Social Security Administration Topics:**
- **Extra Help**
 - **Limited Income NET Program (or LI NET)**

Treatment Referral Programs

ALANON.....262-2177
 Al-Anon’s purpose is to help families and friends of problem drinkers. www.aisnm.org

Alcoholics Anonymous.....266-1900
 Alcoholism recovery group. www.albuquerqueaa.org

Central New Mexico Treatment.....268-5611
 Outpatient drug treatment recovery center. www.newseason.com

Gamblers Anonymous (Responsible Gaming Association of NM).....1-888-696-2440
 Information for problem gamblers. www.rganm.org

Narcotics Anonymous.....260-9889
 Recovery drug addiction support group. www.na.org

Nicotine Anonymous.....1-877-879-6422
 Nicotine Support group. www.nicotine-anonymous.org

Overeaters Anonymous.....891-2664
Program for individuals with problems related to food. www.oa.org

Rio Grande Region of Narcotics Anonymous.....1-800-798-6649
Recovery drug addiction support group. www.riograndena.org

Vision Care

Eyecare America's Seniors Eye Care Program.....1-877-887-6327
Connects eligible seniors age 65 and older with local ophthalmologists who provide a medical eye exam at no out-of-pocket cost. www.secure.eyecareamerica.org

New Eyes.....1-973-376-4903
Provides a voucher for a basic pair of single or lined bifocal lenses to individuals who have no other resources to obtain a basic pair of eyeglasses. www.new-eyes.org

VISION USA.....1-800-766-4466
Provides free eye exams to income eligible individuals that do not have private or government insurance, including Medicare or Medicaid. www.aoafoundation.org/vision-usa/

HOUSING

Foreclosure Assistance & Landlord/Tenant Issues
See Consumer and Legal Assistance on page 12

Housing Discrimination

U.S. Department of Housing and Urban Development (HUD)
1-888-560-8913, (TTY) 1-800-927-9275
Investigates reports of discrimination in any housing related transaction such as rentals, home buying/selling, mortgage companies and homeowner associations. www.hud.gov

Housing Opportunities

Albuquerque Apartments.....www.apartmentguide.com
Web-site available on affordable rental housing; check with local libraries and community centers about accessing their computers.

Albuquerque Heading Home.....226-1700
Provides permanent, supportive housing solutions to individuals and their families who are medically vulnerable and experiencing chronic homelessness. www.abqheadinghome.org

Albuquerque Housing Authority.....764-3953
1840 University Blvd., SE, 87106 www.abqha.org
Assists households with housing choice vouchers to a private landlord, housing for low income families, elderly and disabled individuals. Apply on-line.

Bernalillo County Housing Department.....314-0200
1900 Bridge Blvd., SW, 87105 www.app.bernco.gov/ha_web_app/
Assists households with housing choice vouchers to a private landlord, housing for low income families, elderly and disabled individuals. Apply on-line.

Catholic Charities - Hibernian House.....724-4670
2010 Bridge Blvd. SW, 87105 www.ccasfnm.org
Provides subsidized rental units for low income seniors.

**City of Albuquerque, Department of Senior Affairs (DSA)
Information Line.....764-6400**
Provides referrals to individuals on retirement communities, subsidized/affordable housing, and mobile home parks for adults.

Rental Assistance

See Benefits and Assistance Programs – Other Programs on pages 10-11

Reverse Mortgage Assistance

**U.S. Department of Housing and Urban Development (HUD)
Reverse Mortgage for Seniors.....1-800-569-4287**
HECM provides assistance to individuals wishing to apply for a reverse mortgage. www.hud.gov

Repair/Weatherization

Bernalillo County Housing Department.....314-0200
1900 Bridge Blvd., SW, 87105 www.bernco.gov
Assists low-income homeowners, with limited resources to make needed repairs.

Central New Mexico Housing Corporation (Weatherization).....345-4949
Assists Low Income Families to make their homes energy efficient. www.centralnmhousing.org

City of Albuquerque Department of Senior Affairs (DSA).....764-6400
*Contributions requested. No one will be denied services if he/she chooses not to contribute.

- **DSA Home Chores*** - Chore services such as light yard cleaning for safety purposes, limited to 15 foot perimeter; installation of smoke detectors for Bernalillo County homeowner occupants age 60 and older.
- **DSA Home Retrofit*** - ADA wheelchair ramps, walker steps, step modifications, fall prevention equipment, and bathroom safety equipment. Eligibility: Bernalillo County homeowner occupants age 60 and older.
- **DSA Minor Home Repair*** - Non-licensed minor repairs for Bernalillo County homeowner occupants age 60 and older.

Silver Horizons.....884-3881
3540 Pan American Fwy., NE, Ste. B, 87107 www.silverhelpingseniors.org
Minor home repair assistance for low income seniors (50 and older) who live in Bernalillo County, own their home and qualify due to financial need. Requests are considered on a case-by-case basis.

IN-HOME CARE RESOURCES

Care Coordination and Homemaker Services

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

714 7th St. SW, 87102

Offers Care Coordination, Homemaker Services and Respite Care.

Care Coordination - Comprehensive in-home assessment of individuals age 60 and older, linkage to appropriate services and on-going follow up.

Homemaker Services - Homemaker services Bernalillo County seniors age 60 and older who need help with two or more activities of daily living.

Respite Care - Offers In-home care for frail elders whose caregivers need temporary relief.

NM Aging and Long-Term Services Department.....1-800-432-2080

Centennial Care Community Benefit (Centennial Care Waiver) - offers services for members who qualify for nursing facility services but want to live at home by providing services such as personal care assistance, respite, and home safety modifications. www.nmaging.state.nm.us

Adult Day Services (Licensed)

Safe and pleasant places for frail elder's age 60 and older and adult with disabilities age 18 and older to stay during the day. Prevent institutionalization, provide respite for caregivers and provides social and recreational activities, snacks, lunch and limited transportation to and from site. Limited Area Agency on Aging Resources is available to support adult daycare services for individuals age 60 and older.

Cornucopia.....877-1310

2002 Bridge Blvd., SW, 87105

www.cornucopia-ads.org

Share Your Care.....298-1700

www.shareyourcare.org

Barelas.....764-6445

714 7th Street, SW, 87102

Bear Canyon.....291-6219

4645 Pitt St., NE, 87111

Los Volcanes.....836-8797

6500 Los Volcanes Rd., NW, 87121

NorthValley.....761-4001

3825 Fourth St., NW, 87107

Ponderosa.....881-8982

5301 Ponderosa Ave., NE, 87110

SUPPORT GROUPS AND SERVICES

Alzheimer's Association, New Mexico Chapter.....1-800-272-3900 or 266-4473

9500 Montgomery Blvd., NE, Ste. 121, 87111

www.alz.org/newmexico

Provides *24/7 helpline, support groups, skills for Dementia caregiving, respite, safety programs (Silver Alert), and information and referrals.

* 24/7 = 24 hours per day, 7 days per week.

- **Respite Reimbursement (Voucher program)** – provides \$300 a year (for respite care) to a caregiver who lives at the same address as the care recipient.
- **Skills for Dementia Caregiving (aka Savvy Caregiver)** - FREE multi-session program for family caregivers presented by the Alzheimer’s Association, NM Chapter. Assists caregivers with practical techniques for interacting with loved ones with dementia or Alzheimer’s disease, and for understanding and managing their behavior. It also imparts tools for long-term planning and for reducing stresses common to dementia or Alzheimer’s caregivers.

City of Albuquerque Department of Senior Affairs (DSA)
Senior Information and Assistance Line.....764-6400
 714 7th St., SW, 87102 www.cabq.gov/seniors
 Information and referral to community services for Bernalillo County residents age 60 and older, caregivers, and service providers.

Silver Alert
 A public notification system to broadcast information about missing individuals who suffer from Alzheimer’s disease and/or Dementia. Caregivers register their family member who is age 60 and older through the City of Albuquerque, Department of Senior Affairs (DSA). By contacting DSA, a picture will be taken along with vital information and placed on a USB drive and given to the caregiver. In the event, the individual is missing; the family can provide the City of Albuquerque police with the USB drive.

American Cancer Society.....1-800-227-2345 or 260-2105
 Programs and services to help individuals with cancer understand cancer, manage their lives through treatment and recovery, and find the emotional support they need. Depending on availability, provides free wigs, hats, scarves and turbans to patients. www.cancer.org

- **Transportation** – may provide dependent on volunteer driver availability.
- **Hotel Partner Program (HPP)** – may provide lodging assistance.

Cancer Services of New Mexico.....259-9583
 Offers caregiver support, provides free legal, insurance, and paperwork assistance for individuals coping with cancer. www.cancerservicesnm.org or www.nmcancerhelp.org

Hilarity for Charity
 In-home care grants to those providing care to their loved ones living with Alzheimer’s disease or other dementias. **Apply on-line: www.helpforalzheimersfamilies.com/grant-application/**

Low Visions Support Group (20/20 Club).....275-9952
 10704 Paseo del Norte, NE, 87122
 Meets every 2nd Wednesday of the month at Sandia Presbyterian Church.
 Support group focusing on vision loss, particularly macular degeneration, but open to anyone with vision loss, and their family members and caregivers.

NM Direct Caregivers Coalition.....867-6046
 Provides training to caregivers in medication management, safe transfer and mobility. www.nmdcc.org

NM Parkinson’s Coalition.....219-5065
 Provides direct care services including support groups and an information hotline to individuals living with Parkinson’s, families and care partners. www.nmparkinson.org

Prostate Cancer Support Association of New Mexico (PCSANM)

1-800-278-7678 or 254-7784

Assists all interested individuals and their families by providing publications on Prostate Cancer subjects; A Buddy List of individuals; support meetings. www.pcsanm.org

U.S. Administration on Aging Eldercare Locator.....1-800-677-1116

A nationwide service that connects individuals and their caregivers with local resources. <https://eldercare.acl.gov>

LONG-TERM CARE RESOURCES

InnovAge Greater New Mexico PACE Program.....924-2650

904 Las Lomas Rd., NE, 87102 www.myinnovage.com

Program of all-inclusive care for the elderly (PACE). Day health center including medical clinic, adult day care, social services, rehabilitation, transportation, in-home services and inpatient care (when needed) for seniors 55 and over who live in the Bernalillo County area or within 30 minutes travel from the center Free for Medicare and Medicaid recipients. Private pay accepted.

NM Aging and Disability Resource Center.....1-800-432-2080

- **Care Transition Program** - Assistance for individuals wishing to reintegrate back into the community or to an assisted living facility.
- **Institutional Medicaid Assistance** - Medicaid program for individuals who are in a medical institution determined to be medically necessary.

NM Department of Health.....1-800-752-8649

Investigates incidents, reports and/or concerns with long-term care facilities and hospitals. www.nmhealth.org

NM Long Term Care Ombudsman.....1-866-842-9230

Residents in Long-Term care facilities are assisted by advocating for their rights, investigating complaints, helping to resolve concerns, and ensuring residents receive the quality of care they deserve.

NUTRITIONAL RESOURCES

*City of Albuquerque, Department of Senior Affairs (DSA)
Home Delivered Meals*

Home Delivered Meals Initial Requests.....764-6400

Meal Delivery Information.....764-6433

Meals delivered to homebound elderly age 60 and older that cannot cook for themselves and have no one to cook for them. Provides Heart-healthy meals daily Monday – Friday and frozen meals for weekend meals.

*Contributions requested. No one will be denied services if he/she chooses not to contribute.

Albuquerque Meals-OnWheels.....823-8082

Home-delivered meals and daily social interactions for elderly, recuperating, and disabled individuals who are homebound. Special diets available, no age restrictions. www.mow-nm.org

LONG-TERM CARE RESOURCES

NUTRITIONAL RESOURCES

City of Albuquerque Department of Senior Affairs
Senior Centers

Breakfast and Lunch for seniors age 50 and older. *Fee charged.*

Bear Canyon Senior Center.....	767-5959
4645 Pitt St., NE, 87111	
Highland Senior Center.....	767-5210
131 Monroe St., NE, 87108	
Palo Duro Senior Center.....	888-8102
5221 Palo Duro Ave., NE, 87110	

City of Albuquerque Department of Senior Affairs
Senior and Multigenerational Centers

Breakfast, fee charged. Lunch for seniors age 60 and older, lunch contribution requested*. Fee charged for guests under age 60. Reservations requested before 12:00 noon the day before you plan your reservation.

**Contributions requested. No one will be denied services if he/she chooses not to contribute.*

Barelas Senior Center.....	764-6436
714 7th St., SW, 87102	
Los Volcanes Senior Center.....	767-5999
6500 Los Volcanes Rd. NW, 87107	
North Valley Senior Center.....	761-4025
3825 4th St., NW, 87107	
Manzano Mesa Multigenerational Center.....	275-8731
501 Elizabeth St., SE, 87123	
North Domingo Baca Multigenerational Center.....	764-6475
7521 Carmel Ave., NE, 87109	

City of Albuquerque Department of Senior Affairs
Senior Meal Sites

Lunch for seniors age 60 and older. Contribution requested.* Fee charged for guests under age 60. Reservations requested before 12:00 noon the day before you plan your reservation. Activities and socialization opportunities at sites, call for further information. Transportation provided for neighborhood participants at some sites.

Hours: Monday - Friday, 9:00 am - 2:00 pm

**Contributions requested. No one will be denied services if he/she chooses not to contribute.*

Alameda Meal Site/Raymond G. Sanchez Meal Site.....	897-8896
9800 4th St., NW, 87114	
Armijo Meal Site.....	873-0047
1714 Centro Familiar SW, 87105	

Ed Romero Terrace Meal Site	232-8880
8100 Central Ave., SE, 87108	
Embudo Towers Meal Site	764-6467
8010 Constitution Ave., NE, 87110	
Encino Gardens Meal Site	266-7736
412 Alvarado Dr., SE, 87108	
Encino Terrace Meal Site	247-4185
609 Encino Pl., NE, 87102	
La Amistad Meal Site	848-1395
415 Fruit Ave., NE, 87102	
La Mesa/Cesar Chavez Meal Site	256-2680
7505 Kathryn Ave., SE, 87108	
Los Duranes Meal Site	767-5900
2920 Leopoldo Rd., NW, 87104	
Mountain Communities/Tijeras Meal Site	286-4220
#10 Tijeras Ave., Tijeras, 87059	
Paradise Hills Meal Site	314-0246
6001 Paradise Blvd., NW, 87114	
Rio Bravo Meal Site	873-6647
3910 Isleta Blvd., SW, 87105	
Shalom House Meal Site	823-1434
5500 Wyoming Blvd., NE, 87109	
South Valley Meal Site	468-7604
2008 Larrazolo Rd., SW, 87105	
Taylor Ranch Meal Site	768-6006
4900 Kachina St., NW, 87120	
Thomas Bell Meal Site	848-1332
3001 University Blvd., SE, 87106	
Whispering Pines Meal Site	291-8003
#6 Lark Rd., Tijeras, 87059	

PET RESOURCES

Animal Humane Society of New Mexico	255-5523
615 Virginia St., SE, 87108	
www.animalhumanenm.org	
Adoptions, spay/neuter services, vaccination clinics, and more for qualified individuals.	
Best Friends Pet Cremation	345-5615
Pet Cremation and Cemetery	
www.bestfriendspetcremation.com	
City of Albuquerque - Animal Welfare	311 or 768-1975
Low cost/free spay and neuter for cats and dogs and other pet information for qualified individuals.	
www.cabq.gov/pets	

New Mexico Animal Friends.....881-7297
 Adoptions, rescue homeless dogs and cats; spay-neuter services; temporary foster care available until permanent home is found. www.nmaf.org

Street Cat Hub.....247-9357
 Information about sterilizing the unowned street cats in your neighborhood.

PHYSICAL FITNESS & SENIOR WELLNESS PROGRAMS

City of Albuquerque Department of Senior Affairs - (DSA)

Senior Sports and Fitness.....880-2800

- **DSA Senior Exercise Program:** Exercise to Music (low impact aerobics), Stretch and Tone, Stability Balls, and Gentle Exercise classes at all 7 centers and many satellite centers.
- **DSA Adapted Aquatics:** Centers transport individuals with arthritis and/or limited mobility to exercise classes provided in a warm water therapy pool.
- **DSA Winter Sports Program:** Lessons and day trips in snowshoeing, downhill and cross-country skiing, and older night ski trips to Colorado.
- **DSA Winter Sports Competitions:** Downhill and cross-country skiing, snowboarding, snowshoeing, snowball throwing for accuracy and distance, team ice hockey and ice skating.
- **DSA Albuquerque 50+ Olympics:** Competitions in 26 sports and older 100 events each spring for Albuquerque/Bernalillo County residents age 50 and older. Winners advance to both State and National Senior Olympics. Year round practices, leagues, and workshops also offered.
- **DSA Weight Training/Fitness Facilities:** State of the art exercise equipment to assist seniors to improve strength and maintain a healthy lifestyle.

City of Albuquerque Department of Senior Affairs - Fitness Centers

- **Los Volcanes 50+ Sports & Fitness Center.....767-5990**
 6500 Los Volcanes Rd., NW, Ste. B, 87121
- **Manzano Mesa Multigenerational Fitness Room.....275-8731**
 501 Elizabeth St., SE, 87123 Open to those age 18 and older.
- **Palo Duro Fitness Center.....888-8102**
 5221 Palo Duro Ave., NE, 87110

Other Wellness Programs

Blue 60 Plus.....816-4454
 A no cost program offered by Blue Cross and Blue Shield of New Mexico (BCBSNM).

JCC Pro Fitness Center- Jewish Community Center.....332-0565
 5520 Wyoming Blvd., NE, 87109 www.jccabq.org
 Features cardiovascular equipment; physical therapy room, indoor track, and a stretching area. Registration fee and monthly fees apply.

Lovelace Silver Elite.....727-5502
A FREE health program for individuals 60 and older.

Manage Your Chronic Disease Program (MY CD).....880-2800
Supports improvement in the physical and emotional health of adults with chronic diseases and/or their caregivers by helping them gain self-confidence in their ability to manage their symptoms.

NewHeart.....881-8195
601 Lomas Blvd., NE, 87102 www.newheartnm.com
An all-inclusive gym offering cardio, weights, fitness classes, group training, yoga, nutrition classes, personal training, tai chi and more.

Presbyterian Healthplex.....823-8399
A senior focused wellness and rehab facility. Expertly staff trained in disease management. Registration and monthly fees apply. www.phs.org

Presbyterian Senior Connection.....823-8352
A community membership program for individuals age 60 and older.

SilverSneakers.....1-866-584-7389
Provides gym memberships by some Medicare plans, exercise classes, health workshops and screenings. Call for gym locations. www.silversneakers.com

SENIOR & MULTIGENERATIONAL CENTERS

City of Albuquerque/Bernalillo County Department of Senior Affairs

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

Hours: 8:00 am - 5:00 pm, 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/events-calendar
(See Nutritional Resources pages 26-27 for listing of City of Albuquerque Satellite Senior Centers.)

Senior Centers

Barelas Senior Center.....764-6436
714 7th St., SW, 87102

Bear Canyon Senior Center.....767-5959
4645 Pitt St., NE, 87111

Highland Senior Center.....767-5210
131 Monroe St., NE, 87108

Los Volcanes Senior Center.....767-5999
6500 Los Volcanes Rd. NW, 87107

North Valley Senior Center.....761-4025
3825 4th St., NW, 87107

Palo Duro Senior Center.....888-8102
5221 Palo Duro Ave., NE, 87110

Multigenerational Centers

The two Multigenerational Centers are for all ages, both centers provide recreational activities, meals, educational opportunities, social services, health screenings and much more for participants ages 6 and older.

Hours: 8:00 am - 9:00 pm; Monday – Friday. Saturdays, 9:00 am - 3:00 pm

Manzano Mesa Multigenerational Center.....275-8731
501 Elizabeth St., SE, 87123

North Domingo Baca Multigenerational Center.....764-6475
7521 Carmel Ave., NE, 87109

SURROUNDING SENIOR CENTERS: *Bernalillo County and Surrounding Communities*

Bernalillo County - See Meal Sites pages 26 and 27

Five Sandoval Indian Pueblos, Inc.....867-3351
Provides services to Native American adults age 55 and older. www.fsipinc.org

Presbyterian Medical Services (PMS) - Torrance County.....1-800-477-7633
Services for Seniors in Torrance County. www.pmsnm.org/services/senior-services

Torrance County – Moriarty.....832-4425
120 Roosevelt Ave., Moriarty, 87035

Torrance County – Estancia.....384-2296
305 Highland Ave., Estancia, 87016

Torrance County – Mountainair.....847-2885
107 North Summit Ave., Mountainair, 87036

Sandoval County Senior Program – Information and Assistance.....867-7535
1500 Idalia Rd., NE, Bldg. D, Bernalillo, NM, 87004
Provides services to Seniors throughout Sandoval County.
www.sandovalcountynm.gov/departments/community-services/senior-services/

Bernalillo Senior Center.....867-9448
255-B Camino del Pueblo, 87004

Corrales Senior Center.....897-3818
4324-A Corrales Rd., 87048

Cuba Senior Center.....575-289-3510
16 Cordova St., Ste. A, Cuba 87013

Jemez Senior Center.....575-834-7630
8154 Highway 4, Jemez Pueblo 87024

Placitas Senior Center.....867-1396
4330 Meadowlark Lane, SE, 87124

Rio Rancho Meadowlark Senior Center.....891-5018
4330 Meadowlark Lane, SE, 87124

Valencia County Older American Program.....864-2663
 715-A South Main St., Belen, 87002 www.co.valencia.nm.us
 Provides services to Seniors throughout Valencia County.

Belen Senior Center.....864-6739 or 864-2663
 715-A South Main, Belen, 87002

Del Rio Senior Center.....864-7500
 351 Rio Communities Blvd., Belen, 87002

Bosque Farms Community Center.....869-5133
 950 North Bosque Loop, Bosque Farms, 87068

Fred Luna Senior Center.....839-3853
 315 Don Pasqual Rd., Los Lunas, 87031

Meadow Lake Senior Center.....865-8824
 100 Cuero Lane, Los Lunas, 87031

TRANSPORTATION

Catholic Charities.....724-4670
 2010 Bridge Blvd., SW, 87105 www.ccasfnm.org
 Provides limited transportation (55 or older). Services free but donations are welcome.

City of Albuquerque Transit.....www.cabq.gov/transit
ABQ Ride.....243-7333
 \$0.35 for individuals over 62 with a picture ID with date of birth.

ABQ Mini-Ride/Sun Van
 For certified mobility impaired persons living within Albuquerque and most of Bernalillo County.
 \$2.00 one way; wheelchair capable.

For applications call.....724-3100

For reservations call.....243-7433

City of Albuquerque Department of Senior Affairs (DSA) Transportation.....764-6464
 Medically related or other transportation for individuals age 60 and older; wheelchair accessible.
 Rides scheduled on first come first served basis; requests must be made one week prior to the date that a ride is needed.

**Contributions requested. No one will be denied services if he/she chooses not to contribute.*

New Mexico Rail Runner.....1-866-795-7245
www.riometro.org

Freedom Pass - Veterans with a VA medical card can ride the New Mexico Rail Runner Express for free with Rio Metro's Freedom Pass. Many bus connections are also free with the Freedom Pass, including Santa Fe Trails, ABQ RIDE and Rio Metro.

Reduced Fares – Available to Seniors age 62 and older and may ride most buses for FREE with a valid printed or mobile NM Rail Runner Express ticket.

TRANSPORTATION

VETERAN'S RESOURCES

Albuquerque Vet Center.....346-6562
 1600 Mountain Rd., NW, 87104 **After Hours, Weekends or Holidays 1-877-927-8387**
 Provides counseling, outreach, and referral services to combat Veterans and their families. Services include individual and group counseling Post-Traumatic Stress Disorder (PTSD), alcohol and drug assessment and suicide prevention referrals.

Disabled American Veterans (DAV).....346-4864
 500 Gold Ave., SW, RM. 3116, 87102 **www.dav.org**
 Provides assistance to veterans and their families in obtaining benefits and services earned through military service and other agencies of government.

Disabled American Veterans (DAV) Transportation Department.....256-2821
 Provides transportation to Veterans for medical appointments at various VA hospitals and clinics around New Mexico.

NM Department of Veterans Services
 500 Gold Ave., SW, 87102.....**346-4873**
 5201 Eagle Rock Ave., NE, Ste. 2A, 87113.....**383-2404**
 Provides assistance to NM Veterans in filing for benefits offered by the State of New Mexico such as tax exemptions, educational scholarships, educational benefits, apprenticeships and on the job training. **www.nmdvs.org**

NM Women Veterans Smile Program.....298-7206 ext. 203
 Provides free dental care to low income women veterans. **www.nmdentalfoundation.org**

TRICARE for LIFE.....1-800-538-9552 or (TTY) 1-866-363-2883
 Healthcare plan for uniformed service members and their families. **www.tricare.mil/tfl**

US Department of Veterans Affairs (VA):

Burial Benefits and Arrangements.....1-800-535-1117
Santa Fe National Cemetery1-505-988-6400
 501 North Guadalupe St., Santa Fe, 87501

Veterans Crisis Line (24/7)*.....1-800-273-8255 or (TTY) 1-800-799-4889
Text message.....838255
 Connects Veterans in crisis, their families and friends with qualified, caring responders through a confidential toll-free hotline, online chat, or text.

Paralyzed Veterans of America (PVA).....265-1711 ext. 2849
 Assists Veterans with service-connected injuries. Call for more information.

Transportation to Medical Center.....265-1711 ext. 2821
 Free volunteer operated transportation to Veterans. Reservations required.

VA Health Care System.....1-800-465-8262 or 265-1711
 1501 San Pedro SE, 87108 **www.albuquerque.va.gov**
 Provides health care, caregiver support, prescriptions, transportation assistance, and case management to Veterans.

VA Supportive Housing (HUD-VASH).....265-1711

Supportive Housing program provides rental assistance for homeless veterans.

Veterans Social Services.....265-1711 ext. 3302

Provides crisis intervention, advocacy, counseling, supportive services, and case management to veterans.

US Veterans Affairs Regional Office – Albuquerque.....346-3780

1501 Gold Ave., SW, 87108

www.benefits.va.gov/albuquerque

Provides resources on eligibility for benefits available to veterans and dependents.

Veterans Aid and Attendance.....1-800-827-1000

Additional monetary benefits for Veterans and spouses of Veterans who require the regular attendance of another person to assist in activities of daily living.

www.veteranaid.org

Veterans Administration (VA) Caregiver Support.....1-855-260-3274

Provides training, educational resources, and assistance in accessing services and benefits.

www.caregiver.va.gov

Veterans Integration Centers (VIC).....265-0512

13032 Central Ave., SE, 87123

Provides case management to address needs of homeless and at risk Veterans.

www.nmvic.org

VetConnect.....1-800-672-7006

Resources and Referrals available to Veterans.

www.vetconnectonline.org

VOLUNTEER PROGRAMS - DEPARTMENT OF SENIOR AFFAIRS

For Further Information: www.cabq.gov/seniors/volunteer-opportunities

Foster Grandparent Program.....764-6412

Volunteer opportunities for seniors (age 55 and older) to volunteer with special needs children; stipend available for those that qualify.

RSVP (Retired & Senior Volunteer Program).....767-5225

Recruits and facilitates the placement of volunteers (age 55 and older) in public and non-profit organizations to meet community needs.

Senior Companion Program.....764-1612

Volunteer opportunities for seniors (age 55 and older) to volunteer with homebound elderly; stipend available for those that qualify.

IN CASE YOU MISSED IT

Extra Help can help with your prescription costs and your plans may be changed during certain time periods. This is helpful if your prescriptions change and your current plan may not cover the new prescriptions. (See page 10).

The LI NET Program helps individuals to get their prescriptions while awaiting their Medicare Part D prescription drug plan to become effective. (See page 10).

A Medicare Savings Program (MSP) can help you to pay your Medicare Part B premium, saving you \$120 a month or more. If you have a Medicare late enrollment penalty, a Qualified Medicare Beneficiary (QMB) may be able to help. (See page 9).

IN CASE YOU MISSED IT, cont.

Medicare Fall Open Enrollment - Every year from October 15 to December 7, anyone with Medicare can enroll in a Medicare Part D Prescription Drug Plan or change plans. Other changes may also be made beginning in 2019 during January 1 and March 31. (See page 16)

If you missed your **Medicare Initial Enrollment Period (IEP)** when you first were qualified for Medicare, you may apply for Medicare Part A and/or Medicare Part B during the General Enrollment Period, January 1 to March 31 each year. If you enroll in Medicare during the General Enrollment Period, your coverage begins in July. (See page 16).

The **Bernalillo County Assessor's Office** can verify if you may be eligible for a tax exemption or property valuation freeze. (See page 6).

If you disagree with a **Medicare** discharge appeal or quality of care complaint? Contact KEPRO for further assistance. (See page 17)

Starting April 2018, **Medicare** will begin mailing new Medicare cards. Your new card will no longer have your Social Security number. (See page 16)

Budget Billing is available through **PNM** and the **NM Gas Company**; this lets you pay the same amount every month. (See Page 6 for contact information)



STOP Senior Hunger

Over 3 million seniors over the age of 65 are faced with the decision to pay for food or pay for medicine.



Donate Senior-friendly food at:

- Senior Centers
- Multigenerational Centers
- Sports & Fitness Centers



Silver
HORIZONS
New Mexico

2018

July

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2019

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VOLUNTEER



Senior Corps Volunteers contribute over 234,000 hours to our community annually; this translates to a contribution valued at approximately \$4.7 million dollars.*

* Value of Volunteer Time according to the Independent Sector in NM in 2015 is \$19.91 per hour. For information call 767-5225

Department of Senior Affairs Transportation Nutrition Division:

Volunteer Drivers are needed to provide transportation for seniors to and from various meal sites, medical appointments, and grocery shopping for daily, four-hour shifts; Monday – Friday.

Meals on Wheels of Albuquerque:

Kitchen volunteers are needed any day Monday through Friday from 9 am-11 am. Volunteer Drivers are needed to deliver meals (Use of personal vehicle required).

Catholic Charities:

Volunteer Drivers are needed to provide door to door transportation services to seniors for medical appointments and grocery shopping. Use of personal vehicle is required; agency gives mileage reimbursements.

Adelante Development Center Benefits Counseling Center:

Volunteers are needed to assist seniors and persons with disabilities in determining eligibility and enrollment for subsidized benefit programs. Training will be provided. Skills: Call for details.

Alzheimer's Association:

Must have the ability to perform various clerical duties and other assignments. Flexible work days are available.

Ronald McDonald House:

Family Room Volunteers are needed to greet and sign in families, maintain laundry room, stock food and drinks, and help families with their needs.

Ombudsman Program:

Volunteer Advocates are needed for residents in nursing homes and assisted living facilities.

The Foster Grandparent Program Advisory Council:

Council members are needed to advocate on behalf of volunteers, evaluate Program effectiveness, and assist in the recognition of volunteers by raising funds and resources.

Are you 55 years of age or older? Would you like an opportunity to help your community?

Senior Corps Volunteers receive supplemental insurance and transportation reimbursements!



Senior Companions

Make Independence A Reality

Senior Companions are healthy older adults who help other adults live independently and can provide support to family caregivers. They assist with grocery shopping and other daily tasks necessary to maintaining independent living.

Senior Companions serve an average of 20 hours per week, may qualify for a tax free stipend, and receive assistance for meals & transportation costs.

You don't need medical or technical skills to be a Senior Companion. All you need to know is how to be a friend.

YOU HAVE A NEIGHBOR WHO NEEDS A HELPING HAND

For information call 764-1612

Foster Grandparents

Share Today. Shape Tomorrow

Foster Grandparents serve as tutors and mentors assisting children with special and exceptional needs.

Foster Grandparents serve an average of 20 hours per week, receive meals while on duty, and may qualify for a tax free stipend.

Over 80 Foster Grandparents contribute 80,000 hours of service each year. Foster Grandparents serve in more than 40 sites in Albuquerque, including Elementary Schools, City of Albuquerque Child Development Centers, Head Start Programs, and Community Programs. The Foster Grandparent Program goals are to enable Foster Grandparents to remain active through participation in meaningful placements and needed community service. Children receive the necessary attention for educational, social, & emotional development.

For information call 764-6412



CITY OF ALBUQUERQUE

Department of Senior Affairs

714 7th Street SW
Albuquerque, NM 87102

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