ONE ALBUQUERQUE

senior affairs

2026–2027



Quick Guide

TO SENIOR SERVICES

Volume 35

Timothy M. Keller, Mayor | Anna M. Sanchez, Director

Sponsored by:

BlueCross BlueShield
of New Mexico

A Division of Health Care Service Corporation,
a Mutual Legal Reserve Company,
an Independent Licensee of the
Blue Cross and Blue Shield Association

www.cabq.gov/seniors

All resources are located within Albuquerque and all area codes are 505 unless otherwise noted.

ONE ALBUQUERQUE senior affairs 714 7th Street SW | Albuquerque, NM 87102

Welcome to the 2026–2027 edition of the City of Albuquerque's Quick Guide to Senior Services.

Presented by the Department of Senior Affairs with generous support from Blue Cross and Blue Shield of New Mexico, this guide brings together information and resources for older adults, families and caregivers throughout our community.

Albuquerque has an abundance of resources for older adults, but knowing where to find them, and how to navigate the many organizations and agencies that provide them, is not always easy. This guide is designed to make those connections simpler, putting useful information in one place and helping you find the support, services and opportunities that are right for you.

Inside, you'll find resources covering housing, transportation, health and wellness, meals, legal assistance, caregiver support and more. You'll also find opportunities to stay active, learn something new and connect with others through the City's senior and multigenerational centers and programs throughout Albuquerque.

The Department of Senior Affairs works every day to help older adults remain active, independent and connected to the community. That means providing direct services, but it also means helping people make sense of the resources already available to them. Whether you are looking for assistance today, planning for the future or helping someone you care about, we hope this guide makes that process a little easier.

We encourage you to keep the Quick Guide nearby and share it with friends, family members and neighbors who may find it useful. A strong community depends in part on people knowing where to turn when they need information, support or simply a way to stay connected.

If you have questions or need additional assistance, please contact the Department of Senior Affairs at (505) 764-6400 or seniorinformation@cabq.gov. Senior Information Specialists are available Monday through Friday from 8:30 a.m. to 4:30 p.m. to help connect you with current information and resources.

We hope this guide serves as a useful resource throughout the coming years and helps you discover more of what Albuquerque has to offer.

Sincerely,





Timothy M. Keller, ***Mayor***

Anna M. Sanchez, ***Senior Affairs Director***

Department of Senior Affairs Quick Guide Contributing Staff:
Evone D. Gallegos, Information & Assistance Program Supervisor
Information & Assistance Program Staff Members

Need more copies or would like a presentation on Department of Senior Affairs Programs? Contact the Information & Assistance Line at 505-764-6400.

The Department of Senior Affairs offers a continuum of services designed to support our community as they age:

- Senior, Multigenerational, and 50+ Sports & Fitness Centers
- Senior Meal Sites
- Care Coordination
- Home Delivered Meal Service
- Home Chores, Minor Repairs
- Transportation
- Referral Assistance

and more..



Requirement for some services:

- Age 60 and older
- Bernalillo County Resident

Senior Information & Assistance Line: 505-764-6400
TTY: 1-800-659-8331 Hours: Monday-Friday 8:30am-4:30pm
Website: cabq.gov/seniors

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 a person chooses not to contribute.

The information in the Quick Guide to Senior Services is correct, to the best of our knowledge, as of October 2026. Inclusion of a service does not imply endorsement, nor does exclusion reflect on the quality of service.

ONE ALBUQUERQUE

CASE MANAGEMENT

Call: (505) 764-6400

The CASE MANAGEMENT program links older adults and unpaid caregivers to support services.

The Case Management program (CM) is federally funded by the Area Agency on Aging. CM is a client-centered, family-focused model of case management. The approach is to identify and arrange appropriate support services that meet basic needs, promote independent living, and enhance quality of life.

Case Management functions as a linkage between the older adult, family caregivers, and service providers to facilitate an appropriate, comprehensive and coordinated response to needs. It then works to maximize all resources and services available in the community to meet those needs.

Services are provided at no cost. Individuals with the greatest economic or social need are prioritized.

To be eligible for services, one must live in Albuquerque/Bernalillo County and be age 60 and over or be an unpaid caregiver of someone over 60. For some services, other eligibility criteria may exist.

Service referrals are made only after the completion of an in-home assessment to determine eligibility.

Administered by the Department of Senior Affairs:	
Home Delivered Meals	Home Delivered Meals support goals of improving or maintaining senior health and decreasing feelings of isolation through sound nutrition and informal safety checks.
Home Services	The Home Services program performs chores, repairs and retrofit to promote independent living (see next page).
Senior Companion Program	Senior Companion Program (SCP) is federally funded by AmeriCorps Seniors. SCP matches senior volunteers with clients experiencing isolation and loneliness. Volunteers provide friendship, assistance, and companionship and may run errands or accompany clients on outings.
Administered by Community Service Providers:	
Adult Day Care	Adult Day Care is designed to support and assist family caregivers so they may continue to care for their loved one in good health with minimal stress, preventing or delaying the need for institutionalization.
Homemaker	Homemaker services aid with shopping, money management, light housework, preparing meals, some transportation and errands, personal care and supervision to persons needing help with daily living activities like bathing, grooming, eating, dressing, etc.
Respite (in-home)	Respite services provide brief periods of relief or rest for non-paid caregivers. Both caregiver and care recipient need to be registered.

Some services require periodic reassessments.

HOME SERVICES

Call: (505) 764-6400

The **HOME SERVICES** program performs chores, repairs, and retrofit to promote safe, independent living.

The HOME SERVICES program is non-emergency and does not provide emergency services of any kind. The program does not perform cosmetic services or services requiring a license. Services are provided at no cost. Donations are welcomed; however, no one is denied services based on their inability to donate.

Some services are limited based on the availability of staff, volunteers, materials, and/or supplies. Individuals with the greatest economic or social need are prioritized. To be eligible for services, one must live in Albuquerque/Bernalillo County and be age 60 and over and participate in an assessment performed by a Senior Affairs employee. Some services are subject to other eligibility criteria as indicated by the following categories:

For Homeowners and Renters - Non-emergency Durable and Safety Equipment	
Durable Equipment Delivery	Toilet Seat Riser or Bedside Commode - Limit One (1) per Home; Shower Seat (with or without back) or Tub Bench - Limit One (1) per Home
Safety Equipment Installation	Bathroom Grab Bars - Limit Two (2) per Home, Toilet Frame or Handheld Shower with 5-ft. hose – Limit One (1) per Home Renters with Written Authorization Submitted by Homeowner within 30 Days
For Homeowners Who Occupy the Service Address	
Door Knobs and/or Locks	Replacement or Repair - Exterior / Bathroom Door/s Only
Fire Blanket	Limit One (1) per Home
Lightbulbs - Standard Bulbs	Four (4) Bulbs Provided/Installed. Specialty Bulbs Installed, Not Provided.
Flooring Trip Hazards	Threshold Strip, Carpet Edge Tacking, or Reflective Paint
Smoke Detectors	Limit Two (2) per Home
Carbon Monoxide Detector	Limit One (1) per Home
Wireless Doorbell	Limit One (1) per Home
Battery Replacement	For Detectors (limit (4) detectors and/or (1) Doorbell
For Homeowners Who Occupy the Service Address and are Assessed to Have Physical Limitations	
Evaporative Cooler *Limited Number of Homes*	Requests Accepted Beginning of April for Start-Up in May or June Requests Accepted in September for Shut-Down in Late September or October (No Cooler Maintenance, Repair, or Installation)
Safety Railing - ending soon	Exterior Railing and/or Interior Banister Not painted, No future maintenance.
Step Modification	Interior or Exterior Steps for Cane / Walker User Limit One (1) per Home
Wheelchair Ramp	Stained / Sealed Wood (Not painted, No future maintenance); or, Pre-Fabricated Metal (when/if available) Limit One (1) per Home
Doorway Modification	Walker / Wheelchair Hinge Expansion - One (1) Exterior / One (1) Exterior
Yardwork (Seasonal) *Limited Number of Homes*	To Address Safety Issues Only; No Landscaping Spring Service Requests Accepted Beginning Mid-February for Yardwork Performed in March, April, or May. Fall Service Requests Accepted Beginning Mid-August for Yardwork Performed in September, October, or November. Limit One (1) Request per Year; Spring or Fall *(on a rolling calendar basis)*

Silver Alert

SILVER ALERT SYSTEM

The **SILVER ALERT** System helps caregivers and families find missing loved ones who may not be aware of their surroundings or who have wandered due to cognitive impairment.

WHAT IS SILVER ALERT?

Enacted in 2013, SILVER ALERT is patterned after the Amber Alert. Instead of missing children, this alert informs the public about endangered, missing adults over the age of 50, with irreversible cognitive impairments such as Alzheimer's or other dementia.

HOW DOES SILVER ALERT WORK?

The SILVER ALERT System works much like an Amber Alert. The at-risk missing person is reported to law enforcement. Responding officers may ask for personal information that indicates the person has dementia or other cognitive impairments. Caregivers will be asked to provide details that will help locate the missing or endangered loved one.

After verification, police inform the state agency tasked with issuing alerts. In many states, including New Mexico, the Department of Public Safety is able to issue alerts. Once issued, the alert is displayed on electronic highway signs as well as broadcast on radio and television as well as various social media outlets. Time is of the essence in these situations.

SILVER ALERT is a valuable way to help ensure loved ones safety before further harm can come to them.

HOW TO REPORT SOMEONE MISSING THAT FALLS UNDER THE SILVER ALERT LAW:

- **CONTACT** law enforcement immediately.
- **INFORM** the dispatch officer your loved one has dementia, Alzheimer's or other cognitive impairment.
- **KEEP** a current photo, description and vital medical info to quickly give it to law enforcement.

HAVE A PLAN IN CASE YOUR LOVED ONE WANDERS..
We can help you be prepared.

Plan ahead...

The Department of Senior Affairs can provide families with a **FREE** portable USB drive and assist in storing the following information:

- A recent photograph
- Description information
- Important medical information

In the event their loved one at risk, wanders and is missing, caregivers can provide the USB drive to Albuquerque Police Department officers with their loved one's vital information.

For assistance in preparing your free portable USB drive, call (505) 764-6400 Monday through Friday, 8:30 a.m. to 4:30 p.m.

VIAL OF LIFE PROGRAM

The **Vial of Life** program is a universal, smart way to have personal medical information on hand in case of an emergency. This could be critical for older adults living alone, especially those with constant medical changes and medications. The **Vial of Life** is designed to speak for someone when they can't speak for themselves. The **Vial of Life** kit contains important medical information that can assist emergency personnel in administering the proper medical treatment.

HOW DOES VIAL OF LIFE WORK?

The **Vial of Life** program is a simple four step process:

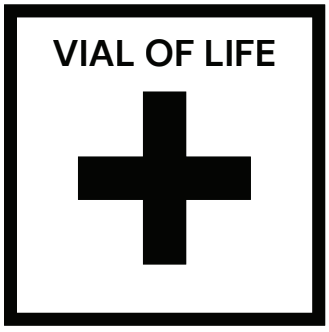
- Individuals can complete the form which has instructions in English, Spanish and Vietnamese with their current medical information.
- Place the completed form into the "vial" or baggie.
- Place the baggie on the refrigerator door using the Vial of Life decal magnet.
- Affix the Vial of Life sticker decal on your front door or window, whichever is most visible for first responders.

Since the Vial of Life is a universal program, first responders know where to look for vital medical information.

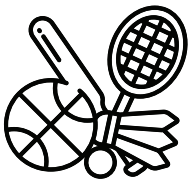
In the event of an emergency, the stress or trauma of the unexpected event can make it almost impossible to think straight. At these times, it is imperative all emergency personnel get the information they need– especially if the individual has a complex medical history. The benefit of this program goes beyond just helping older adults but can benefit anyone with any medical condition that first responders need to know about. It is important to be prepared and the **Vial of Life** form can also be stored in vehicles or backpacks. It also serves as an important piece of communication during the exchange from emergency transport to emergency room personnel.

REQUEST YOUR FREE VIAL OF LIFE KIT:

Call Department of Senior Affairs Information and Assistance Line at
505-764-6400
Monday - Friday
8:15am - 4:30pm



50+ RECREATION, SPORTS & FITNESS



Albuquerque's older adults can enjoy sports and recreation activities, the arts, unlimited learning opportunities, trips and outings, meals, special events and support groups at any of the Metro area's eight centers.

Educational and social activities include: computing, health management, musical concerts, lectures, theater, pottery, breakfast, lunch, and support groups. Recreational and sports activities include hiking, down-hill skiing, aerobics, and a range of other indoor and outdoor sports and fitness opportunities.

For specific Senior and Multigenerational center current, ongoing schedule of events and classes you can view each center's monthly newsletter online by visiting the center location page located at our cabq.gov/seniors webpage.

50+ Sports & Fitness

Regular physical activity and exercise for older adults help improve mental and physical health, both of which will help you maintain your independence as you age.

As a Department of Senior Affairs member, you can take advantage of our sports and fitness facilities, classes, and trips.

The Department of Senior Affairs 50+ Sports & Fitness Program includes fitness centers that have cardiovascular and strength equipment that suits all abilities, low- and high-impact exercise classes, special events, an outdoor recreation program, evidence-based programs, and the Albuquerque 50+ Games. New classes and opportunities are added regularly.

You can view the 50+ Sports and Fitness schedule by visiting cabq.gov/seniors/50-sports-fitness.

Senior Affairs Membership

All Department of Senior Affairs Senior, Multigenerational and Fitness Centers operate on a membership basis. Memberships help us keep accurate count of participants, as well as help make sure we obtain appropriate resources and funding to continue providing free and low-cost services to our active adult community.

Annual membership costs are $20 for individuals living within incorporated Albuquerque and $50 for individuals living in unincorporated Albuquerque.

If you have an active membership at one location, you are entitled to participate in programs and activities at any other senior and multigenerational centers. If a trip or class is filled at your home center, a similar trip or class may be available to you at another. Senior centers are available for anyone age 50 and older and Multigenerational Centers are for anyone age 6 and older, including seniors.

DEPARTMENT OF SENIOR AFFAIRS

TRANSPORTATION PROGRAM

505-764-6464

Senior Affairs Transportation Program

The City of Albuquerque Department of Senior Affairs Transportation program is a **curb to curb, donation-based** service offered to adults 60 years and older in the Albuquerque, and surrounding Bernalillo County area. These services include transportation to medical appointments, non medical errands, and limited mile-radius transportation to all City of Albuquerque senior and multigenerational centers, as well as select satellite senior meal sites.

WHAT WE OFFER

- RIDE SERVICES FOR MEDICAL APPOINTMENTS AND NON-MEDICAL ERRANDS
- CENTER AND MEAL SITE TRANSPORTATION
- ADA ACCESSIBLE VEHICLES

MEDICAL APPOINTMENT TRANSPORTATION

MONDAY-FRIDAY

Medical appointment rides are always considered priority and are scheduled 7-days in advance to appointment date. Transport is available to Presbyterian Rust Medical Center in Rio Rancho for Bernalillo County residents. "Call when ready" return rides must be called in by 5:00pm in the greater Albuquerque area and by 4:00pm in the East Mountain/Cedar Crest area. To request medical appointment transport, please call 505-764-6464.

SENIOR, MULTIGENERATIONAL AND MEAL SITE TRANSPORTATION

MONDAY-FRIDAY

Seniors can request daily pick up from their homes within a five-mile radius to all City of Albuquerque's senior and multigenerational centers and Bernalillo County meal sites. We also offer transport within a six-mile radius to Whispering Pines and Tijeras Senior Center. To utilize meal site transport services, individuals can register directly with their center site.



ON-DEMAND TRANSPORTATION

MONDAY-FRIDAY

On-demand rides can be requested for non-medical errands scheduled 3-days in advance. Return rides must be scheduled within 2-hours from initial pick up time. To request on-demand errand transport, please call 505-764-6464.

CITY OF ALBUQUERQUE

ONE ALBUQUERQUE

senior affairs

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

Emergency Phone Numbers **2**
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Alzheimer's & Dementia Assistance **3**
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EMERGENCY PHONE NUMBERS

EMERGENCY – Police/Fire/Medical Service **911**

Adult Protective Services:
www.nmaging.state.nm.us/Adult_ProtectiveServices.aspx
NM Aging and Long-Term Services (24/7)*..... 1-866-654-3219

625 Silver SW, Suite 414, 87102
Report suspected abuse, neglect or exploitation of adults 18 years and older.

Albuquerque Ambulance (24/7)* 761-8200

NM Children Youth and Families Department (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, and oversees foster care and adoption, and statewide domestic violence programs. **www.cyfd.org**

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

1650 University Blvd., NE, 87102
Experts assess and make treatment recommendations during possible poisonings.

www.nmpoisoncenter.unm.edu

UTILITY EMERGENCIES – ELECTRICITY, GAS, & WATER

Electricity – Public Service Company of NM (PNM) (24/7)* 1-888-342-5766
246-5700

4201 Edith Blvd., NE, 87107
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 or 1-888-664-2726

1625 Rio Bravo SW, Ste., 27, 87105
Safety and emergency information and to report natural gas related emergencies.

www.nmgco.com

Water – Albuquerque Water Utility Authority.....842-WATR (9287) Option #1
Billing Inquiries Option #0

1 Civic Plaza NW, Room 5027, 87102
Dispatch center available 24 hours a day to report water and sewer emergencies, request emergency turn-offs, offer customer services and report water waste.

www.abcwua.org

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

ALZHEIMER'S & DEMENTIA ASSISTANCE

Alzheimer's Association, New Mexico Chapter ..... 1-800-272-3900 or 266-4473
6731 Academy Rd., NE 87109 **www.alz.org/newmexico**
Provides 24/7* helpline, support groups, skills for dementia caregiving, respite, safety programs (Silver Alert), and information and referrals.

- **Respite Reimbursement (voucher program) –** provides $450 a year (for respite care) to a caregiver who lives at the same address as the care recipient.
- **MedicAlert® Alzheimer's Association Safe Return® 266-4473**
  Provides a MedicAlert® Identification bracelet or pendant jewelry that comes engraved with the MedicAlert® Alzheimer's Association Safe Return® 24-hour nationwide emergency toll-free number that utilizes a community support network, including local Alzheimer Association chapters and law enforcement agencies, for locating Individuals with Alzheimer's or a related dementia that wander, or have a medical emergency, no matter when or where the person Is reported missing.
  www.alz.org/help-support/caregiving/safety/medicalert-safe-return
- **Skills for Dementia Caregiving (aka Savvy Caregiver)** – Free program for family caregivers presented by the Alzheimer's Association, NM Chapter.

NM Department of Health 372-8025
Pre-Admission Screening and Resident Review (PASRR)
5301 Central Ave., NE, Ste. 1100, 87108 **www.nmhealth.org/about/ddsd/pgsv/pasrr**
Ensures individuals who may be eligible for a dementia or respite stay waiver are evaluated for placement in the least restrictive environment, and convalescent care.

National Institute on Aging 1-800-222-2225
Alzheimer's disease education and referral center. **www.nia.nih.gov/alzheimers**

Together HFC – Apply Online
In-home care grants to those providing care to their loved ones living with Alzheimer's disease or other dementias. **www.helpforalzheimersfamilies.com/grant-application**

CANCER RESOURCES

American Cancer Society ..... 1-800-227-2345 or 260-2105
8500 Menaul Blvd. NE Ste. A-500, 87112 **www.cancer.org**
Assistance for cancer patients in managing through treatment and recovery, and emotional support. Provides free wigs, hats, scarves, turbans, transportation to appointments and hotel lodging depending on availability.

Cancer Care Co-pay Assistance Foundation 1-866-552-6729
Offers limited financial assistance for cancer-related costs and co-pays.
www.cancercare.org

Cancer Services of New Mexico 259-9583
P.O. Box 51735, 87181-1735 **www.cancerservicesnm.org or www.nmcancerhelp.org**
Offers caregiver support, free legal and paperwork assistance for those coping with cancer.

Prostate Cancer Support Association of New Mexico (PCSANM) .....1-800-278-7678 or
2533 Virginia St. NE, Ste. C, 87110 **254-7784**

Assists all interested individuals and their families by providing publications on prostate cancer subjects, a buddy list of individuals, and support meetings. **www.pcsanm.org**

CAREGIVER & HOSPICE SERVICES

AARP New Mexico.....505-946-3601

Provides Information and referrals to caregivers.

Caregiving.com..... www.caregiving.com

Features the blogs of family caregivers, weekly words of comfort, daily chats, podcasts, and free webinars for those caring for a loved one.

En Casa Care Connection 226-6007

Connects families and caregivers with highly-qualified caregivers to get the trusted care they need. **www.encasacare.com**

Family Caregiver Center of New Mexico 494-4021

Supports the well-being of family caregivers through resources, social connection, and mental health care. **www.familycaregivernm.org**

NM Association for Home & Hospice Care 565-5777

2424 Louisiana Blvd., NE, Ste. 220, 87110 **www.nmahc.org**

Facilitates advocacy, networking, education, and communication to promote success and best practices in home and hospice care.

NM Direct Caregivers Coalition 867-6046

906 S. Camino del Pueblo, Bernalillo, 87004 **www.nmdcc.org**

Provides training to caregivers in medication management, safe transfer and mobility.

Stress Busting Program for Family Caregivers.....1-830-377-1484

Support group for caregivers of a loved one with a chronic illness.

www.caregiverstressbusters.org

National Hospice and Palliative Care Organization..... 1-800-658-8898

Provides free consumer information on hospice care and places caregivers in direct contact with hospice programs. **www.nhpco.org**

The American Diabetes Association 1-800-342-2383

Provides resources about all types of diabetes as well as Information for caregivers and others affected Indirectly by the disease.

www.diabetes.org/living-with-diabetes/recently-diagnosed/8-tips-for-caregivers

The American Heart/Stroke Association 1-800-242-8721

Provides a support network for caregivers of people with heart disease or who have experienced a stroke.

wwww.heart.org/en/health-topics/caregiver-support
www.strokeassociation.org/en/help-and-support/for-family-caregivers

The Family Caregiver Alliance 1-800-445-8106
Maintains a comprehensive collection of Information on caregiver Issues and health-related topics. **www.caregiver.org/resources-health-Issue-or-condition**

UNM Palliative Care 272-4868
Provides support to families and caregivers in navigating the health care system to alleviate suffering and improve quality of life for a seriously ill loved one.

https://hsc.unm.edu/health/patient-care/palliative-care/index.html

COMMUNITY-BASED ORGANIZATIONS
(Services may be based on availability)

Adelante – Benefits Connection Center ..... 1-844-266-2236 or 273-5222
3900 Osuna Rd. NE, 87109

Assists low-income seniors (65 and older) and individuals diagnosed with a disability (ages 21 and older) to enroll in benefits. **www.goadelante.org**

Centro Savila 312-7296
3 Locations: 1317 Isleta Blvd., SW, 87105 | 7401 Copper Ave., NE, 87108 | 217 San Pablo St., SE, 87108 **www.centrosavila.org**

Provides case management by assisting clients with applying for public benefits.

Catholic Charities 724-4670
2010 Bridge Blvd., SW, 87105 **www.ccasfnm.org**
Provides rental assistance to income-qualified families as funds are available.

City of Albuquerque Department of Health, Housing, & Homelessness (HHH)
All Center Hours Monday – Friday 8:00 A.M. – 5:00 P.M. 768-2860
Supports behavioral health, public health initiatives, affordable housing, and homeless services.

Alamosa Health and Social Service Center 836-8800
6900 Gonzales Rd., SW, 87121
Serves the residents of the Southwest Mesa (South Valley and Westside) areas of Albuquerque.

East Central/Ruth M. Adams Health and Social Service Center 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 848-1345
1500 Walter St., SE, 87102
Serves the residents of Central Albuquerque.

Los Griegos Health and Social Service Center 761-4050
1231 Candeleria Rd., NW, 87107
Serves the residents of the Northeast Heights, Northwest Valley, and the North Westside areas of Albuquerque.

Heat New Mexico Fund (Gas only) 1-888-664-2726
411 Broadway Blvd., SE, 87102 **www.nmgco.com/en/HEAT_For_Help**

With Budget Billing, your payments are averaged out throughout the year so that you pay the same amount each month.

Help New Mexico, Inc. **265-3717**

5101 Copper Ave., NE, 87108 **www.helpnm.com**

Provides assistance for eviction, and disconnection notices for utilities and water.

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

600 Coors Blvd NW, 87121

With Budget Billing, your payments are averaged out throughout the year so that you pay the same amount each month. You can sign up for Budget Billing quickly and easily by calling 1-888-342-5766. **www.pnm.com/good-neighbor-fund**

St. Vincent de Paul Clearinghouse ..... **346-1500 Ext. 4**

4120 Menaul Blvd., NE, 87110

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

Safe Link Wireless **1-800-723-3546**

NM Association of Community Partners **www.safelinkwireless.com**

3200 Carlisle Blvd., Ste. 101, NE, 87110

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

Salvation Army Family Services **872-1171**

4301 Bryn Mawr Dr. NE, 87107 **www.salvationarmyalbuquerque.org**

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

Silver Horizons **884-3881**

1913 Eubank Blvd. NE, 87112

Assists income-qualified seniors (50 and older) pay important household bills such as rent or utilities, and assists with minor home repair, distribution of free groceries, etc.

www.silverhorizons.org

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.

United Way of Central NM ..... **211 or 245-1735**

2340 Alamo Ave. SE, 2nd Floor, 87106 **www.uwcnm.org**

Connects individuals and families to organizations that can best address their needs.

CRISIS & DOMESTIC VIOLENCE RESOURCES

988 Suicide and Crisis Lifeline ..... **988 (ext. 3)**

If feeling sad, angry or not feeling safe, TEXT "TALK" to 988

Or chat at . ..... **www.suicidepreventionlifeline.org/chat**

Veterans – extension 1 or en Español extension 2

Interpreter available for other languages when you call

Advocacy for Domestic Violence Survivors 248-3165
Advocates assist with finding resources and options. This may include helping with filing restraining orders, and creating safety plans.

Agora Crisis Center 277-3013
Helpline providing on-line emotional support (chat), information and referrals.
www.agoracares.org

City of Albuquerque Family Advocacy Center 243-2333
625 Silver SW, Ste. 200, 87102 **www.cabq.gov/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.

Domestic Violence Crisis Hotline and S.A.F.E. House 247-4219
P.O. Box 25363, 87125 **www.safehousenm.org**
Provides (24/7)* safe shelter, referrals and advocacy for survivors.

Domestic Violence Resource Center (DVRC) 248-3165
625 Silver SW, Ste. 185, 87102 **www.dvrcnm.org**
Provides counseling, crisis intervention, and legal services to domestic violence victims.

***Enlace Communitario* 246-8972**
2425 Alamo Ave., SE, 87106
Services for Spanish-speaking victims of domestic violence. **www.enlacenm.org**

NM Coalition Against Domestic Violence 246-9240
2340 Alamo Avenue SE, Ste. 120, 87106
Offers referrals to domestic violence victims. **www.nmcadv.org**

NM Crime Victims Reparation Commission 841-9432
Provides temporary assistance to victims of violent crimes. **www.cvvc.state.nm.us**

NM Crisis & Access Line (24/7)* 1-855-NMCRISIS (662-7474)
Crisis line available 24 hours a day. **www.nmcrisisline.com**

National Domestic Violence Hotline 1-800-799-7233
Highly trained advocates are available 24/7/365 for confidential calls with anyone experiencing domestic violence or seeking resources. **www.thehotline.org**

National Prevention Lifeline (24/7)* 1-800-273-8255
Provides free, confidential support to individuals in suicidal crisis or emotional distress.
www.suicidepreventionlifeline.org

Rape Crisis Center of Central NM (24/7)* 266-7711
9741 Candelaria NE, Albuquerque, 87112 **www.rapecrisiscnm.org**
Provides crisis intervention, advocacy, and counseling for survivors of sexual assault.

DAY SERVICES

Adult Day Services (Licensed)
Day Centers for frail elders age 60 and older and adults with disabilities age 18 and older

and provides respite for caregivers. Area Agency on Aging has limited resources available to support adult day 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 St., SW, 87102

Bear Canyon **291-6219**
4645 Pitt St., NE, 87111

Los Volcanes **836-8797**
6500 Los Volcanes Rd., NW, 87121

North Valley **761-4001**
3825 4th St., NW, 87107

Ponderosa **881-8982**
5301 Ponderosa Ave., NE, 87110

InnovAge Greater New Mexico PACE Program **924-2650**
904 Las Lomas Rd., NE 87102
Program of all-inclusive care for the elderly (PACE). Day health center including medical clinic, adult day services, 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. **www.myinnovage.com**

DISABILITY RESOURCES

ARCA **332-6700**
11300 Lomas NE, 87112 **www.arcaopeningdoors.org**
Residential support systems for individuals experiencing disabling conditions.

Adelante Development Center **341-2000**
3900 Osuna Rd., NE, 87109 **www.goadelante.org**
Provides a full range of support services and resources for individuals experiencing disabling conditions.

Adelante "Back in Use" Program/GiveABQ
1520 1st St. NW, 87102. Closes at 3:00 p.m. **341-7171**
Provides used, durable medical equipment and furniture to those in need.
www.backinuse.com

ABLE New Mexico **1-800-439-1653**
Enables qualifying individuals with physical and intellectual disabilities to establish tax-free savings accounts. Funds can be used to cover expenses related to their disability without losing their eligibility for public assistance. **www.ablenewmexico.com**

Americans with Disabilities Act Information Line **1-800-514-0301**
U.S. Department of Justice
The Department of Justice operates a toll-free ADA Information Line to provide information and materials to the public about the requirements of the ADA. **www.ada.gov**

Brain Injury Alliance of New Mexico 292-7414

5101 Indian School Road NE, 87110 **www.braininjurynm.org**

Resources for survivors of a brain injury, their families and providers.

Center for Disease Control (CDC) Disability & Health Information for Family Caregivers
1-800-232-4636 www.cdc.gov/ncbddd/disabilityandhealth/family

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

4600 Edith Blvd., NE, 87107 **www.cabq.gov/solidwaste/trash-collection**

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

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

HELP-New Mexico, Inc. 265-3717

New Mexico Special Needs Housing Initiative www.helpnm.com

5101 Copper Ave. NE, 87108

Provides housing assistance to homeless, mentally or physically disabled individuals.

Independent Living Resource Center (ILRC).....505-266-5022

1720 Louisiana Blvd. NE, Ste. 204, 87110 and 316 Osuna Rd. NE, Ste. 401, 87107

Provides advocacy, independent living skills training, as well as information and referrals regarding housing, benefits, transportation, education and employment.

Information Center NM Disabilities ..... 1-800-552-8195 or 272-8549

2300 Menaul Blvd. NE, 87107

Information line that answers disability-related questions and puts individuals in contact with available services and programs. **www.cdd.unm.edu**

LifeROOTS 255-5501

1111 Menaul Blvd NE, 87107 **www.liferootsnm.org**

Provides a broad range of programs and services for adults with developmental, physical and behavioral disabilities to reach their highest levels of self-sufficiency.

NeuRoadsNM 332-6845

11300 Lomas Blvd. NE, 87112

Community-based program that offers an extensive range of care for individuals with brain injuries and their families.

www.arcaopeningdoors.org/services/new-mexico-brain-injury-resource-center

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

2200 Yale Blvd. SE, 87106 **www.cfb.state.nm.us**
Provides instruction training in Braille, personal and home management skills.

NM Commission for the Deaf and Hard of Hearing..... 1-800-489-8536
505 Marquette Ave., NW, Ste. 1550, 87102 **Voice and TTY**
Provides resources for those who are hard of hearing or deaf. **www.cdhh.state.nm.us**

NM Department of Health ..... www.nmhealth.org
Developmental Disabilities Supports Division
1190 S. St. Francis Dr., Santa Fe, 87505
Provides services and support to assist eligible children and adults with intellectual and developmental disabilities to participate as active members of their communities.

NM Developmental Disabilities Planning Council 841-4519
625 Silver Ave., SW, Ste. 100, 87102 **www.nmddpc.com**
Promotes advocacy, capacity building, and systemic change to improve the quality of life for individuals with developmental disabilities and their families.

NM Office of Guardianship 841-4549
Provides adult guardianship legal services for adult's with limited capacity to make or communicate decisions on the adult's behalf.

NM Workforce Connection Center..... 843-1900
501 Mountain Rd. NE, 87102 **www.jobs.state.nm.us**
Assists eligible individuals with documented disabilities find suitable employment.

NM Governor's Commission on Disability .....1-877-696-1470 or 476-0412
491 Old Santa Fe Trail, Santa Fe, 87501 **www.gcd.state.nm.us**
Offers home modifications that will help improve the quality of lives for income qualified individuals with physical disabilities.

NM Brain Injury Advisory Council 1-505-476-7328
Promotes prevention and increased awareness for brain injuries. **www.biac.gcd.nm.gov**

NM Technology Assistance Program (NMTAP) 841-4464
625 Silver Ave. SW Ste. 100-B, 87102 **www.tap.gcd.state.nm.us**
Offers free services to New Mexicans with disabilities to access assistive technology.

Relay New Mexico...Dial 711.....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**

Supportive Housing Coalition of New Mexico 255-3643
1717 Louisiana Blvd NE, Ste. 209, 87110 **www.shcnm.org**
Permanent supportive housing for people with physical and mental health disabilities.

Therapeutic Living Services, Inc. 268-5295
5601 Domingo Rd., NE, 87108 **www.tls-nm.org**
Emergency, group and rehabilitation programs for severely disabled mentally ill adults.

UNM Center for Development and Disability Network 1-800-552-8195
2300 Menaul Blvd NE, 87107 **www.cdd.unm.edu**
Information center for individuals with disabilities and their families providing resources regarding life choices, training, direct services and technical assistance.

EDUCATION

Central New Mexico Community College (CNM) 224-3000
Main Campus: 900 University Blvd. SE, 87106 **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. **..... 224-4282**
www.cnm.edu/programs-of-study/programs-a-z/adult-basic-education

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.
www.cabq.gov/seniors

See Meal Sites – pages 36–37 for listing of Meal Site 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 free Wi-Fi access and other services.

Defensive Driving Classes
Classes for individuals age 50 and older. Small fee for classes.

- **AARP Safe Driver Program..... 830-3096**
  1930 Juan Tabo Blvd., NE, Ste. 4, 87112 **www.aarpdriversafety.org**
- **American Automobile Association (AAA) 291-6611**
  10501 Montgomery Blvd., NE, 87111 **www.seniordriving.aaa.com**
  Classes available on-line.

Front Porch Connection Program/WellConnected 1-877-797-7299
Offers free virtual programs such as group conversations, classes, support groups, lectures and much more. **www.frontporch.net**

Hadley Institute for the Blind and Visually Impaired ..... (800)-323-4238
Promotes independent living through lifelong, distance education programs (on-line courses) for individuals who are blind or visually impaired. **www.hadley.edu**

OASIS (Enriching the Lives of Mature Adults) 884-4529
3301 Menaul Blvd., NE, Ste. 18, 87107
Offers a variety of classes and volunteer opportunities. **www.oasisabq.org**

Osher Lifelong Learning Institute (OLLI) 277-6179
1634 University Blvd. NE, 87102 **www.ce.unm.edu/enrichment/osher**
Offers a wide range of courses, lectures and special events to its members.

Teeniors 600-1297
200 Broadway Blvd., NE, 87102 **www.teeniors.com**
Tech-savvy teens help seniors with technology; one-on-one tutoring.

UNM Continuing Education (Information and Registration) 277-0077
1634 University Blvd., NE, 87102 **www.ce.unm.edu**

Continuing education courses may provide a 10% discount for individuals over 65.

EMPLOYMENT/UNEMPLOYMENT BENEFITS

HELP–New Mexico, Inc. 265-3717
5101 Copper Ave. NE, 87108 **www.helpnm.com**
Provides job counseling, placement and training to income eligible individuals.

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

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**
  1030 18th St. NW, 87104..... **881-6401**
  www.goodwill.org/scsep
- **NM Aging and Long-Term Services Department 1-800-432-2080**
  Senior Community Service Employment Program
  P.O. Box 27118, 2550 Cerrillos Rd., Santa Fe, 87502
  Assists mature workers in preparation and securing meaningful employment.
  www.nmaging.state.nm.us/Employment_Programs.aspx
- **National Indian Council on Aging 292-2001**
  8500 Menaul Blvd. NE, Ste. B470, 87112
  Applicants do not need to be American Indian or Alaska Native (AI/AN) to participate in NICOA program. **www.nicoa.org**

FOOD ASSISTANCE (also see pages 5–6 for added services)

Echo Inc., Food Program 242-6777
New Mexico Commodity Supplemental Food Program for Seniors (CSFP)
300 Menaul NW, Space #226, 87107 **www.echoinc.org**
Provides monthly food to income-qualified, NM resident seniors 60 years and older.

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).

Roadrunner Food Bank 349-5340
SNAP Support Line 1-844-684-6268
5840 Office Blvd. NE, 87109
Provides individuals with agency contacts for food assistance. Assists in signing up for SNAP or Medicaid assistance. **www.rrfb.org**

FRAUD AWARENESS

Better Business Bureau of Southwest..... 346-0110

7007 Jefferson St. NE, Ste. A, 87109 **www.bbbsw.org**
Provides free business and charity reviews and business complaint resolution services.

City of Albuquerque Office of Consumer Protection 768-4596
One Civic Plaza NW, 4th Floor, 87102
Connects consumers information on how to avoid scams and help consumers who have been harmed by unfair or deceptive transactions to include identity theft or stolen personal information. **www.cabq.gov/consumer**

City of Albuquerque Office of the Inspector General 768-3160
One Civic Plaza NW, 5th Floor, 87102

Investigates suspected contract fraud, suspected corrupt City-elected and appointed leaders, employees suspected of misconduct, suspected fraud, waste, mismanagement, and abuse. Reviews City programs and operations. **www.cabq.gov/inspectorgeneral**

Federal Trade Commission .....www.ftc.gov
600 Pennsylvania Ave., NW, Washington DC 20580
Protects consumers by stopping unfair, deceptive or fraudulent practices in the marketplace. Assists in reporting telephone scams, counterfeit checks, and other scams.

Do Not Call Registry ..... 1-888-382-1222 OR (TTY) 1-866-290-4236
Register your telephone number to stop unwanted calls. **www.donotcall.gov**

Federal Communications Commission .....1-888-225-5322 Option 4
Report caller use of fraudulent caller-id's (spoofing)

Identity Theft ..... 1-877-438-4338 OR (TTY) 1-866-653-4261
Call to report identity theft. **www.identitytheft.gov**

NM Attorney General's Office .....490-4060 or 717-3500
201 3rd St NW, Ste. 300, 87102 **www.nmag.gov**

Advocacy & Intervention Program – assists NM residents with matters in identity theft, car buying, payday and student loans and scams of all varieties.

Consumer Protection Division – investigates fraudulent consumer issues, unfair business practices, and Medicaid providers who commit fraud and/or resident abuse, neglect and exploitation in care facilities.

Homeownership Preservation Program – assists homeowners who have been the victim of foreclosure rescue scams.

NM Office of the Superintendent of Insurance 1-855-427-5674
1120 Paseo De Peralta, 4th Floor, Santa Fe, 87501
Investigates complaints regarding all types of insurance. **www.osi.state.nm.us**

NM Taxation and Revenue Department 841-6200
5301 Central Ave., NE, 87198 **www.tax.newmexico.gov/report-tax-fraud.aspx**
Report suspicious letters or scams that refer to NM Taxation and Revenue Department.

NM Regulation and Licensing Dept.....505-476-4500 (Option 5)
(Securities Division) www.rld.state.nm.us/securities-division
5500 San Antonio Dr. NE, 87109
Investigates financial fraud and assists consumers in making financial decisions.

National Consumer Law Center 1-617-542-8010
Provides consumer justice and economic security for low-income and other disadvantaged people, including older adults. **www.nclc.org**

National Fraud Information Center & Internet Watch ..... 202-835-3323 ext. 815
Provides consumers with information they need to avoid becoming victims of telemarketing and Internet fraud and to help them get their complaints to law enforcement agencies quickly and easily**.** **www.fraud.org**

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.ssa.gov/medicare/part-d-extra-help**
Receives reports of alleged fraud, waste, and abuse. Report suspicious activities or communications claiming to be from the Social Security Administration.

U.S. Postal Inspection Service 1-877-876-2455
433 W. Harrison St., Room 3255, Chicago, IL 60699 **www.uspis.gov**
Investigates all types of mail fraud or suspicious letters received by U.S.P.S mail.

U.S. Treasury Inspector General for Tax Administration (TIGTA) 1-800-366-4484
P.O. Box 589, Ben Franklin Station, Washington, DC 20044 **www.treasury.gov/tigta**
Investigates reports from victims that have received an IRS impersonation scam.

GOVERNMENT AGENCIES

Bernalillo County Government

Bernalillo County Burial Indigent Fund 468-7344
415 Silver SW., 87102 **www.bernco.gov/general-services/about-the-program.aspx**
Provides simple, no service cremation for indigent persons in Bernalillo County

Bernalillo County Clerk's Office 468-1290
415 Silver Ave. SW., 87102 **www.bernco.gov/clerk**
Records and provides access to various Bernalillo County publicly recorded documents.

Bernalillo County Court of Wills, Estate and Probate 468-1233
415 Silver Ave. SW, 87102 **www.bernco.gov/probate-court/welcome-to-the-court.aspx**
The proper court to file the estate of a deceased individual that resided in Bernalillo County.

Bernalillo County Emergency Medical Services (EMS) and Fire Division Office
6840 2nd St. NW, 87107 **..... 468-1310**
Provides information and materials on fire safety and prevention.
www.bernco.gov/fire-and-rescue

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

Bernalillo County Neighborhood Coordination 468-7364
415 Silver Ave. SW, 2nd Floor, 87102

Enhances the relationship between the county and neighborhood associations.

www.bernco.gov/planning/neighborhood-coordination.aspx

Bernalillo County Sheriff's Department 798-7000

400 Roma NW, 87102 **www.bernalillocountysheriff.com**

City of Albuquerque

311 Community Contact Center 311

Monday – Saturday 6:00 A.M.– 9:00 P.M., Sunday. 9:00 A.M.– 6:00 P.M

The 311 service is a single telephone number for all non-emergency City of Albuquerque inquiries and services. **www.cabq.gov/311**

City of Albuquerque Alternative Dispute Resolution 768-4660

1 Civic Plaza NW, 4th Floor, 87102

A free resolution process for Albuquerque citizens to resolve conflict and disputes.

www.cabq.gov/legal/adr/community-mediation-program

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

1 Civic Plaza, Room 3023, 87102 **www.cabq.gov/airquality/burn-no-burn**

Issues burn restrictions as needed from October 1st thru February 28/29.

City of Albuquerque Civil Rights Office 768-4500

One Civic Plaza, NW, 4th Floor, Ste. 4072, 87102

Investigates complaints of discrimination in employment, housing, public accommodations and other forms of discrimination. **www.cabq.gov/civilrights**

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

600 2nd Street NW, 87102 **Permits 924-3857**

Implements and administers the City's various property maintenance standards, including the Integrated Development Ordinance, the Uniform Housing Code, the Weed & Anti-Litter Ordinance and similar municipal standards adopted by City Council.

www.cabq.gov/planning/code-enforcement-zoning

City of Albuquerque Community Safety (ACS) Department 768-4227

ACS responds to 911 and 311 non-violent and non-medical calls (behavioral/mental health, wellness and welfare checks, suicide, and homelessness) with trained behavioral and mental health responders. ..... **www.cabq.gov/acs**

City of Albuquerque Constituent Services 768-3000

Offers comprehensive services to constituents and businesses encountering challenges related to city government and agencies. **www.cabq.gov/mayor**

City of Albuquerque Department of Senior Affairs Administration 764-6432

Provides activities and opportunities to promote active and healthy aging. We also offer a continuum of care designed to meet individual needs throughout the aging spectrum. We are honored to be of service to the residents in our community. **www.cabq.gov/seniors**

City of Albuquerque Fire Department 764-9300

Records Management Office 764-6333

To obtain a fire or EMS report, contact Records Management Services **764-6333**
www.cabq.gov/fire/our-department/records-management-office

City of Albuquerque Household Hazardous Waste Disposal .....Call 311
6137 Edith NE, 87107 **www.cabq.gov/solidwaste/household-hazardous-waste**
Residents of County may drop off residential hazardous wastes at no charge.

City of Albuquerque Office of Neighborhood Coordination 768-3334
1 Civic Plaza, NW, 9th Floor, Ste., 9087, 87102
Creates thriving neighborhoods by building neighborhood relationships, involvement and community connections. **www.cabq.gov/office-of-neighborhood-coordination**

City of Albuquerque Police Department (non-emergency) 242-COPS
400 Roma NW, 87102 **242-2677**
www.cabq.gov/police/contact-the-police

Telephone Reporting Unit 242-2677
The Telephone Reporting Unit is responsible for reports where the suspect's identity is unknown as well as all minor crime reports that do not require any field investigation by patrol officers in the field. **www.cabq.gov/police/file-a-police-report-online**

City of Albuquerque Solid Waste Management Department 761-8100
4600 Edith NE, 87107 **www.cabq.gov/solidwaste**
Garbage/trash pick-up Information and Residential large item pick up.

City of Albuquerque Legal Department .....768-5340 or 768-4500
One Civic Plaza NW, 4th Floor, Rm. 4072, 87102 .....**www.cabq.gov/legal**
Assists consumers with a complaint they may have with the cable company. Acts as a liaison and cannot force the cable company to refund or allow free services.

New Mexico State Government

NM Aging and Long-Term Services Department
P.O. Box 27118, 2550 Cerrillos Rd., Santa Fe, 87502

Long-Term Care Ombudsman 1-866-842-9230
Residents in long-term care facilities are assisted by advocating for their rights, investigating complaints, and resolving concerns.

www.nmaging.state.nm.us/Long_Term_Ombudsman.aspx

NM Board of Nursing 841-8340
6301 Indian School Road, NE, Ste. 710, 87110
Investigates complaints regarding quality of care by a nurse. **www.bon.nm.gov**

Birth and Death Certificates – Vital Records:
NM Bureau of Vital Records .....1-866-534-0051 or 841-4100
2400 Wellesley Dr. NE, 87107 **www.nmhealth.org/about/erd/bvrhs/vrp/**
Provides certified copies of birth certificates occurring in New Mexico for a $10 fee. Birth certificates will be issued between the hours of 10:00 am–3:00 pm. Tickets are distributed on a first come, first served basis.
Death Certificates only available at Santa Fe Office.

NM Vital Records and Health Statistics (Santa Fe) 1-866-534-0051
2554 Camino Entrada, Santa Fe, 87505 **505-827-0121**
An authorized external ordering source for secure vital records processed directly from the issuing government agency. Fees apply. **www.vitalchek.com**

NM Department of Health Facility Complaints 1-800-752-8649
P.O. Box 26110, Santa Fe, 87505 **www.nmhealth.org**
Investigates incidents, and concerns with long-term care facilities and hospitals.

NM Medical Board 1-800-945-5845
2055 S. Pacheco Building 400, Santa Fe, 87505 **www.nmmb.state.nm.us**
Investigates complaints regarding quality of care by a physician or physician assistant.

Driver's License and ID Cards:
NM Motor Vehicle Division (MVD) State Operated 1-888-683-4636
Drivers who are 79 years old or older must renew their licenses yearly, but they are not charged renewal fees.
Driver's License: $18.00 for 4 years; $34.00 for 8 years **www.mvd.newmexico.gov**
ID card (for persons without drivers' licenses): $10.00 for 4 years; $18.00 for 8 years

Office Hours for MVD Offices below are Monday – Friday 8:00 A.M. – 4:00 P.M.

Bernalillo 867-3311
829 S. Camino Del Pueblo, Bernalillo, 87004
Eagle Vista 764-6658
9651 Eagle Ranch Rd., 87114
Montgomery Plaza 875-0715
4575 San Mateo Blvd. NE, Ste. G 190, 87109
Rio Bravo 452-9240
3211 Coors SW, Ste., D-10 and D-11, 87121
Sandia Vista 292-4570
11500 Menaul Blvd., NE, Ste. F-1, 87112
Tijeras 281-3774
12 Camino Municipal Tijeras, 87059

NM Office of Guardianship.....505-841-4455
625 Silver Ave., SW, Ste. 100A, Albuquerque, NM 87102
Provides decision-making supports to New Mexicans with disabilities, by offering professional and treatment guardianship services and information on the availability and use of alternatives to guardianship.

www.nmddc.org/programs/office-of-guardianship

NM Public Regulation Commission (NMPRC) 1-888-427-5772
Consumer Relations Division
1120 Paseo De Peralta, Santa Fe, 87504
Investigates consumer inquiries and regulates the utilities and telecommunications in NM to ensure fair rates and services. **www.nmprc.state.nm.us**

U.S. Federal Government

U.S. Dept. of Health and Human Services (HHS) 1-800-368-1019

Office for Civil Rights **www.hhs.gov/civil-rights/index.html**
200 Independence Avenue, S.W., Room 509F HHH Bldg., Washington, D.C. 20201
Investigates complaints of discrimination against individuals because of their race, color, national origin, disability, age, sex, or religion in programs or activities that HHS directly operates or to which HHS provides federal financial assistance.

GRANDPARENTS RAISING GRANDCHILDREN

Advocacy Inc. 266-3166
6301 Fourth St. NW, Ste. 3, 87107 **www.nmadvocacy.org**
Guardianship, adoption, and special immigrant status application for minor children.

NM Guardianship Project of Advocacy, Inc.

Guardianship and adoption legal services, assistance in obtaining health, financial and food support; offered on a sliding fee scale, often at no cost.

Generations at West Mesa..... 833-0656
5710 Avalon Rd. NW, 87105 **www.generationsatwestmesa.com**
Offers affordable housing and other services for individuals 55 and older who are raising their grandchildren.

Grandfamilies State Law and Policy Resource Center ..... www.grandfamilies.org
Provides an up-to-date on-line listing of state laws, policies and legislation that affect grandfamilies.

Kinship Guardianship Legal Hotline Program 217-1660
Legal helpline with information, advice, and assistance for kinship guardianship cases and some direct legal representation.

Outcomes, Inc. 243-2551
1503 University Blvd., NE, 87102
Provides counseling services to children, adults, couples, and families. Offers monthly grandparent support groups with childcare and referrals to resources for grandparents raising grandchildren. **www.outcomesnm.org**

Pegasus Legal Services for Children 244-1101
505 Marquette Ave., NW, Suite 1350, 87102 **www.pegasuslaw.org**
Provides legal services to income eligible grandparents and other kinship caregivers taking care of children whose parents are unable or unwilling to provide them with proper care.

HEALTH CARE SERVICES

Behavioral Health / Counseling

Grief Center..... 323-0478
4125 Carlisle Blvd. NE, 87107
Provides support groups, workshops, and resources for all who grieve; children, teens, and adults. There is never a charge for services. **www.griefnm.org**

National Alliance on Mental Illness (NAMI) 260-0154

8015 Mountain Road, Pl., NE, Ste. 101, 87110
Support, education and advocacy for individuals and family members/caregivers dealing with behavioral health issues. **www.namialbuquerque.org**

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
2600 Marble NE, 87106

Geriatric – Psychiatric Unit..... 272-2994
Short-term hospital treatment for individuals' age 55 and older experiencing emotional disturbances.

Psychiatric Urgent Care Clinic - Emergency psychiatric services
Hours: Monday – Friday. 7:00 A.M. – 1:00 P.M 272-9038

Dental Care

NM Community Dental Services, Inc. 843-7493
2116 Hinkle St., SE, 87102 **www.nmcommunitydental.com**
Currently accepts Medicaid and most dental insurance. Sliding fee scale available.

NM Dental Association Foundation 298-7206
P.O. Box 16854, 87191 **www.nmdentalfoundation.org**
Provides free dental treatment to disable individuals or who are over the age of 60.

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.

Medical Care

Diabetes Management and Prevention Program (MAPP).....575-202-5065
Provides education and support to those with diabetes, prediabetes or at risk for diabetes.

Geriatric Education and Health Maintenance (GEHM) 764-6400
Provides health assessments and health education to individuals ages 55 and older. Services include: blood pressure, diabetes screening and self-management education, health assessments, nutrition counseling, health problems, medication management and more. Availability is Monday – Friday 9:00 A.M. – 1:00 P.M.
Call Senior Centers for clinic dates. **www.unmhealth.org**

NM Department of Health 222-8603
Diabetes Prevention and Control Program **www.diabetesnm.org**

810 W. San Mateo, Ste. 200-E, 87505
Provides medical information and community services to individuals with diabetes.

UNM Senior Health Center 272-4866
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 those age 70 and older.
www.unmhealth.org/services/senior-health.html

Multiple Service Health Care Agency

First Choice Community Healthcare Clinics **www.fcch.com**
Each center below provides primary health care for individuals with Medicare, Medicaid, other insurance plans and also those without insurance. Fees are based on income. Also assists with Medicaid applications, helps patients find insurance on the Marketplace, and enroll in special programs when they are eligible.
North Valley, South Broadway, and South Valley Centers also 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
South Broadway Medical Center 768-5450
1401 William St., SE, 87102
South Valley Medical/Dental Center 873-7400
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.

Prescription Assistance

Accessia Health. 1-800-366-7741
Assists with co-pays or premium payments. **www.accessiahealth.org**

City of Albuquerque Prescription Disposal
Medications may be disposed at any of six area command substations.
www.cabq.gov/police/programs/pharmaceuticals
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
Southwest Area Command 831-4705
6404 Los Volcanes Rd., NW, 87121

University Area Command **256-2050**
1009 Bradbury Dr. SE, 87106

Valley Area Command **761-8800**
5408 2nd St., NW, 87107

NM Aging and Long-Term Services Department **1-800-432-2080**
Prescription Drug Assistance - MEDBANK Program
P.O. Box 27118, 2550 Cerrillos Rd., Santa Fe, 87502
Assists NM residents that do not have prescription drug coverage or have used up their benefit. Eligibility criteria may apply. **www.nmaging.state.nm.us/adrc.asp**

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. (Print drug card and take to pharmacy) **www.newmexicodrugcard.com**

Patient Advocate Foundation Co-pay Relief.....**1-866-512-3861**
Provides direct financial support to insured patients, who financially and medically qualify to access pharmaceutical co-payment. **www.copays.org**

Patient Access Network for Medication **1-866-316-7263**
Provides underinsured patients with co-payment assistance. **www.panfoundation.org**

Rx Outreach.....**888-796-1234**
Provides mail order prescriptions at significant discounts. **www.rxoutreach.org**

Social Security Administration (SSA) **1-800-772-1213**
500 Lead Ave., SW, 87102 **(TTY) 1-800-325-0778**
Phone Hours: Monday – Friday, 8:00 A.M. to 7:00 P.M. **www.ssa.gov**

Treatment Referral Programs

AL-ANON **262-2177**
9004 Menaul Ave. NE, Ste. 12, 87112
Help for families and friends of problem drinkers. **www.aisnm.org**

Alcoholics Anonymous..... **266-1900**
1921 Alvarado NE, 87110
Alcoholism recovery group. **www.albuquerqueaa.org**

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

Narcotics Anonymous **1-800-798-6649**
Recovery drug addiction support group. **www.riograndena.org**

New Season Treatment Center **445-2400**
Provides opioid addiction outpatient treatment and recovery services.

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

NM Council on Problem Gaming 1-800-572-1142
Provides a hotline to individuals experiencing gambling-related problems. Confidential help is available *24/7/365 days per year. **www.nmcpg.org**

Overeaters Anonymous 891-2664
6075 Zenith Ct. NE, PO Box 44727, Rio Rancho, NM, 87174
Program for individuals with problems related to food. **www.oa.org**

Responsible Gaming Association of NM..... 1-888-696-2440
Information for problem gamblers. **www.rganm.org**

Vaccinations

Vaccine Registration
New Mexico Department of Health (NMDOH) **https://vaccinenm.org/registration.html**
Users who have questions or would like support with the registration process—including those who do not have internet access—**1-855-600-3453 and press 1 (o 3 para español)**. Seniors and those with disabilities can call **1-800-432-2080 or 764-6400** for support with registration and scheduling.

Vision Care

Eyecare America's Senior 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.aao.org/eyecare-america**

New Eyes..... 1-973-376-4903
549 Millburn Ave., Short Hills, NJ 07078
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**

HEALTH INSURANCE INFORMATION

Be Well NM 1-833-862-3935
7601 Jefferson St., NE, Ste. 160, 87109
New Mexico's official health insurance marketplace for online shopping and comparison of health insurance plans. **www.bewellnm.com**

Federal Health Insurance Marketplace 1-800-318-2596
465 Industrial Blvd, London, KY 40750-0001 **(TTY) 1-855-889-4325**
Provides information to obtain health insurance coverage. **www.healthcare.gov**

NM Health Insurance Exchange..... 314-5200
7601 Jefferson St., NE, Ste. 120, 87109 **www.bewellnm.com**
Insurance marketplace where individuals can compare health insurance plans.

HOMELESS RESOURCES

Albuquerque Heading Home..... 226-1700
P.O. Box 27636, 87125 **www.abqheadinghome.org**

Provides permanent, supportive housing solutions to individuals and their families who are medically vulnerable and experiencing chronic homelessness.

Albuquerque Healthcare for the Homeless
1220 1st 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.

Barrett Foundation.....246-9244 ext. 109
10300 Constitution Ave. NE, 87112
Emergency shelter for women and children experiencing homelessness. Provides resource referrals and supportive services. **www.barrettfoundation.org**

City of Albuquerque Homeless Helpline 768-4357
Assists those experiencing homelessness by connecting them to resources.
www.cabq.gov/family/services/homeless-services

City of Albuquerque Westside Emergency Housing Center..... 839-9193
7440 Jim McDowell NW, 87121
A safe environment for individuals and families experiencing homelessness.
www.cabq.gov/family/news/westside-emergency-housing-center

Good Shepherd Center..... 243-2527
218 Iron Ave. SW, 87103
Social Service advocacy and resources for homeless men and women. **www.gscnm.org**

Joy Junction 877-6967
4500 2nd St., SW, 87105 **www.joyjunction.org**
Social Service advocacy and resources for homeless men and women.

St. Martin's Hope Works 242-4399
1201 3rd St., NW, 87102 **www.hopeworksnm.org**
Providing support and hope to those who may be experiencing homelessness.

Saranam 299-6154
1028 Eubank N.E., Ste. F, 87112 **www.saranamabq.org**
Provides housing and basic needs (for up to 2 years) to families experiencing homelessness. Housing is located in a supportive/safe community providing social services, case management, domestic violence, addiction education, and educational assistance.

Steel Bridge Transformation Center..... 346-4673
2021 2nd St. NW, 87102 **www.mysteelbridge.org**
Social Service advocacy and resources for homeless men and women.

The Rock @ Noon Day Ministry..... 246-8001
2400 Second St. NW, 87102 **www.therockabq.com**

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

Provides many services such as day shelter, showers, laundry, counseling and luncheon program for the poor and homeless.

HOUSING – (For Foreclosure Assistance & Landlord/Tenant Issues, also see Legal Resources – page 27)

Housing Discrimination

U.S. Department of Housing and Urban Development (HUD)
1-800-669-9777 or (TTY) 1-817- 978-5595

801 Cherry Street, Unit #45, Ste. 2500, Fort Worth, Texas 76102 **www.hud.gov**
Investigates reports of discrimination in any housing related transaction such as rentals, home buying/selling, mortgage companies and homeowner associations.

Housing Opportunities

Albuquerque Apartments..... www.apartmentguide.com
Website providing affordable rental housing.

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

Bernalillo County Housing Department 314-0200
2400 Wellesley Dr. NE, Ste. 100, 87107 **www.bernco.myhousing.com**
Assists households with housing choice vouchers to a private landlord, housing for low income families, elderly and disabled individuals. Apply online.

City of Albuquerque Department of Senior Affairs (DSA)..... 764-6400
Information Line www.cabq.gov/seniors/senior-services/senior-information-line
Provides referrals to individuals for communities and subsidized/affordable housing.

Habitat for Humanity 265-0057
4900 Menaul Blvd., NE, 87110 **www.habitatabq.org**
Assists low-income first-time home-buyers in the process of achieving homeownership.

Hibernian House 489-7322
600 Coal Ave., SW, 87102 **www.monarchnm.com/properties/hibernian-house**
Offers subsidized rental units for low-income seniors.

Women's Housing Coalition 884-8856
3005 San Pedro, NE 87110 **www.womenshousingcoalition.org**
Assists low-income women with children who are motivated to become self-sufficient by providing affordable housing, training, and a variety of support needs.

Rental Assistance (Also See Community-Based Organizations – Pages 5-6)

Repair / Weatherization

Bernalillo County Housing Department 314-0200
2400 Wellesley Dr. NE, Ste. 100, 87107 **www.bernco.gov**
Assists low-income homeowners, with limited resources to make needed home repairs.

Bernalillo County Public Works 848-1524
2400 Broadway, SE, 87102 **www.bernco.gov/PIPE/**
Provides financial assistance to income qualifying individuals for connection to water and sewer (PIPE Program), or replacement of failing septic systems in areas where sewer is not available (TANK Program).

Central New Mexico Housing Corporation (Weatherization)..... 345-4949
703 Osuna Rd. NE, Ste. 2, 87113 **www.centralnmhousing.org**
Assists low-income families in making their homes energy efficient.

Silver Horizons New Mexico 884-3881
1913 Eubank Blvd. NE, 87112 **www.silverhelpingseniors.org**
Minor home repair assistance for Bernalillo County seniors (50 and older) that own their home and qualify due to financial need. Requests are considered on a case-by-case basis.

South Valley MainStreet Habitat for Humanity Home Repair Program
Assists senior's 55 and over who need minor home exterior repairs, aging in place modifications, and yard cleanup. Must meet Income guidelines and reside within stated boundaries. **www.habitatabq.org/south-valley-repair-program**

Southwest Neighborhood Housing Services of Albuquerque..... 243-5511
6301 4th St. NW, Ste. 5, 87107
Home rehabilitation loans for low income families in the Downtown, Sawmill and Wells Park neighborhoods. **www.nhsofalb.org**

Reverse Mortgage Assistance

U.S. Department of Housing and Urban Development (HUD)
Reverse Mortgage for Seniors 1-800-569-4287
500 Gold Ave. SW, 7th Floor, Ste. 7301, 87103 Albuquerque Field Office....**346-6463**
Provides assistance to individuals wishing to apply for a reverse mortgage.
www.hud.gov/topics/information_for_senior_citizens

IMMIGRANT & REFUGEE RESOURCES

Catholic Charities Center for Refugee Support..... 724-4670
2010 Bridge Ave., SW, 87105
Provides educational and career programs for refugee families that have resettled in Albuquerque. **www.ccasfnm.org/refugeesupport.html**

Catholic Charities of Albuquerque Immigration and Citizenship Legal Assistance (CICLA) 724-4670
2010 Bridge Ave., SW, 87105 **www.ccasfnm.org/immigration.html**
Provides very low-cost immigration legal services for family-based immigration matters, consular processing, DACA applicants and naturalization.

City of Albuquerque Office of Immigrant & Refugee Affairs 768-3040
The mission is to improve the lives of all immigrants and resettled refugees who are living in Albuquerque by evaluating and assuring City services are inclusive of immigrants, refugees, and English-language learners. .....
www.cabq.gov/office-of-equity-inclusion/immigrant-refugee-affairs

Lutheran Family Services 933-7032
230 Truman St. NE, 87108 **www.lfsrm.org/programs-and-services/refugees**
Aids resettled refugees to work towards self-sufficiency through essential resettlement services, including: housing, employment, English language, and cultural orientation.

NM Department of Health Refugee Health Program..... 841-8928
7525 Zuni SE, 87108 **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.

NM Immigrant Law Center 247-1023
Provides free and low-cost immigration information and legal assistance to low income families. The agency helps immigrants keep their families together, gain protection from persecution and domestic violence, attain permanent residency and work authorization and become U.S. citizens. **www.nmilc.org**

IN-HOME SUPPORT SERVICES

InnovAge Greater New Mexico PACE Program..... 924-2650
904 Las Lomas Rd., NE 87102
Program of all-Inclusive care for the elderly (PACE). Provides 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. **www.myinnovage.com**

NM Aging and Long-Term Services Department 1-800-432-2080
2550 Cerrillos Rd., Santa Fe, 87502
Care Transition Program — Assists residents in transitioning from long-term care facilities back home. **www.nmaging.state.nm.us/care-transition.aspx**

In-Home and Community-Based Supports (Community Benefit Program)

The Community Benefit Program provides long-term services and supports to members who need assistance to live at home or in a community setting rather than in a long-term care facility. The program offers many services, from personal care assistance with daily activities such as bathing and dressing to employment supports and modifications to make your home safer and more accessible. The services available to you are based on your individual needs.

If you need long-term services, but do not currently qualify for full-coverage Medicaid, you may still be able to get an allocation for the Community Benefit program. There is currently a registry for this program, and slots are available based on need.
1-800-432-2080 **www.nmaging.state.nm.us**

INTERCULTURAL AND MULTICULTURAL ENGAGEMENT

City of Albuquerque Office of Equity and Inclusion 768-3491
1 Civic Plaza, NW, 4th Floor, Ste. 4072, 87102 **www.cabq.gov/office-of-equity-inclusion**
Addresses racial disparities and achieves equity across all populations and indicators.

City of Albuquerque Office of African American Affairs
Connects the City's resources to Black communities and influences policies to amplify the diverse Black voices within the city of Albuquerque.
www.cabq.gov/office-of-equity-inclusion/african-american-affairs

NM Asian Family Center 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**

LEGAL RESOURCES

Legal Resources for the Elderly Program (LREP) ..... 1-800-876-6657 or 797-6005
Free statewide legal helpline for NM residents' ages 55 and older. No income qualifications.
Staff attorneys answer questions in most areas of civil law. **www.nmbar.org/public/LREP**

NM Legal Aid ..... 1-833-545-4357 or 243-7871
505 Marquette Ave. SW, Ste. 7, 87102 Monday – Thursday, 10:00 A.M. to 3:00 P.M.
Provides free legal services to low-income NM residents with civil matters, access to public benefits, consumer rights, identity theft, employment, family law, domestic violence, foreclosure, and landlord/tenant issues. On-line application available.
www.newmexicolegalaid.org

Senior Citizens' Law Office (SCLO) 265-2300
1240 Pennsylvania St. NE, 87110 **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.

Southwest Women's Law Center 244-0502
128 Quincy NE, 87108 **www.swwomenslaw.org/**
A nonprofit and advocacy law center that focuses on advancing opportunities for women and girls in New Mexico by eliminating gender bias and discrimination.

State Bar of NM General Referral Program (SBGR) ..... 1-800-876-6227 or 797-6066
Thirty-minute legal consultation; $35.00 referral fee. No age or income qualifications.
www.nmbar.org/Nmstatebar/For_Public/Lawyer_Referral.aspx

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

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

MEDICAID INFORMATION- (Also see Public Benefits p. 32)

MEDICARE INFORMATION

Acentra Health 1-888-315-0636
5700 Lombardo Center Dr., Ste. 100, Seven Hills, OH 44131
Provides immediate advocacy with filing a Medicare discharge appeal or Medicare quality of care complaint. **www.acentraqio.com**

Health Insight New Mexico 998-9898
5801 Osuna Road NE, Ste. 200, 87109 **www.healthinsight.org/newmexico**
Medicare Quality Improvement Organization (QIO) investigates concerns from Medicare patients about early discharge and quality of medical care received under Medicare.

Medicare Information 1-800-633-4227
P.O. Box 1270, Lawrence, KS 66044 **www.medicare.gov**
Provides information on enrollment, replacement cards, and plan choices, billing questions, medical records and change of address.

A Medicare Advantage Plan is another way to get your Medicare Part A and Part B coverage. Medicare Advantage Plans, sometimes called "Part C" are offered by Medicare-approved private companies that must follow rules set by Medicare. If you join a Medicare Advantage Plan, you'll still have Medicare but you'll get most of your Part A and Part B coverage from your Medicare Advantage Plan, not Original Medicare. These "bundled" plans include Medicare Part A (Hospital Insurance) and Medicare Part B (Medical Insurance), and usually Medicare drug coverage (Part D).

NM Aging and Long-Term Services Department 1-800-432-2080
P.O. Box 27118, 2550 Cerrillos Rd., Santa Fe, 87502

- **Senior Medicare Patrol (SMP)** **www.nmaging.state.nm.us/scams.aspx**
  Helps Medicare and Medicaid recipients to avoid, detect, and prevent healthcare fraud.
- **State Health Insurance Assistance Program (SHIP)**
  Assists with all health insurance questions, including Medicare and Medicaid.

NM Human Services Department Income Support Division (ISD)
Customer Service Center..... 1-800-283-4465
Local Office Hours: Monday – Friday 8:00 A.M. – 4:30 P.M. **www.hsd.state.nm.us**
(See addresses/phone #'s on page 33) **Apply online: www.yes.state.nm.us**

Social Security Administration (SSA) 1-800-772-1213
500 Lead Ave. SW, Ste. 100, 87102 **(TTY) 1-800-325-0778**
Hours: Monday – Friday, 9:00 A.M. to 4:00 P.M. **www.ssa.gov**
Social Security enrolls you in Original Medicare (Part A and Part B).

- **Medicare Part A (hospital insurance) –** pays for inpatient care in a hospital or limited time at a skilled nursing facility (following a hospital stay). Part A also pays for some home health care and hospice care.
- **Medicare Part B (medical insurance) –** pays for services from doctors and other health care providers, outpatient care, home health care, durable medical equipment, and some preventive services.

NATIVE AMERICAN RESOURCES

Albuquerque Indian Health Center 248-4000

801 Vassar Drive NE, 87106

Promotes a variety of programs to pursue the IHS Mission to raise the physical, mental, social, and spiritual health of American Indians and Alaska Natives. **www.ihs.gov**

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

Our aim is to improve resource and service delivery by deepening providers understanding of Native American values, perspectives, history, policies, and the unique relationship Tribes have with the federal government.

www.cabq.gov/office-of-equity-inclusion/native-american-affairs

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 assists with marketplace insurance to include Medicaid and public benefit applications.

Behavioral Health 262-2481
Medical Care..... 248-2990

Five Sandoval Indian Pueblos, Inc..... 867-3351

4321 Fulcrum Way NE, Ste. B, Rio Rancho, 87144
Provides services to Native American adults age 55 and older. **www.fsipinc.org**

NM Aging and Long-Term Services Department
Indian Area Agency on Aging (IAAA) 316-5292

The IAAA supports Indian elders' unique cultural and traditional needs and promotes services that improve their quality of life. **www.nmaging.state.nm.us/aaa.aspx**

National Indian Council on Aging (NICOA) 292-2001

8500 Menaul Blvd. NE, Ste. B-470, 87112 **www.tribalfootprints.org**

An on-line resource directory that assists elders and their families and caregivers in finding aging services: caregiver services, resources, food services, health service providers, housing, in-home, long-term care support services, elder centers and transportation.

Native American Disability Law Center, Inc. 1-800-862-7271

905 W. Apache St., Farmington, NM 87401 **www.nativedisabilitylaw.org**

Provides free legal assistance to Native Americans with disabilities.

Navajo Area Agency on Aging **928-871-6868**
P.O. Box 1390 Window Rock, AZ 86515 **www.naaa.navajo-nsn.gov**
Ensures Elders living on the Navajo Nation receive all available benefits and serves to which they are entitled.

Navajo Housing Authority **928-871-2600**
P.O. Box 3150 Window Rock, AZ 86515 **www.navajohousingauthority.org**
Enrolled Navajo Nation tribal members can apply for rental assistance.

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 income qualified individuals.

Bernalillo County Animal Care Services **468-7387**
3001 2nd St. SW, 87105
Assists in reuniting people with their lost pets, as well as licensing and permitting of animals and animal establishments in Bernalillo County.

Spay Neuter Assistance Program (SNAP)..... **314-0280**
Offers assistance for pet owners to help with the cost of spay or neuter services.
www.bernco.gov/animal-care

Best Friends Pet Cremation **345-5615**
1001 Menaul Blvd. NE, 87107
Pet cremation and cemetery. **www.bestfriendspetcremation.com**

City of Albuquerque – Animal Welfare Department.....**311 or 768-1975**
8920 Lomas Blvd. NE, 87112 – Eastside Location
Low cost/free spay and neuter for cats and dogs for income qualified individuals, animal noise, licenses, adoptions, rescue group lists, and pet education. Proof of residency, income, and current driver's license/I.D. required.
www.cabq.gov/pets/shelters-rescue-groups/animal-shelters-services

NM Animal Friends **881-7297**
P.O. Box 40189, 87196
Adoptions, rescue for homeless dogs and cats, spay/neuter services, temporary foster care available until permanent home is found. **www.nmaf.org**

Street Cat Hub..... **247-9357**
1616 Eubank Blvd. NE, Ste. A, 87112 **www.streetcathub.org**
Information about sterilizing the free-roaming cats in your neighborhood.

PHYSICAL FITNESS & SENIOR WELLNESS PROGRAMS

City of Albuquerque Department of Senior Affairs – (DSA) Senior Sports and Fitness
www.cabq.gov/seniors/50-sports-fitness

- **DSA Albuquerque 50+ Senior Games:** Competitions in 22 sports for 50+ senior athletes each spring throughout Albuquerque/Bernalillo county. Awards given to top finishers within age groups. Year-round practices, leagues, and workshops available.
- **DSA Adapted Aquatics:** Classes consist of a series of range-of -motion exercises in warm water. Registration required.
- **DSA Outdoor Recreation Program:** Enjoy day trips into the natural beauty of New Mexico with our popular hiking and walking programs. Registration required.
- **DSA Senior Exercise Program:** Low impact aerobics, flex & tone, and gentle exercise classes at multiple centers within the department of senior affairs. Other classes offered are Yoga, Zumba, Pilates, Tai Chi, dance classes and many more fun classes.
- **DSA Weight Training/Fitness Facilities:** State-of-the art exercise equipment available to assist seniors to improve strength and conditioning.
- **DSA Winter Sports Program:** Enjoy day trips snowshoeing, downhill skiing or cross-country skiing on New Mexico snow-covered mountains. Registration required.

City of Albuquerque Department of Senior Affairs – Fitness Centers

- **Barelas Senior Center Fitness Room 764-6436**
  714 7th St. SW, 87102
- **Highland Senior Center Fitness Room 767-5210**
  131 Monroe NE, 87108
- **Los Volcanes 50+ Sports & Fitness Center 767-5990**
  6500 Los Volcanes Rd., NW, Ste. B, 87121
- **Manzano Mesa Sports & Fitness Center 275-8731**
  501 Elizabeth St., SE, 87123
- **North Domingo Baca Sports & Fitness Center 764-6496**
  7521 Carmel Ave. NE, 87113
- **North Valley Senior Center Fitness Room 761-4025**
  3825 4th St. NW, 87107
- **Palo Duro 50+ Sports & Fitness Center 880-2800**
  3351 Monroe St. NE, 87110

Other Wellness Programs

Blue 60 Plus 816-4454
A no-cost program offered by Blue Cross and Blue Shield of New Mexico for seniors 60 and older. **www.bcbsnm.com/company-info/community-involvement/blue-60plus**

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

New Heart 881-8195
601 Lomas Blvd., NE, 87102 **www.newheartnm.com**
Cardiac and pulmonary rehab that offers Medical Gym Membership. An all-inclusive gym

offering cardio, weights, fitness classes, group training, yoga, nutrition classes, and more.

Presbyterian Community Health Wellness Referral Center..... 850-0176
Offers programs designed to help adults gain the confidence and skills to better manage or prevent chronic health conditions. Includes self-management for (general) chronic disease, chronic pain, diabetes, and Cancer: Thriving & Surviving Programs.
www.pathstohealthnm.org

Presbyterian Healthcare Services Healthplex..... 823-8350
6301 Forest Hills Dr. NE, 87109 **www.phs.org**
A senior-focused wellness and rehab facility. Staff expertly trained in disease management. Registration and monthly fees apply.

Senior Connection 823-8352
Provides a variety of educational and physical activity programs, community resources, and social opportunities for seniors.

Silver Sneakers..... 1-866-584-7389
Gym memberships, exercise classes, health workshops, and screenings provided by some Medicare plans. Adults 65+. **www.silversneakers.com**

PROPERTY TAX INFORMATION

Bernalillo County Assessor's Office 222-3700
415 Silver SW, 87102.....**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. The property owner must have had a Modified Gross Income In 2023 of $41,900 or less, and be either: 65 years-of-age or over; or disabled.
- **Veteran Tax Exemption –** Up to a $4,000 reduction in the taxable value of real property for any veteran or unmarried surviving spouse who served a minimum of 90 consecutive duty days (other than training), and who was honorably discharged and a legal resident of New Mexico.
- **Disabled Veteran Tax Exemption** – Grants a 100% property tax waiver on the veteran's primary residence to any veteran who has been determined to have 100% total and permanent service-connected disability by the U.S. Department of Veterans Affairs, and who Is a legal resident of New Mexico.

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**
Apply online: www.yes.state.nm.us

ISD ASSISTANCE PROGRAMS:

- **Burial Assistance – NMAC 8.106.502** – Minimal assistance for Medicaid Recipients. **www.hsd.state.nm.us/lookingforinformation/income-support-division-1/**
- **Medicaid (institutional and non-institutional) –** Medical Assistance for income eligible.
- **Medicare Savings Programs –** QMB (Qualified Medicare Beneficiaries), SLIMB (Specified Low Income Medicare Beneficiaries), and Qualifying Individuals (QI).
- **SNAP (formerly food stamps) –** Food assistance for income-eligible applicants.

LIHEAP PROGRAM 1-800-283-4465

Assists income eligible individuals and families with their heating and cooling costs.

Social Security Administration (SSA) 1-800-772-1213

500 Lead Ave. SW, Ste. 100, 87102 **(TTY) 1-800-325-0778**

Hours: Monday – Friday 9:00 A.M. to 4:00 P.M. **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.

Special Lump Sum Death Payment – Deceased's family members may be able to receive a one-time payment if they meet certain requirements.

www.ssa.gov/forms/ssa-8.html

REFERRAL SERVICES

AARP New Mexico..... 1-866-389-5636

4400 Masthead St. NE, Ste. 120, 87109 **www.aarp.org**

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

AARP Foundation's Benefits QuickLINK

A free and private way to find out if one is eligible for programs that pay for food, increase income and cover home and healthcare costs. Quick results, application forms and phone numbers to the nearest public benefit offices.

Administration for Community Living.....202-401-4634

Provides links to government and non-government sites for information relevant to seniors and people with disabilities. **www.acl.gov**

Benefits Checkup..... 1-800-794-6559

Provides benefit program information available to seniors with limited income and resources. **www.benefitscheckup.org**

City of Albuquerque Department of Senior Affairs
Information & Assistance Line..... 764-6400

Provides community resource information to City of Albuquerque and Bernalillo County residents. **www.cabq.gov/seniors/senior-services/senior-information-line**

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

2550 Cerrillos Rd., Santa Fe, 87505 **www.nmaging.state.nm.us/adrc.aspx**
Assists elders and persons with disabilities with access to services and resources. Assistance in NM Centennial Care Waiver, prescriptions (MEDBank), Senior Medicare Patrol (SMP) and State Health Insurance Assistance Program (SHIP).

U.S. Administration on Aging Eldercare Locator 1-800-677-1116
Connects individuals and their caregivers with local resources. **https://eldercare.acl.gov**

SENIOR & MULTIGENERATIONAL CENTER LOCATIONS

City of Albuquerque/Bernalillo County Department of Senior Affairs

For specific Senior and Multigenerational center current, ongoing schedule of events and classes you can visit with center staff or view each center's monthly newsletter online by visiting the center location page located at: **www.cabq.gov/seniors.**

(See Meal Sites pages 36–37 for a listing of City of Albuquerque Senior Meal Sites.)

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 Department of Senior Affairs provides services to Bernalillo County's youth as young as age 5 at North Domingo Baca, Manzano Mesa, and Santa Barbara Martineztown Multigenerational Centers. In addition to the traditional adult programming and services offered at the six Senior Centers, the two Multigenerational Centers provide an array of intergenerational programming including various recreation programs.

Conway Wood Northwest Multigenerational Center 767-6580
10751 Cibola Loop, 87114

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

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

Santa Barbara Martineztown Multigenerational Center 767-5671
1825 Edith Blvd. NE, 87102

Neighboring Communities

Bernalillo County Office of Senior and Social Services 314-0425
2400 Broadway SE, Bldg. N, 87102

Provides health and quality of life initiatives for Bernalillo County residents to improve well-being, health, and family & community development. **www.osss@bernco.gov**
See meal sites on page 37–38 for county locations.

Non-Metro Area Agency on Aging 1-866-699-4927
644 Don Gaspar Ave., Santa Fe, 87505
Provides funding to senior programs in every NM County except Bernalillo. Services may include meals, transportation, and other services. **www.nonmetroaaa.com**

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

Torrance County – Estancia 384-2296
305 Highland Ave., Estancia, 87016
Torrance County – Moriarty 832-4425
120 Roosevelt Ave., Moriarty, 87035
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
801 Rotary Park Rd., Bernalillo, 87004
Broadmoor Senior Center 891-5018
3241 Broadmoor Blvd., Rio Rancho, 87144
Corrales Senior Center 897-3818
4324-A Corrales Rd., 87048
Cuba Senior Center 575-289-3510
16 A Cordova St., Cuba, 87013
Jemez Valley Community Senior Center 575-834-7630
8154 Hwy 4, Jemez Pueblo, 87024
Placitas Senior Center 867-1396
41 Camino de la Huertas, 87043
Rio Rancho Meadowlark Senior Center 891-5018
4330 Meadowlark Ln. SE, Rio Rancho, 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

Bosque Farms Community Center **869-5133**
950 North Bosque Loop, Bosque Farms, 87068
Del Rio Senior Center **864-7500**
351 Rio Communities Blvd., Belen, 87002
Fred Luna Multigenerational Center **839-3853**
315 Don Pasqual Rd., Los Lunas, 87031
Meadow Lake Senior Center **865-8824**
100 Cuerro Lane, Los Lunas, 87031

SENIOR MEALS

Home Delivered Meals

Meals on Wheels New Mexico ..... **808-6325 (MEAL)**
5901 Harper Dr. NE, 87109 ..... **www.mow-nm.org**
Home delivered meals for elderly, recuperating, and disabled individuals who are homebound. Special diets available, no age restrictions.

City of Albuquerque Dept. of Senior Affairs

Home Delivered Meals Initial Requests **764-6400**
www.cabq.gov/seniors/senior-services/senior-meals

Senior Affairs offers home delivered meal service to homebound seniors age 60 and older who have physical, emotional, or other limitations that do not allow them to leave their homes on their own.

Contributions requested. No one will be denied services if they choose not to contribute.

Meal Sites

Senior and Multigenerational Center Meal Sites

City of Albuquerque Department of Senior Affairs Senior and Multigenerational Center Meal Sites Senior Affairs offers low-cost breakfast and free/donation based senior lunch service to adults age 60+ or low-cost lunch to adults 50+ at senior and multigenerational centers Monday-Friday between 11:30 am–1:00 pm. Call your center for more information or to reserve your lunch 24-hours in advance.

All City of Albuquerque Senior and Multigenerational centers offer free/donation-based lunch to adults age 60+ ($2.00 donation appreciated). Older adults ages 50–59, lunch is offered at a reduced rate of $5.00.Our multigenerational centers are Manzano Mesa, North Domingo Baca, and Santa Barbara Martineztown.

www.cabq.gov/seniors/senior-services/senior-meals

Barelas Senior Center **764-6436**
714 7th St., SW, 87102 (M–F: 8am–5pm)

Bear Canyon Senior Center **767-5959**
4645 Pitt St., NE, 87111 (M–W: 8am–5pm, TH: 8am–9pm, FRI: 8am-5pm, SAT: 9am–3pm)

Highland Senior Center **767-5210**
131 Monroe St., NE, 87108 (M–T, TH–F: 8am–5pm, W: 8am–7pm, SAT: 10am–4pm)

Los Volcanes Senior Center **767-5999**
6500 Los Volcanes Rd. NW, 87107 (M–W: 8am–5pm, TH: 8am–7pm, FRI: 8am-5pm, SAT: 9am–1pm)

Manzano Mesa Multigenerational Center **275-8731**
501 Elizabeth St., SE, 87123 (M–W: 8am–9pm, SAT: 9am–3pm)

North Domingo Baca Multigenerational Center **764-6475**
7521 Carmel Ave., NE, 87113 (M–F: 8am–9pm, SAT: 9am–3pm)

North Valley Senior Center **761-4025**
3825 4th St., NW, 87107 (M–W: 8am–5pm, TH: 8am–7pm, SUN: 12:30–5pm)

Palo Duro Senior Center **888-8102**
5221 Palo Duro Ave., NE, 87110 (M–T, TH–F: 8am–5pm, SAT: 9am–1pm)

Santa Barbara Martineztown Multigenerational Center **767-5671**
1825 Edith Blvd. NE, 87102 (M–F: 8am–5pm)

Additional City of Albuquerque and Bernalillo County senior meal sites that serve free/donation-based lunch to those 60 and older include:

Cesar Chavez Community Center **256-2680**
7505 Kathryn Ave., SE, 87108

Encino Terrace **247-4185**
609 Encino Pl., NE, 87102

Los Duranes Community Center **767-5900**
2920 Leopoldo Rd., NW, 87104

Paradise Hills **314-0246**
6001 Paradise Blvd., NW, 87114

Raymond G. Sanchez Senior Center **314-0082**
9800 4th St., NW, 87114

Rio Bravo Senior Center **314-0049**
3910 Isleta Blvd., SW, 87105

South Valley Multi-Purpose Senior Center **468-7341**
2008 Larrazolo Rd., SW, 87105

Taylor Ranch Community Center **768-6006**
4900 Kachina St., NW, 87120

Tijeras Senior Center **269-7518**
#10 Tijeras Ave., Tijeras, 87059

Westgate Community Center **768-4750**
10001 De Vargas Rd. SW 87121

Whispering Pines Senior Center **281-8003**
#6 Lark Rd., Tijeras, 87059

Additional senior meal sites are generally open Monday – Friday, 8:30am – 2:30pm, and provide activities as well as a senior lunch program.

Menus and calendars of activities are available at each meal site. Reservations are required one day prior by 12pm. Lunch is offered for residents at the following locations:

Lunch is offered for residents at the following locations:

Cesar Chavez Community Center, 7505 Kathryn Ave., SE, 87108 ..... **256-2680**
Embudo Towers, 8010 Constitution Ave., NE, 87110 ..... **764-3995**
Encino Garden, 412 Alvarado Dr., SE, 87108 ..... **266-7736**
Encino Terrace, 609 Encino Pl., NE, 87102 ..... **247-4185**

Meals are offered free to adults 60 and older, however donations for meals are accepted and appreciated. Call each site for more information regarding hours of operation.

SUPPORT GROUPS & SERVICES

Albuquerque Fibromyalgia Support Group ..... abqfibrogroup@gmail.com

A local support group dedicated to providing awareness and support for those affected by Fibromyalgia. **www.abqfibro.com**

Be My Eyes ..... www.bemyeyes.com

A free app that connects blind and low-vision people with sighted volunteers and company representatives for visual assistance through a live video call.

Bright Focus Foundation ..... brightfocus.org

On-line resources on Alzheimer's, macular degeneration and glaucoma.

Centro Savila 312-7296

3 Locations: 1317 Isleta Blvd., SW, 87105 | 7401 Copper Ave. NE, 87108 (Inside La Mesa Presbyterian Church) | 217 San Pablo St., SE, 87108 **www.centrosavila.org**

Provides low-cost, high quality, outpatient clinical therapy services In English and Spanish for Individuals, couples, and families experiencing depression, anxiety, trauma or other stressors.

CONNECT2AFFECT www.connect2affect.org

Tools and information to help evaluate isolation risk, reach out to others who may be feeling lonely and disengaged, and find practical ways to reconnect to community.

Mesothelioma Center 1-800-615-2270

1 S. Orange Ave., Ste. 301, Orlando, FL 32801 **www.asbestos.com/mesothelioma**
Offers resources and services for those suffering from mesothelioma.

ORCA – Older Rainbow Community of Albuquerque 463-0926

P.O. Box 20421, 87154
Offers a support group to LGBT elders. **www.orcaabq.org**

Parkinson & Movement Disorder Alliance ..... 1-800-219-5065 or 1-800-256-0966

2030 West Baseline Rd. #182-6207, Phoenix, AZ 85041 **www.pmdalliance.org**
Provides direct care services including support groups and an information hot-line to

individuals living with Parkinson's, families and care partners.

The American Lung Association 1-800-586-4872
The Association facilitates support communities for people facing lung disease and their caregivers. **www.lung.org**

VisionAware ..... www.visionaware.org
Informational website providing information about living with vision loss, support groups, eye conditions and services available.

Visions Support Group (20/20 Club) 275-9952
10704 Paseo del Norte NE, 87122 (Inside Sandia Presbyterian Church)
Support group focusing on vision loss, particularly macular degeneration, but open to anyone with vision loss, their family members, and caregivers.

Wings for Life International 226-4359
2015 Wyoming Blvd. NE, Ste. J, 87112
Empowerment program that provides life-skills, education, training, and support for children and family members of prisoners (returning citizens) and at-risk youth.

TAX PREPARATION INFORMATION

AARP New Mexico 1-866-389-5636
4400 Masthead St. NE, Ste. 120, 87109
www.aarp.org or www.aarp.org/findtaxhelp

IRS Volunteer Income Tax Assistance (VITA) 1-800-906-9887
1930 Juan Tabo Blvd., NE, Ste. J **https://irs.treasury.gov/freetaxprep/**
Offers free basic information on tax return preparation to qualified individuals. To locate the nearest VITA or TCE site near you, use the VITA Locator Tool.

NM Taxation and Revenue 841-6200
10500 Copper Ave. NE, Ste. C, 87123
Taxation & Revenue has computers available in their office lobbies for all individuals wishing to electronically self-file their income tax returns during regular business hours. The TRD e-file website address is: **https://tap.state.nm.us**
www.tax.newmexico.gov

Tax Help NM/United Way of Central New Mexico (By Appointment Only) 247-3671
2340 Alamo Ave., SE, Ste. 110, 87106
Free state and federal tax preparation to families who make $65,000 per year or less, or those 65 or older. **https://uwcnm.org/how-we-help/tax-help-new-mexico**

Taxpayer Advocate Service 837-5505
Provides free assistance to taxpayers in resolving problems with the IRS.
www.irs.gov/advocate

TRANSPORTATION

Catholic Charities 724-4670
2010 Bridge Blvd., SW, 87105 **www.ccasfnm.org**
Provides no cost limited transportation (60 and older). Registration required.

City of Albuquerque Department of Senior Affairs 764-6464
Transportation Division www.cabq.gov/seniors/senior-services/transportation

Curb to curb transportation for individuals age 60 and older; wheelchair accessible. Rides scheduled on first-come, first-served basis. Non-medical errands are reserved three (3) days In advance and Medical appointments are reserved seven (7) days In advance.

**Contributions requested. No one will be denied services if they choose not to contribute.*

City of Albuquerque – Transit Department 243-7433

100 1st St. SW, 87102 **www.cabq.gov/transit**

ABQ Ride has officially adopted a zero fares program and no longer charges to ride.

ABQ Mini-Ride/Sun Van

For certified mobility impaired persons living within Albuquerque and most of Bernalillo County. $2.00 one way; wheelchair accessible.

For applications call 724-3100
For reservations call 243-7433

NM Rail Runner 1-866-795-7245

809 Copper Ave. NW, 87102 **www.riometro.org**

Freedom Pass – All active duty military, veterans, and anyone with a federally issued veteran or military photo ID can ride the NM Rail Runner & Rio Metro buses for free.
Reduced Fares – Available to seniors age 60 and older and allows access to most buses for free with a valid printed or mobile NM Rail Runner Express ticket. Seniors ride free on Wednesdays.

NM VIC Community Support Shuttle 569-3530

Runs Monday through Friday, 7:00 A.M. – 3:00 P.M. Call for scheduled routes.

VETERANS RESOURCES

Albuquerque Veterans Center 346-6562

2001 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.

City of Albuquerque Mayor's Veterans Resource Center..... 768-3382

1100 Louisiana Blvd. SE, 87108 **www.cabq.gov/veterans-resource-center**

Provides local resources to veterans and offers information on the issues that matter to veterans, military service members and their families.

Disabled American Veterans (DAV) Regional Office 346-4864

500 Gold Ave., SW, RM. 3116, 87102 **www.dav.org**

Aids veterans and their families in obtaining benefits earned through military service.

Goodwill Veterans Services .....1-866-376-0182 or 881-6401
www.goodwillnm.org

Homeless Veterans Reintegration Program – Focuses on placing homeless veterans into long-term employment, as well as providing case management services.

Supportive Services for Veterans' Families – Helps stabilize housing for very low-income veterans and their families who are homeless or at risk of homelessness.

Veteran Family Services – Provides employment, job training, and comprehensive case management to veterans and their family members.

NM Dental Foundation Women Veterans Smile Program .....298-7206 ext. 203

Provides free dental care to low-income women veterans.

www.nmdentalassociationfoundation.org

NM Department of Veterans Services.....505-490-7532
4801 Indian School Road, NE, Bldg. 2, Ste. 2

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.

TRICARE for LIFE .....1-866-773-0404 or (TTY) 1-866-363-2883

P.O. Box 7890, Madison, WI 53707-7890
Healthcare plan for uniformed service members and their families. **www.tricare4u.com**

US Veterans Affairs Regional Office – Albuquerque 346-3780

1501 Gold Ave., SW, 87102 **www.benefits.va.gov/albuquerque**
Provides resources on eligibility for benefits available to veterans and dependents.

- **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/apply.php

- **Burial Benefits and Arrangements 1-800-535-1117**

  Loved ones may request a burial in a VA National Cemetery.

  www.benefits.va.gov/compensation/claims-special-burial.asp

- **Santa Fe National Cemetery 1-505-988-6400**

  501 North Guadalupe St., Santa Fe, 87501

- **VA Caregiver Support 1-855-260-3274**

  Provides training, educational resources, and assistance in accessing services and benefits. **www.caregiver.va.gov**

- **Crisis Line (24/7)* ..... 1-800-273-8255 Option 1 or (TTY) 1-800-799-488**
  Text message 838255

  Connects veterans in crisis with qualified caring responders on a confidential hotline.

- **Health Care System.....1-800-465-8262 or 265-1711**

  1501 San Pedro SE, 87108 **www.albuquerque.va.gov**
  Provides health care, prescriptions and case management to veterans.

- **Paralyzed Veterans of America (PVA).....265-1711 ext. 2849**
  Assists veterans with service-connected injuries.
- **Social Services.....265-1711 ext. 3302**
  Provides advocacy, supportive services and case management to veterans.
- **Supportive Housing (HUD-VASH)..... 265-1711**
  Provides rental assistance for homeless veterans.
- **Transportation for Medical Center .....265-1711 ext. 5438**
  Free, volunteer-operated transportation for veterans. Reservations required.
- **Visual Impairment Services Team (VIST).....265-1711 ext. 2774**
  Provides comprehensive and thorough blind rehabilitation services, training, equipment, and case management to visually impaired veterans.

Veterans Integration Centers (VIC) 265-0512
13032 Central Ave., SE, 87123 **www.nmvic.org**
Provides case management to address needs of homeless and at-risk veterans.

Vet Connect..... 1-800-672-7006
Resources and referrals available to veterans. **www.vetconnectonline.org**

VOLUNTEER OPPORTUNITIES

City of Albuquerque Department of Senior Affairs
Volunteers play a critical role in achieving the City of Albuquerque's Department of Senior Affairs mission. Whether you're a younger resident interested in lending a hand, a group that wants to give back, or a senior hoping to get more involved in the community. Senior Affairs has a volunteer opportunity for you!
VOLUNTEERS of any age can help. Sign up today.

- Visit cabq.gov/seniors/senior-volunteer for volunteer opportunities.
- Email **servewithseniors@cabq.gov** or call **505-764-1009** for more information.
- Volunteers age 55 and over may choose an AmeriCorps Seniors program.

www.cabq.gov/seniors/volunteer-opportunities

NM Aging and Disability Resource Center..... 1-800-432-2080
2550 Cerrillos Rd., Santa Fe, 87502 **www.nmaging.state.nm.us/adrc.aspx**
Volunteers are trained to provide accurate information in the areas of Medicare insurance, benefits and fraud to assist consumers in evaluating their needs. Email nm.adrc@state.nm.us today for more information on becoming a benefits counseling volunteer.

VOLUNTEER TODAY **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 **(505) 764-1009**.

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

One Albuquerque Volunteers 768-3052

One Albuquerque Volunteers is the largest volunteer resource in the city. No matter your interest, the city's new volunteer platform makes it easier than ever to make a difference.

www.oneabqvolunteers.com

VOTING INFORMATION

Bernalillo County Clerk's Office Bureau of Elections 243-VOTE (8683)

415 Silver Ave. SW, 87102 **www.bernco.gov/clerk**

Provides information on voter registrations, voting locations, current and upcoming elections. Language assistance available in Spanish, Navajo, Keres, and Tiwa.

A Special Note

We recommend that consumers discuss services requested and associated costs directly with providers of services.

DISCLAIMER: The City of Albuquerque/Bernalillo County Department of Senior Affairs does not recommend or vouch for any individual, agency or advertiser offering free or fee-based services. The City of Albuquerque does not inspect or investigate service providers and is not responsible for any illegal acts or deficiencies by any of the service providers listed with the Department of Senior Affairs.

The City of Albuquerque is not responsible for unsatisfactory services. It is the sole responsibility of the requestor of services to determine the suitability of the service provider. The consumer agrees to hold harmless the City and its officials, employees, contractors, agents or servants, from and against any and all claims, actions, suits or proceedings of any kind brought against the City for any matter arising out of its request for services from the Department of Senior Affairs.

ONE ALBUQUERQUE senior affairs

Volunteer Programs

VOLUNTEERS IN ACTION

V I A

Volunteers In Action (VIA) is an all-ages volunteer program that supports the Department of Senior Affairs and seniors in our community.

You may serve at a one-time special event or on an ongoing basis. Corporate groups and families are encouraged! Opportunities exist across senior & multigenerational centers, sports & fitness centers, social services, nutrition & transportation divisions. Anyone 14+ may participate.



AmeriCorps Seniors

F G P

Help kids learn and guide students to higher academic achievement. The Foster Grandparent Program (FGP) connects role models like you with schools and programs to serve young people with exceptional needs. Volunteers serve an average of 20 hours a week and receive meals while serving. Stipend and mileage available to those that qualify.

S C P

Help a senior live independently. Serve as a friend and provide assistance to seniors who have difficulty with daily living tasks or who are lonely. The Senior Companion Program (SCP) aims to keep seniors living in their own homes and to provide respite to family caregivers through home visits. Volunteers serve an average of 10 hours a week. Stipend and mileage available to those that qualify.

R S V P

Find a service opportunity that fits you! Volunteers choose to serve across senior centers, city programs, or other partnering nonprofit organizations. With RSVP you can use the skills and talents you've learned over the years, or develop new ones. Share your interests and availability with RSVP and find a meaningful way to contribute. Mileage reimbursement available.

CONTACT US

www.cabq.gov/seniors

(505) 764-1009

714 7th St SW
Albuquerque, NM 87102

NOTES

CITY OF ALBUQUERQUE
Department of Senior Affairs
714 7th Street SW
Albuquerque, NM 87102

BlueCross BlueShield
of New Mexico

Coverage for
All of Life's Moments

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