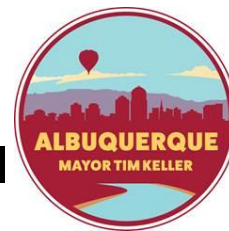


# City of Albuquerque

## Department of Senior Affairs Advisory Council

714 Seventh Street SW  
Albuquerque, NM 87102



Anna M. Sanchez, Director

DSA Advisory Council Meeting  
Zoom Meeting  
April 19, 2021

### Minutes

- I. Meeting Called to Order by Chair Evan Thompson – 12:03 pm
  - a. Present: Evan Thompson, Louis Carlentine, Lucy Lopez, Steve Borbas, Allison Weber, Jennifer Roth, Bobbi Carmona-Young, Onastine Jaramillo, and Havens Levitt
  - b. Absent: Dubra Karnes Padilla
- II. Approval of Minutes
  - a. Evan motioned for approval of February minutes, Lou seconds. February minutes approved.
- III. Approval of the Agenda
  - a. Evan motions for approval of March agenda, Lou seconds. March agenda approved.
- IV. Public Participation
  - a. No public present during this virtual meeting.
- V. Welcome new council member – Havens Levitt
  - a. Evan welcomed Havens as the newest member of the advisory council. Havens is a welcomed addition to the committee as she brings with her many years' experience of advocacy in the LGBT elder community. Havens stated that she is happy to be here to hear what people need and help to fill any holes in services working with seniors.
- VI. Welcome to DSA – Deb and Triston
  - a. Agnes introduced Debra Montano as the Program Manager for Social Services. Debb came to DSA from the Family and Community Services Department and before that she spent a number of years working with kids and older adults at Manzano Day School. Debb joined the City 12 years ago and is excited to see where this journey takes her.
  - b. Agnes introduced Triston Lovato-Armstrong as the new Program Supervisor for the Senior Companion Program. Triston is a native New Mexican and graduated from UNM. She worked as a public relations officer for FGP previously, then moved to Family and Community Services. Ultimately, she missed working with seniors and is excited to be in the role. She is looking forward to recruiting new volunteers and getting them into a safe, in-person environment.
- VII. Case Management Overview – Bernadette Garcia-Sanchez
  - a. Bernadette reported that the Case Management (CM) team has over 1,000 clients on their case load. They have teamed up with Home Services staff to gather safety

equipment and PPE in preparation for conducting in home visits with their clients. She reported that there are normally six Case Managers and they are working to fill one vacancy. Also, CM has made approximately 1,500 outreach calls to folks to get them registered to receive the COVID-19 vaccine.

- b. Bernadette went over the case management assessment process for the council. Information and Referral Specialists take calls from the public and identify the needs of the caller. Once CM receives the referral, there is a 3-day turnaround time to get a CM assigned to the client. A complete assessment of all services is done. The CM will then conduct a 2-week follow-up, a 3-month follow-up, and then will reassess with the client in 6 months for ongoing services.

Havens asked where the best place is for a senior who just recently lost their partner to call and they aren't sure where to go from here? Bernadette responded that the information and assistance line is the best place to start, they have a tremendous amount of community resources and can point them in the right direction. She also mentioned that the Quick Guide to Senior Services is a great reference tool for folks to access. Jenifer will send all council members a digital copy for reference.

Onastine asked who she could call to advocate for Silver Alert situations to make them equal with Amber Alert notifications? Agnes offered to reach out to Onastine separately, and provide some insight.

## VIII. Administrative Reports

### a. Recreation Division- Nikki Peone

- a. Nikki reported that her team has served the most meals per day recently at close to 1,800 out of the five grab and go lunch sites. They are having to work center activities around the lunch operation. She reported that there were 150 reservations made in week 1 and 250 reservations made in week 2. It has been exciting to engage with the public again and they are taking all safety measures to ensure folks are social distancing, wearing masks, completing their wellness checks, and the most vital is sanitizing between each reservation.

- b. Nikki reported that the Multigenerational Centers are still only functioning within the youth parameters, and that could change with the announcement of schools reopening.

Evan asked how has it been navigating the opening of centers for small activities and what are you learning from the public? Nikki responded that they have received great feedback and they are constantly evaluating what's working and how they could make it better. Right now, the biggest challenge has been staffing around lunch service.

### b. Nutrition/Transportation Division- Tim Martinez

- a. Tim reported that CASA Kitchen is fluctuating between 1,600 -1,800 meals per day. His team continues to brainstorm their recovery plan and anticipate what hurdles and speed bumps they might encounter as things start to progress.

Steve asked if they are driving folks who have had their shots? Anna responded that one of the departments major priorities is working with the Department of Health to get folks registered to receive the vaccine. Since we are a public facility, we will not require that they have their vaccine

before we offer them services or allow them in the facilities. DSA will continue to require masks and follow all safety protocols.

- c. Social Services Division- Agnes Vallejos
  - a. Agnes reported that the Americorp Senior programs have been working to get their grant applications submitted. She also announced a new Assistant Maintenance Supervisor Eddie Cisneros started and it could not have come soon enough as they will be transitioning to in-home visits and services beginning April 1<sup>st</sup>. Staff is excited to see how to prioritize and get back into homes.
- d. Associate Director – Deb Brinkley
  - a. Deb reported that she has been working with the Emergency Operations Center (EOC) on getting folks registered with the DOH to get them scheduled at vaccination sites.
- e. Director – Anna Sanchez
  - a. Anna welcomed Commissioner Barboa to the meeting and thanked her for appointing Havens, she will be a great addition to the council and is looking forward to the experience Havens brings with her.
  - b. Anna reported that it has officially been a year since the department closed its doors on March 17, 2020. At that time, nutrition services ramped up quickly and the department navigated which services still needed to be a priority. Now, as they move forward with the recovery plan, they will be leaning on the committee to help make decisions as they begin expanding services once again.
  - c. Anna announced that the department will be posting the Deputy Director position in the next few weeks as well as the Strategic Planning Manager. Jenifer will send those postings if you can think of anyone who might be interested. She also announced that the department is losing its Marketing Specialist and is exciting for new energy to join the team. If you know of anyone, please let them know to apply.
  - d. Anna reported that the City is applying for the Bloomberg grant and the department will be conducting interviews with seniors to evaluate some of the technology barriers that older adults face. The pandemic shed light on just how important access to technology is for all ages and this grant could help bridge that gap.
  - e. Lastly, Anna reported that she is working on a year in COVID report which will help us look back and assess what the department has done in the year since the pandemic hit, what's going to be the new normal, and how it can move forward to recover.

#### IX. Council Member Reports

- a. Havens reported that she is leaving her position at SAGE, but wanted to shed some light on what they are working on to help out seniors who are isolated. They are also working on bridging the technology gap by providing seniors with cell phones. The program is called Friendly Voice and they can be reached at [info@sage.org](mailto:info@sage.org) for more information.
- b. Jennifer would like to commend the I&A line for being a lifeline for her in providing resources she needed for her mother. They kept her calm and were knowledgeable.

- c. Steve asked if the department was involved at all with court cases that seniors sometimes face. Anna responded that as a department we refer them to the Senior Citizens Law Office. Agnes further stated that they can also contact Aging and Long-Term Services which also has adult protective services that can help with legal resources.
- X. Advisory Council Business
  - a. Anna discussed the subcommittees and asked the council members to choose a couple of committees they find interesting or would like to help out with. Next meeting, we will finalize these committees so we can move forward with some of the activities involved with these groups.
- XI. Old/New Business
  - a. None at this time.
- XII. Announcements: Upcoming Events, Etc.
  - a. None at this time.
- XIII. Adjournment – Evan calls for motion to adjourn, Steve seconds. Meeting was adjourned at 1:13 pm.