

**ONE**  
**ALBUQUE** senior affairs  
**ROQUE**

**2020-2021**



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

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

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



October 2020

Welcome to the 2020/2021 edition of the City of Albuquerque's Department of Senior Affairs Quick Guide!

Obviously, this is no ordinary year. When the COVID-19 pandemic began, departments across the City acted quickly to support seniors: standing up meal pickup sites and expanding home delivery, organizing outreach to nursing homes and home-bound seniors, dropping off care packages, and expanding rent assistance programs to keep people in their homes. Between mid-March and mid-September 2020, we've served more than 350,000 meals to seniors.

We hope this annual Senior Affairs compilation of the most recent information for organizations that focus on supporting older adults is one more resource to help seniors through a challenging time. Here you will find valuable community resources that meet your needs no matter where you are on the aging spectrum or how much support you need.

In addition to information on Senior Affairs programs and services, you will find information on other City programs and departments, not-for-profit organizations and other government agencies, including county, state and federal.

Like all of us, organizations listed in this guide have been affected by the public health emergency. Some may be temporarily closed, have altered hours or processes for helping people. Please call ahead before visiting any location in person and be prepared to follow COVID-safe practices.

As always, you are encouraged to reach out to our Senior Information Line any time you have a question or need additional support at (505) 764-6400 or [seniorinformation@cabq.gov](mailto:seniorinformation@cabq.gov). Our knowledgeable information specialists are available Monday through Friday, between 8:15 a.m. and 4:30 p.m. to connect you to resources.

We hope that you find this information helpful. Please share it with your family, friends and neighbors!



**Timothy M. Keller, Mayor**



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

# CITY OF ALBUQUERQUE



senior affairs

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

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## **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 the Retired & Senior Volunteer Program office **(505) 767-5225**.



senior affairs

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# Services and Opportunities

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## SENIOR INFORMATION & ASSISTANCE PROGRAM

# (505) 764-6400

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

### Connecting you to senior services and to other community resources.

The Information and Assistance Program provides information, referrals, and assistance on senior concerns/ issues.

#### RECREATION

- Recreation and Learning
- 7 Sports and Fitness Locations
- 6 Senior Centers
- 2 Multigenerational Centers
- 50+Activities

#### VOLUNTEER PROGRAMS

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

#### SENIOR SOCIAL SERVICES

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

#### TRANSPORTATION/NUTRITION

- Home Delivered Meals
- Meal Sites
- Transportation

The information in the Quick Guide to Senior Services is correct, to the best of our knowledge, as of October, 2020. Inclusion of a service does not imply endorsement, nor does exclusion reflect on the quality of service. Due to the public health emergency, we encourage you to call ahead before visiting any location in person.

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.

*Due to the public health emergency, some organizations may be temporarily closed, have altered hours or have altered processes for helping people. Please call ahead before going in person to any location.*

## EMERGENCY PHONE NUMBERS

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

**Adult Protective Services:** [www.nmaging.state.nm.us/Adult\\_ProtectiveServices.aspx](http://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](http://www.cyfd.org)

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

1650 University Blvd., NE, 87102

[www.nmpoisoncenter.unm.edu](http://www.nmpoisoncenter.unm.edu)

Experts assess and make treatment recommendations during possible poisonings.

## Utility Emergencies - Electricity, Gas, and Water

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

4201 Edith Blvd., NE, 87107

[www.pnm.com/report-an-outage](http://www.pnm.com/report-an-outage)

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

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

1625 Rio Bravo SW, Ste., 27, 87105

[www.nmgco.com](http://www.nmgco.com)

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

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

1 Civic Plaza NW, Room 5027, 87102

[www.abcwua.org](http://www.abcwua.org)

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

## 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](http://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.

**4** *Due to the public health emergency, some organizations may be temporarily closed, have altered hours or have altered processes for helping people. Please call ahead before going in person to any location.* **\*24/7 = 24 hours per day, 7 days per week**

- **Skills for Dementia Caregiving (aka Savvy Caregiver)** - Free multi-session program for family caregivers presented by the Alzheimer's Association, NM Chapter. Assists caregivers with practical techniques for interacting with loved ones with dementia or Alzheimer's disease, and for understanding and managing their behavior. It also imparts tools for long-term planning and for reducing stresses common to dementia or Alzheimer's caregivers.

**City of Albuquerque Department of Senior Affairs (DSA)**

**Senior Information and Assistance Line ..... 764-6400**

**[www.cabq.gov/seniors/senior-services/senior-information-line](http://www.cabq.gov/seniors/senior-services/senior-information-line)**

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

**Silver Alert..... [www.cabq.gov/seniors/senior-services/silver-alert](http://www.cabq.gov/seniors/senior-services/silver-alert)**

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

**Hilarity for Charity - Apply on-line**

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](http://www.helpforalzheimersfamilies.com/grant-application)**

**NM Department of Health ..... 841-5523**

**Pre-Admission Screening and Resident Review (PASRR)**

5301 Central Ave., NE, Ste. 1100, 87108 **[www.nmhealth.org/about/ddsd/pgsv/pasrr](http://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.

**National Institute on Aging ..... 1-800-222-2225**

Alzheimer's disease education and referral center. **[www.nia.nih.gov/alzheimers](http://www.nia.nih.gov/alzheimers)**

**CANCER RESOURCES**

**American Cancer Society ..... 1-800-227-2345 or 260-2105**

8500 Menaul Blvd. NE Ste. A-500, 87112 **[www.cancer.org](http://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](http://www.cancercare.org)**

**Cancer Resources**

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

**People Living through Cancer** ..... 242-3263  
 3411 Candelaria NE, Ste. M, 87107  
 Support program for individuals living through cancer. **www.pltc.org**

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

**City of Albuquerque Department of Senior Affairs  
 Care Coordination Program** ..... 764-6400  
 714 7th St. SW, 87102  
 • **Respite Care** - Offers In-home care for frail elders whose caregivers need temporary relief. **www.cabq.gov/seniors/senior-services/care-coordination**

**EnCasa Caregivers** ..... 510-3295  
 Connects families and caregivers with highly-qualified caregivers to get the trusted care they need. **www.encasacare.com**

**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 National Family Caregiver Association..... 1-202-454-3970**  
Supports and empowers caregivers caring for a chronically ill, aged, or disabled loved one.  
[www.caregiveraction.org](http://www.caregiveraction.org)

**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>

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## **COMMUNITY-BASED ORGANIZATIONS**

**(Services may be based on availability)**

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**Adelante - Benefits Connection..... 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: Medicaid, LIHEAP, SNAP, SSI, Medicare Savings Programs (MSP), and Medicare Part D Low Income Subsidy (LIS).  
[www.goadelante.org](http://www.goadelante.org)

**Catholic Charities..... 724-4670**  
2010 Bridge Blvd., SW, 87105  
[www.ccasfnm.org](http://www.ccasfnm.org)  
Provides rental assistance to income-qualified families as funds are available.

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**City of Albuquerque Department of Family and Community Services**  
**All Center Hours Monday - Friday 8:00 A.M. - 5:00 P.M..... 768-2860**  
All locations provide emergency food, utility, and rental assistance. Specific assistance items may need an appointment; call centers for further information.

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

**East Central Health and Social Service Center ..... 767-5700**  
7525 Zuni Rd., SE, 87108  
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 Candelaria Rd., NW, 87107  
Serves the residents of the Northeast Heights, Northwest Valley, and the North Westside areas of Albuquerque.

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**Community-Based Organizations**

<b>Heat New Mexico Fund (Gas only)</b> .....	<b>872-1171</b>
411 Broadway Blvd., SE, 87102 <a href="http://www.nmgco.com/en/HEAT_For_Help">www.nmgco.com/en/HEAT_For_Help</a>	
Helps income-qualified NM residents to pay their heating bills.	
<b>Help New Mexico, Inc.</b> .....	<b>265-3717</b>
5101 Copper Ave., NE, 87108 <a href="http://www.helpnm.com">www.helpnm.com</a>	
Provides assistance for eviction, and disconnection notices for utilities and water.	
<b>Low Income Telephone Assistance Program (LITAP)</b> .....	<b>1-855-954-6546</b>
555 Lake Border Drive, Apopka, FL 32703 <b>FAX - 1-866-810-7530</b>	
Provides a discount on telephone service to Medicaid and LIHEAP recipients.	
<a href="http://www.centurylink.com/aboutus/community/community-development/lifeline.html">www.centurylink.com/aboutus/community/community-development/lifeline.html</a>	
<b>PNM Good Neighbor Fund (Electric Only)</b> .....	<b>967-8045</b>
600 Coors Blvd NW, 87121	
Assists income-qualified NM residents with paying part or all of a past-due PNM bill.	
Must call for an appointment. <a href="http://www.pnm.com/good-neighbor-fund">www.pnm.com/good-neighbor-fund</a>	
<b>St. Martin's Hope Works</b> .....	<b>242-4399</b>
1201 3rd St., NW, 87102 <a href="http://www.hopeworksnm.org">www.hopeworksnm.org</a>	
Providing support and hope to those who may be experiencing homelessness.	
<b>St. Vincent de Paul Clearinghouse</b> .....	<b>346-1500 Ext. 4</b>
4120 Menaul Blvd., NE, 87110	
Provides assistance with utility disconnect notices, rental evictions and food.	
<b>Safe Link Wireless</b> .....	<b>1-800-723-3546</b>
<b>NM Association of Community Partners</b>	<a href="http://www.safelinkwireless.com">www.safelinkwireless.com</a>
3200 Carlisle Blvd., Ste. 101, NE, 87110	
Free cell phone to recipients of public benefits and HUD Housing Assistance.	
<b>Salvation Army Family Services</b> .....	<b>872-1171</b>
411 Broadway Blvd., SW, 87102 <a href="http://www.salvationarmyalbuquerque.org">www.salvationarmyalbuquerque.org</a>	
Provides food boxes, bus passes, clothing, rental, water and utility assistance.	
<b>Silver Horizons</b> .....	<b>884-3881</b>
3540 Pan American Fwy., NE, Ste. B, 87107	
Provides propane, firewood, internet, land line phones, food pantry and utility assistance (including water) for low income seniors (50 and older) who live in Bernalillo County. Help may also be available for veterinarian bills. <a href="http://www.silverhorizons.org">www.silverhorizons.org</a>	
<b>Storehouse New Mexico</b> .....	<b>842-6491</b>
106 Broadway Blvd., SE, 87102 <a href="http://www.thestorehouseabq.org">www.thestorehouseabq.org</a>	
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.	
<b>United Way of Central NM</b> .....	<b>211 or 245-1735</b>
2340 Alamo Ave. SE, 2nd Floor, 87106 <a href="http://www.uwcnm.org">www.uwcnm.org</a>	
Connects individuals and families to organizations that can best address their needs.	

## CORONAVIRUS (COVID-19) INFORMATION

**City of Albuquerque** ..... [www.cabq.gov](http://www.cabq.gov)

Provides updates on City events, offices, programs, and services that are impacted. Material throughout the web-site is available in multiple languages.

**City of Albuquerque Department of Senior Affairs**.....764-6400

Provides information on community resources available throughout Bernalillo County.

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

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

Hotline for residents with health-related questions. Call if you are experiencing a fever, cough or shortness of breath, have been in-direct contact with a person that tested positive or displayed symptoms, were in a congregate setting, or have general questions about preventing the spread of COVID-19.

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

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

**Direct web-site for resources available to the public for all things COVID-19**

[www.cv.nmhealth.org](http://www.cv.nmhealth.org)

**NM State Assistance Web-site**..... [www.newmexico.gov/i-need-assistance](http://www.newmexico.gov/i-need-assistance)

Information for individuals experiencing financial hardship due to Covid 19.

## CRISIS & DOMESTIC VIOLENCE RESOURCES

**Agora Crisis Center** ..... 277-3013

[www.agoracares.org](http://www.agoracares.org)

Helpline providing on-line emotional support (chat), information and referrals.

**City of Albuquerque Family Advocacy Center** ..... 243-2333

625 Silver SW, Ste. 200, 87102

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.

[www.cabq.gov/albuquerque-family-advocacy-center](http://www.cabq.gov/albuquerque-family-advocacy-center)

**Domestic Violence Crisis Hotline and S.A.F.E. House**..... 247-4219

P.O. Box 25363, 87125

[www.safehousenm.org](http://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](http://www.dvrcnm.org)

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

**Enlace Comunitario** ..... 246-8972

2425 Alamo Ave., SE, 87106

Services for Spanish-speaking victims of domestic violence.

[www.enlacenm.org](http://www.enlacenm.org)

<b>NM Coalition Against Domestic Violence</b> .....	<b>246-9240</b>
2340 Alamo Avenue SE, Ste. 120, 87106	
Offers referrals to domestic violence victims.	<a href="http://www.nmcadv.org">www.nmcadv.org</a>
<b>NM Crime Victims Reparation Commission</b> .....	<b>841-9432</b>
Provides temporary assistance to victims of violent crimes.	<a href="http://www.cvvc.state.nm.us">www.cvvc.state.nm.us</a>
<b>NM Crisis &amp; Access Line (24/7)*</b> .....	<b>1-855-NMCRISIS (662-7474)</b>
Crisis line available 24 hours a day.	<a href="http://www.nmcrisisline.com">www.nmcrisisline.com</a>
<b>National Domestic Violence Hotline</b> .....	<b>1-800-799-7233</b>
Highly trained advocates are available 24/7/365 for confidential calls with anyone experiencing domestic violence or seeking resources.	
	<a href="http://www.thehotline.org">www.thehotline.org</a>
<b>National Prevention Lifeline (24/7)*</b> .....	<b>1-800-273-8255</b>
Provides free, confidential support to individuals in suicidal crisis or emotional distress.	
	<a href="http://www.suicidepreventionlifeline.org">www.suicidepreventionlifeline.org</a>
<b>Rape Crisis Center of Central NM (24/7)*</b> .....	<b>266-7711</b>
9741 Candelaria NE, Albuquerque, 87112	
	<a href="http://www.rapecrisiscnm.org">www.rapecrisiscnm.org</a>
Provides crisis intervention, advocacy, and counseling for survivors of sexual assault.	
<b>The Friendship Line</b> .....	<b>(800) 971-0016</b>
National 24-hour support for lonely, isolated, depressed, frail and/or suicidal seniors.	

## DAY SERVICES

### Adult Day Services (Licensed)

Safe and pleasant places for frail elders age 60 and older and adults with disabilities age 18 and older to stay during the day. Prevents institutionalization, provides respite for caregivers and provides social and recreational activities, snacks, lunch, and limited transportation to and from site. Area Agency on Aging has limited resources available to support adult day services for individuals age 60 and older.

<b>Cornucopia</b> .....	<b>877-1310</b>
2002 Bridge Blvd., SW, 87105	
	<a href="http://www.cornucopia-ads.org">www.cornucopia-ads.org</a>
<b>Share Your Care</b> .....	<b>298-1700</b>
	<a href="http://www.shareyourcare.org">www.shareyourcare.org</a>
<b>Barelas</b> .....	<b>764-6445</b>
714 7th St., SW, 87102	
<b>Bear Canyon</b> .....	<b>291-6219</b>
4645 Pitt St., NE, 87111	
<b>Los Volcanes</b> .....	<b>836-8797</b>
6500 Los Volcanes Rd., NW, 87121	
<b>North Valley</b> .....	<b>761-4001</b>
3825 4th St., NW, 87107	
<b>Ponderosa</b> .....	<b>881-8982</b>
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](http://www.myinnovage.com)

**DISABILITY RESOURCES**

**ARCA ..... 332-6700**  
 11300 Lomas NE, 87112 [www.arcaopeningdoors.org](http://www.arcaopeningdoors.org)  
 Residential support systems for individuals experiencing disabling conditions.

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

**Adelante (Back in Use)..... 341-7171**  
 Provides used durable medical equipment to those in need. [www.backinuse.com](http://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](http://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](http://www.ada.gov)

**Brain Injury Alliance of New Mexico ..... 292-7414**  
 5101 Indian School Road NE, 87110 [www.braininjurynm.org](http://www.braininjurynm.org)  
 Resources for survivors of a brain injury, their families and providers.

**City of Albuquerque Department of Senior Affairs ..... 764-6400**  
**Home Retrofit Program**  
 Wheelchair ramps, grab bars, safety rails, and bathroom safety equipment for residents of Bernalillo County. Income guidelines and age restrictions may apply.  
[www.cabq.gov/seniors/senior-services/home-services](http://www.cabq.gov/seniors/senior-services/home-services)

**City of Albuquerque Solid Waste Assisted Pick up .....311 or 761-8100**  
 4600 Edith Blvd., NE, 87107 [www.cabq.gov/solidwaste/trash-collection](http://www.cabq.gov/solidwaste/trash-collection)  
 Assistance for individuals who are unable to place trash at curb side for collection.

- Community Outreach Program for the Deaf (COPD) ..... 255-7636**  
 3908 Carlisle Blvd., NE, 87107  
 Provides advocacy, vocational, rehab and interpreting services. [www.copdnm.org](http://www.copdnm.org)
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- Disability Rights New Mexico (DRNM) ..... 1-800-432-4682 or 256-3100**  
 3916 Juan Tabo Blvd., NE, 87111 [www.drnm.org](http://www.drnm.org)  
 Provides information and advocates for individuals with disabilities on their legal rights.
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- Goodwill - Brain Injury Case Management Program ..... 881-6401**  
 A short-term program designed to help individuals with brain injuries obtain services.  
[www.goodwillnm.org/brain-injury-case-management.html](http://www.goodwillnm.org/brain-injury-case-management.html)
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- 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 22 under NM Motor Vehicle Division (MVD) State Operated for locations, addresses and phone numbers.*
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- HELP-New Mexico, Inc. .... 766-4936**  
**New Mexico Special Needs Housing Initiative** [www.helpnm.com](http://www.helpnm.com)  
 5101 Copper Ave. NE, 87108  
 Provides housing assistance to homeless, mentally or physically disabled individuals.
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- Independent Living Resource Center (ILRC)..... 1-800-260-5022**  
 4665 Indian School Rd., NE, Ste. 100, 87110  
 Provides advocacy, independent living skills training, as well as information and referrals regarding housing, benefits, transportation, education and employment.
- 
- Information Center for New Mexicans with Disabilities..... 1-800-272-8549**  
 2300 Menaul Blvd. NE, 87107  
 Provides resources to individuals with disabilities and their families regarding life choices, training, direct services, and technical assistance. [www.cdd.unm.edu](http://www.cdd.unm.edu)
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- LifeROOTS ..... 255-5501**  
 1111 Menaul Blvd NE, 87107 [www.liferootsnm.org](http://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.
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- NM Brain Injury Resource Center ..... 332-6700**  
 11300 Lomas Blvd. NE, 87112  
 One-stop shop for information and referrals related to brain injury diagnosis'.  
[www.arcaopeningdoors.org/services/new-mexico-brain-injury-resource-center](http://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](http://www.cfb.state.nm.us)  
 Provides instruction training in Braille, personal and home management skills.
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<b>NM Commission for the Deaf and Hard of Hearing</b> .....	<b>1-800-489-8536</b>
505 Marquette Ave., NW, Ste. 1550, 87102	<b>Voice and TTY</b>
Provides resources for those who are hard of hearing or deaf.	<b><a href="http://www.cdhh.state.nm.us">www.cdhh.state.nm.us</a></b>
<b>NM Department of Health</b> .....	<b>505-476-8913</b>
<b>Developmental Disabilities Supports Division</b>	<b><a href="http://www.nmhealth.org">www.nmhealth.org</a></b>
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.	
<b>NM Developmental Disabilities Planning Council</b> .....	<b>841-4519</b>
625 Silver Ave., SW, Ste. 100, 87102	<b><a href="http://www.nmddpc.com">www.nmddpc.com</a></b>
Promotes advocacy, capacity building, and systemic change to improve the quality of life for individuals with developmental disabilities and their families.	
<b>NM Office of Guardianship</b> .....	<b>841-4549</b>
Provides adult guardianship legal services for adult's with limited capacity to make or communicate decisions on the adult's behalf.	
<b>NM Division of Vocational Rehabilitation (DVR)</b> .....	<b>843-1900</b>
501 Mountain Rd. NE, 87102	<b><a href="http://www.dvr.state.nm.us">www.dvr.state.nm.us</a></b>
Assists eligible individuals with documented disabilities find suitable employment.	
<b>NM Governor's Commission on Disability</b> .....	<b>1-877-696-1470 or 476-0412</b>
491 Old Santa Fe Trail, Santa Fe, 87501	<b><a href="http://www.gcd.state.nm.us">www.gcd.state.nm.us</a></b>
Offers Residential Accessibility Modification Program (RAMP). Home modifications may include ramp for entry, replacing a tub with a roll in shower, and installation of grab bars.	
<b>NM Brain Injury Advisory Council</b> .....	<b>1-505-476-7328</b>
Promotes prevention and increased awareness for brain injuries.	<b><a href="http://www.nmbiac.com">www.nmbiac.com</a></b>
<b>NM Technology Assistance Program (NMTAP)</b> .....	<b>841-4464</b>
625 Silver Ave. SW Ste. 100-B, 87102	<b><a href="http://www.tap.gcd.state.nm.us">www.tap.gcd.state.nm.us</a></b>
Offers free services to New Mexicans with disabilities to access assistive technology.	
<b>Relay New Mexico</b> .....	<b>1-800-659-1779 or (TTY) 1-800-659-8331</b>
Provides telecommunications relay services for individuals who are deaf, hard of hearing, deaf-blind or have difficulty speaking.	<b><a href="http://www.hamiltonrelay.com">www.hamiltonrelay.com</a></b>
<b>Supportive Housing Coalition of New Mexico</b> .....	<b>255-3643</b>
625 Silver Ave., SW, 87102	<b><a href="http://www.shcnm.org">www.shcnm.org</a></b>
Permanent supportive housing for people with physical and mental health disabilities.	
<b>Therapeutic Living Services, Inc.</b> .....	<b>268-5295</b>
5601 Domingo Rd., NE, 87108	<b><a href="http://www.tls-nm.org">www.tls-nm.org</a></b>
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](http://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](http://www.cnm.edu)  
 Offers occupational and trade classes, and customized workforce training.

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

\$10 application fee and government issued I.D. required. .... 224-4282  
[www.cnm.edu/programs-of-study/programs-a-z/adult-basic-education](http://www.cnm.edu/programs-of-study/programs-a-z/adult-basic-education)

**City of Albuquerque Department of Senior Affairs (DSA)**..... 764-6400  
 Offers a variety of classes including computer, language, literature/writing, art, dance, drama, and more for individuals age 50 and older. Call individual senior centers for details.  
[www.cabq.gov/seniors](http://www.cabq.gov/seniors)

*See Meal Sites - pages 41 - 42 for listing of Meal Site telephone numbers.*

**City of Albuquerque Public Libraries** ..... 768-5141  
**Main Library:** 501 Copper Ave NW, 87102 [www.abqlibrary.org](http://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.

**Covia Well Connected**..... 1-877-797-7299  
 Offers free virtual programs such as group conversations, classes, support groups, lectures and much more. Participants can talk, play games, learn a language, share a gratitude, get support, but more importantly connect and stay engaged.  
[www.covia.org](http://www.covia.org)

### **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](http://www.aarpdriversafety.org)
- **American Automobile Association (AAA)** ..... 291-6611  
 10501 Montgomery Blvd., NE, 87111 [www.seniordriving.aaa.com](http://www.seniordriving.aaa.com)  
 Classes available on-line.

**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](http://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.oasisnet.org](http://www.oasisnet.org)

**Osher Lifelong Learning Institute (OLLI)** ..... 277-6179  
 1634 University Blvd. NE, 87102 [www.ce.unm.edu/enrichment/osher](http://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](http://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](http://www.ce.unm.edu)  
 Continuing education courses may provide a 10% discount for individuals over 65.

**EMPLOYMENT/UNEMPLOYMENT BENEFITS**

**Equal Employment Opportunity Commission** ..... 248-5201  
 505 Marquette NW, Ste. 900 - 9th Floor, 87102  
 Enforces federal laws that make it illegal to discriminate against an applicant or an employee due to a person’s race, color, religion, sex (including pregnancy and sexual orientation), national origin, age (40 or older), or disability. [www.eeoc.gov](http://www.eeoc.gov)

**HELP-New Mexico, Inc.** ..... 766-4936  
 5101 Copper Ave. NE, 87108 [www.helpnm.com](http://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 [www.jobs.state.nm.us](http://www.jobs.state.nm.us)  
 Provides information on unemployment benefits, resumé assistance, training, etc.

**Title V Senior Employment Programs**

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

- **Goodwill Industries Senior Community Service Employment Program**  
 5000 San Mateo Blvd., NE, 87109..... 881-6401  
[www.goodwill.org/scsep](http://www.goodwill.org/scsep)
- **NM Aging and Long-Term Services Department 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](http://www.nmaging.state.nm.us/Employment_Programs.aspx)
- **National Indian Council on Aging** ..... 292-2001  
 8500 Menaul Blvd., NE, 87112  
 Applicants do not need to be American Indian or Alaska Native (AI/AN) to participate in NICOA program. [www.nicoa.org](http://www.nicoa.org)

**FOOD ASSISTANCE**

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

Employment/Unemployment Benefits

Food Assistance

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

- Albuquerque Bar Association**..... 243-2615  
 Lawyer referral service; \$50 for 30 minutes. [www.abqbar.org](http://www.abqbar.org)
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- Better Business Bureau of Southwest**..... 346-0110  
 7007 Jefferson St. NE, Ste. A, 87109 [www.bbbsw.org](http://www.bbbsw.org)  
 Provides free business and charity reviews and business complaint resolution services.
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- City of Albuquerque Office of the Inspector General** ..... 768-3150  
 400 Marquette NW, 87103  
 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](http://www.cabq.gov/inspectorgeneral)
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- Federal Trade Commission**..... [www.ftc.gov](http://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](http://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](http://www.identitytheft.gov)
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- ID Theft Resolutions LTD** ..... [idtheftresolutions.org](http://idtheftresolutions.org)  
 Free assistance for victims of ID theft. Offers a low-cost family ID Theft prevention check-up.
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- 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](http://www.nmbar.org/public/LREP)
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- NM Attorney General's Office** ..... **1-844-255-9210 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.
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- NM Legal Aid** ..... **1-833-545-4357 or 243-7871**  
 301 Gold Ave., SW, 87102 **www.newmexicolegalaid.org**  
 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.
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- 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**
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- 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.
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- NM Regulation and Licensing Dept. (Securities Division)** ..... **505-476-4500 (Option 5)**  
**www.rld.state.nm.us/securities-division**  
 2550 Cerrillos Rd. 3rd Floor, Santa Fe, 87505  
 Investigates financial fraud and assists consumers in making financial decisions.
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- 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**
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- National Fraud Information Center & Internet Watch** ..... **www.fraud.org**  
 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.
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- Senior Citizens' Law Office (SCLO)** ..... **265-2300**  
 4317 Lead Ave., SE, Ste. A, 87108  
 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. **www.sclonm.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.oig.ssa.gov](http://www.oig.ssa.gov)

Receives reports of alleged fraud, waste, and abuse. Report suspicious activities or communications claiming to be from the Social Security Administration.

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**State Bar of NM General Referral Program (SBGR) ..... 1-800-876-6227 or 797-6006**  
Assists consumers with private attorneys in the appropriate legal subject. Thirty-minute legal consultation; \$35.00 referral fee. No age or income qualifications.  
[www.nmbar.org/Nmstatebar/For\\_Public/Lawyer\\_Referral.aspx](http://www.nmbar.org/Nmstatebar/For_Public/Lawyer_Referral.aspx)

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

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**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](http://www.treasury.gov/tigta)  
Investigates reports from victims that have received an IRS impersonation scam.

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**UNM Law Clinic ..... 277-5265**  
Supervised by tenure-track faculty, students represent clients. [www.lawschool.unm.edu](http://www.lawschool.unm.edu)

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**United South Broadway Corporation ..... 764-8867**  
1500 Walter St., SE, 87102 [www.unitedsouthbroadway.org](http://www.unitedsouthbroadway.org)  
Offers foreclosure counseling and legal services to NM residents.

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## GOVERNMENT AGENCIES

### Bernalillo County

**Bernalillo County Assessor's Office ..... 222-3700**  
501 Tijeras Ave NW, 87102 [www.bernco.gov/assessor](http://www.bernco.gov/assessor)

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

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**Bernalillo County Burial Indigent Fund ..... 468-7344**  
1 Civic Plaza NW, 10th Floor, Suite 10010, 87102  
Provides simple, no service cremation for indigent persons in Bernalillo County  
[www.bernco.gov/general-services/about-the-program.aspx](http://www.bernco.gov/general-services/about-the-program.aspx)

**Bernalillo County Clerk's Office** ..... 468-1290  
1 Civic Plaza NW 6th Floor, 87102 [www.bernco.gov/clerk](http://www.bernco.gov/clerk)

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

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

**Bernalillo County Court of Wills, Estate and Probate** ..... 468-1234  
1 Civic Plaza, NW, 6th Floor, 87102

The proper court to file the estate of a deceased individual that resided in Bernalillo County.

[www.bernco.gov/probate-court/welcome-to-the-court.aspx](http://www.bernco.gov/probate-court/welcome-to-the-court.aspx)

**Bernalillo County Emergency Medical Services (EMS) and Fire Division Office**  
6840 2nd St. NW, 87107 ..... 468-1310

The Bernalillo County Fire Department is available to provide updated material and information on fire safety and prevention to all members of the public.

[www.bernco.gov/fire-and-rescue](http://www.bernco.gov/fire-and-rescue)

**Bernalillo County Metro Court** ..... 841-8151  
401 Lomas Blvd., NW, 87102 [www.metro.nmcourts.gov](http://www.metro.nmcourts.gov)

**Bernalillo County Neighborhood Coordination** ..... 468-7364  
111 Union Square SE, 87102

Enhances the relationship between the county and neighborhood associations.

[www.bernco.gov/planning/neighborhood-coordination.aspx](http://www.bernco.gov/planning/neighborhood-coordination.aspx)

**Bernalillo County Sheriff's Department** ..... 798-7000  
400 Roma NW, 87102 [www.bernalillocountysheriff.com](http://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](http://www.cabq.gov/311)

**City of Albuquerque Alternative Dispute Resolution**..... 768-4660  
1 Civic Plaza NW, 2nd Floor, Room 201, 87102

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

[www.cabq.gov/legal/adr/community-mediation-program](http://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](http://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** ..... 768-4595  
One Civic Plaza, NW, 3rd Floor, Ste. 3010

Investigates complaints of discrimination in employment, housing, public accommodations and other forms of discrimination.

[www.cabq.gov/civilrights](http://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](http://www.cabq.gov/planning/code-enforcement-zoning)**

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**City of Albuquerque Community Safety Department..... 768-3036**  
Responds to calls on inebriation, homelessness, addiction, mental health and other issues that do not require a police or EMT response. While some services will be available in 2020, ACS won't be fully operational until mid-2021. **[www.cabq.gov/acs](http://www.cabq.gov/acs)**

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**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](http://www.cabq.gov/mayor)**

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

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**City of Albuquerque Fire Department ..... 764-6333**  
**Records Management Office ..... 768-9317**  
To obtain a fire or EMS report, contact Records Management Services **764-6333**  
**[www.cabq.gov/fire/our-department/records-management-office](http://www.cabq.gov/fire/our-department/records-management-office)**

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**City of Albuquerque Household Hazardous Waste Disposal ..... 349-5220**  
6137 Edith NE, 87107  
Residents of County may drop off residential hazardous wastes at no charge.  
**[www.cabq.gov/solidwaste/household-hazardous-waste](http://www.cabq.gov/solidwaste/household-hazardous-waste)**

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**City of Albuquerque Office of Equity and Inclusion ..... 768-4712**  
1 Civic Plaza, NW, 2nd Floor, Ste., 201,87102  
Provides no-cost mediation services to the public on various issues.  
**[www.cabq.gov/office-of-equity-inclusion](http://www.cabq.gov/office-of-equity-inclusion)**

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**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](http://www.cabq.gov/office-of-neighborhood-coordination)**

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

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**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](http://www.cabq.gov/police/file-a-police-report-online)**

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

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**City of Albuquerque Utility Franchise Office ..... 768-4500**  
One Civic Plaza NW, 4th Floor, Rm. 4072, 87102 [www.cabq.gov/legal](http://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.

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**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](http://www.nmaging.state.nm.us/Long_Term_Ombudsman.aspx)

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**NM Board of Nursing ..... 841-8340**  
6301 Indian School Road, NE, Ste. 710, 87110  
Investigates complaints regarding quality of care by a nurse. [www.ncsbn.org](http://www.ncsbn.org)

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**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/](http://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**  
1105 S. St. Francis Dr., Santa Fe, 87505 **505-827-0121**

**Vitalchek.com**  
An authorized external ordering source for secure vital records processed directly from the issuing government agency. Fees apply.

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

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

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**Driver's License and ID Cards:**

**NM Motor Vehicle Division (MVD) State Operated ..... 1-888-683-4636**

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

No charge for driver's license or ID card for individuals age 79 and older.

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

**Bernalillo ..... 867-5171**

829 S. Camino Del Pueblo, Bernalillo, 87004

**Eagle Vista ..... 764-6658**

9651 Eagle Ranch Rd., 87114

**Kirtland Air Force Base ..... 846-8390**

1451 4th St., SE, 87117 Military access only, \$5.00 additional fee, credit card only

**Montgomery Plaza ..... 875-0715**

4575 San Mateo Blvd., NE, 87109

**Rio Bravo ..... 452-9231**

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

**Rio Rancho ..... 891-5014**

4114 Sabana Grande, Ave., SE, Rio Rancho, 87124

**Sandia Vista ..... 292-4570**

11500 Menaul Blvd., NE, Ste. F-1, 87112

**Tijeras ..... 281-2250**

12 Camino Municipal Tijeras, 87059

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**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**

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**U.S. Federal Government**

**United States Dept. of Labor ..... 1-866-888-3322 or (TTY) 1-877-889-5627**

**Division of Energy (DOE) Employees Occupational Illness Compensation**

DOL DEEOIC Central Mail Room, P.O. BOX 8306, London, KY 40742-8306

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

**www.dol.gov/owcp/energy/regs/compliance/Filing\_Claim.htm**

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**U.S. Dept. of Health and Human Services (HHS)** ..... 1-800-368-1019  
**Office for Civil Rights** ..... [www.hhs.gov/civil-rights/index.html](http://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](http://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  
 5715 Avalon Rd., NW 87105 ..... [www.generationsatwestmesa.com](http://www.generationsatwestmesa.com)  
 Offers affordable housing for individuals 55 and older who are raising their grandchildren.

**Grandfamilies State Law and Policy Resource Center** ..... [www.grandfamilies.org](http://www.grandfamilies.org)  
 Provides an up-to-date on-line listing of state laws, policies and legislation that affect grandfamilies.

**Grandparents are Indeed Necessary (GAIN)**..... 296-3589  
 Advocates for grandparents' rights and visitation.

**Kinship Guardianship Legal Hotline Program** ..... 1-800-980-1165  
 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](http://www.outcomesnm.org)

**Pegasus Legal Services for Children** ..... 244-1101  
 3201 4th St., NW, 87107 ..... [www.pegasuslaw.org](http://www.pegasuslaw.org)  
 Provides legal services to grandparents and other kinship caregivers taking care of children whose parents are unable or unwilling to provide them with proper care.

**The Grand Start Program - Grandparents Raising Grandchildren, Second Time Around** ..... 268-0024  
 Weekly workshops with childcare, support services, advocacy, family events, and information and referral services. [www.ydinm.org](http://www.ydinm.org)

Grandparents Raising Grandchildren

## HEALTH CARE SERVICES

### Behavioral Health / Counseling

**Grief Resource Center**..... 842-7166

1113 University Blvd., NE, 87102

Provides short-term individual grief counseling and education, diverse support groups, and small group workshops and educational programs. [www.griefnm.org](http://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](http://www.namialbuquerque.org)

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

1201 3rd St., NW, 87102

[www.hopeworksnm.org](http://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](http://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** ..... 272-8314

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

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

Dental care in the home or facility for the home bound. [www.dentalcareinyourhome.org](http://www.dentalcareinyourhome.org)

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

2116 Hinkle St., SE, 87102

Currently accepts Medicaid and most dental insurance. Sliding fee scale for uninsured patients based on income and family size. [www.nmcommunitydental.com](http://www.nmcommunitydental.com)

**NM Dental Association Foundation** ..... 298-7206

P.O. Box 16854, 87191

Provides free, comprehensive dental treatment to individuals with permanent disabilities or who are ages 60 or over. Available to individuals who cannot afford necessary treatment and cannot obtain treatment through other means. [www.nmdentalfoundation.org](http://www.nmdentalfoundation.org)

## Hearing Aids

**Albuquerque Speech Language Hearing Center (ASLHC)..... 247-4224**  
9500 Montgomery Blvd., NE, Ste. 215, 87111 [www.aslhc.org](http://www.aslhc.org)  
Hearing aid assistance at a reduced cost for individuals with limited resources.

**Hear Now Program ..... 1-800-328-8602**  
**Starkey Hearing Foundation**  
6801 Washington Ave S, Ste 200, Minneapolis, MN 55439  
Hearing aid assistance at low or no cost. [www.starkeyhearingfoundation.org](http://www.starkeyhearingfoundation.org)

## Medical Care

**Geriatric Education and Health Maintenance (GEHM) ..... 288-0040**  
**Email: [piwamoto@salud.unm.edu](mailto:piwamoto@salud.unm.edu)**

Provides health assessments and health education to individuals ages 55 and older.  
Availability is Monday - Friday 9:00 A.M. - 1:00 P.M.

**NM Department of Health ..... 841-5859**  
**Diabetes Prevention and Control Program** [www.diabetesnm.org](http://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 ..... 272-1754**  
1101 Medical Arts Ave., NE, Building 4, Ste. A, 87102  
Provides behavioral health counseling, diabetes education, physical therapy, social work/  
nurse case management, and memory and aging services for those age 75 and older.

## Multiple Service Health Care Agency

**First Choice Community Healthcare Clinics** [www.fcch.com](http://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  
**North Valley Medical Center ..... 345-3244**  
1231 Candelaria Rd., NW, 87107  
**South Broadway Medical Center ..... 768-5450**  
1401 William St., SE, 87102

**South Valley Medical/Dental Center ..... 873-7400**  
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.

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## Prescription Assistance

### City of Albuquerque Prescription Disposal

Medications may be disposed at any of six area command substations.

**[www.cabq.gov/police/programs/pharmaceuticals](http://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

**Southeast Area Command ..... 256-2050**  
800 Louisiana Blvd., SE, 87108

**Southwest Area Command ..... 831-4705**  
6404 Los Volcanes Rd., NW, 87121

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

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**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](http://www.nmaging.state.nm.us/adrc.asp)**

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### 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](http://www.newmexicodrugcard.com)**

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**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](http://www.copays.org)**

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**Patient Access Network for Medication ..... 1-866-316-7263**

Provides underinsured patients with co-payment assistance.

**[www.panfoundation.org](http://www.panfoundation.org)**

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**Patient Services, Inc. .... 1-800-366-7741**

Assists with co-pays or premium payments.

**[www.patientservicesinc.org](http://www.patientservicesinc.org)**

**Rx Outreach**.....888-796-1234  
Provides mail order prescriptions at significant discounts. [www.rxoutreach.org](http://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](http://www.ssa.gov)

**Extra Help** - Individuals with limited resources and income may be eligible to get Extra Help to help pay for Medicare Part D costs - monthly premiums (maximum \$23.58 for 2020), annual deductibles, and prescription co-payments.

If you qualify for Extra Help, you may change your Medicare Prescription Drug Plan during certain time periods of the year and not have to wait for annual open enrollment. This is helpful if your prescriptions change and your current plan may not cover the new prescriptions.

**Limited Income Program (or LI NET)** ..... 1-800-783-1307 (Option 3)

Provides temporary Part D prescription drug coverage for low income Medicare beneficiaries not already in a Medicare drug plan.

## Treatment Referral Programs

**AL-ANON** ..... 262-2177  
Help for families and friends of problem drinkers. [www.aisnm.org](http://www.aisnm.org)

**Alcoholics Anonymous**..... 266-1900  
Alcoholism recovery group. [www.albuquerqueaa.org](http://www.albuquerqueaa.org)

**Central New Mexico Treatment Center** ..... 268-5611  
Outpatient drug treatment recovery center. [www.newseason.com](http://www.newseason.com)

**Narcotics Anonymous** ..... 1-800-798-6649  
Recovery drug addiction support group. [www.riograndena.org](http://www.riograndena.org)

**Nicotine Anonymous**..... 1-877-879-6422  
Nicotine support group. [www.nicotine-anonymous.org](http://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](http://www.nmcpg.org)

**Overeaters Anonymous** ..... 891-2664  
Program for individuals with problems related to food. [www.oa.org](http://www.oa.org)

**Responsible Gaming Association of NM**..... 1-888-696-2440  
Information for problem gamblers. [www.rganm.org](http://www.rganm.org)

## 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](http://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](http://www.new-eyes.org)

## HEALTH INSURANCE INFORMATION

**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](http://www.healthcare.gov)

**NM Health Insurance Exchange**..... 314-5260  
 6403 Menaul Blvd. NE, 87110 [www.bewellnm.com](http://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](http://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**  
 1217 1st St., NW, 87102 [www.abqhch.org](http://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**..... 243-4887  
 1900 Bridge Blvd., SW, 87105  
 Emergency shelter for women and children experiencing homelessness. Provides resource referrals and supportive services. [www.barrettfoundation.org](http://www.barrettfoundation.org)

**City of Albuquerque Westside Emergency Housing Center** ..... 839-9193  
 7440 Jim McDowell NW, 87121  
 Offers a safe and welcome environment to men, women and families experiencing homelessness in Albuquerque. Call for pick-up and drop-off location and times.  
[www.cabq.gov/family/news/westside-emergency-housing-center](http://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](http://www.gscnm.org)

- Joy Junction** ..... 877-6967  
 4500 2nd St., SW, 87105 [www.joyjunction.org](http://www.joyjunction.org)  
 Social Service advocacy and resources for homeless men and women.
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- Saranam** ..... 299-6154  
 1028 Eubank N.E., Ste. F, 87112 [www.saranamabq.org](http://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.
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- Steel Bridge Transformation Center**..... 346-4673  
 214 Coal St., SW, 87102 [www.mysteelbridge.org](http://www.mysteelbridge.org)  
 Social Service advocacy and resources for homeless men and women.
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- The Rock @ Noon Day Ministry**..... 246-8001  
 2400 Second St. NW, 87102 [www.therockabq.com](http://www.therockabq.com)  
 Provides many services such as day shelter, showers, laundry, counseling and luncheon program for the poor and homeless.

## HOUSING

### Foreclosure Assistance & Landlord/Tenant Issues

See Fraud & Legal-Aid Resources - pages 16 - 18

### 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](http://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](http://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](http://www.abqha.org)

**Bernalillo County Housing Department** ..... 314-0200  
 1900 Bridge Blvd., SW, 87105 [www.bernco.gov/ha\\_web\\_app/](http://www.bernco.gov/ha_web_app/)  
 Assists households with housing choice vouchers to a private landlord, housing for low income families, elderly and disabled individuals. Apply on-line.

Housing

**City of Albuquerque, Department of Senior Affairs (DSA)..... 764-6400  
Information Line**

Provides referrals to individuals for retirement communities, subsidized/affordable housing, and mobile home parks for adults.

[www.cabq.gov/seniors/senior-services/senior-information-line](http://www.cabq.gov/seniors/senior-services/senior-information-line)

**Habitat for Humanity ..... 265-0057**

4900 Menaul Blvd., NE, 87110

[www.habitatabq.org](http://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](http://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](http://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

See Community-Based Organizations - page 7

## Repair / Weatherization

**Bernalillo County Housing Department ..... 314-0200**

1900 Bridge Blvd., SW, 87105

[www.berncogov](http://www.berncogov)

Assists low-income homeowners, with limited resources to make needed home repairs.

**Bernalillo County Public Works ..... 848-1524**

**Partners in Improving and Protecting the Environment (PIPE) Program**

2400 Broadway, SE, 87102

[www.berncogov/PIPE/](http://www.berncogov/PIPE/)

Provides financial assistance to qualifying individuals for connection to water and sewer, or replacement of failing septic systems in areas where sewer is not available.

**Central New Mexico Housing Corporation (Weatherization)..... 345-4949**

703 Osuna Rd. NE, Ste. 2, 87113

[www.centralnmhousing.org](http://www.centralnmhousing.org)

Assists low-income families in making their homes energy efficient.

**City of Albuquerque Department of Senior Affairs ..... 764-6400**

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

**DSA Home Chores\*** - Chore services such as light yard cleaning for safety purposes, limited to 15 foot perimeter; installation of smoke detectors for Bernalillo County homeowner occupants age 60 and older.

**DSA Home Retrofit\*** - ADA wheelchair ramps, walker steps, step modifications, fall prevention equipment, and bathroom safety equipment. Eligibility: Bernalillo County homeowner occupants age 60 and older.



**DSA Minor Home Repair\*** - Non-licensed minor repairs for Bernalillo County homeowner occupants age 60 and older.

[www.cabq.gov/seniors/senior-services/home-services](http://www.cabq.gov/seniors/senior-services/home-services)

**Silver Horizons**..... **884-3881**

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

[www.silverhelpingseniors.org](http://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.

**Southwest Neighborhood Housing Services of Albuquerque**..... **243-5511**

6301 4th St., NW, 87107

Home rehabilitation loans for low income families in the Downtown, Sawmill and Wells Park neighborhoods.

[www.nhsfalb.org](http://www.nhsfalb.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

Provides assistance to individuals wishing to apply for a reverse mortgage.

[www.hud.gov/topics/information\\_for\\_senior\\_citizens](http://www.hud.gov/topics/information_for_senior_citizens)

## IN-HOME SUPPORT SERVICES

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

714 7th St. SW, 87102

[www.cabq.gov/seniors/senior-services/care-coordination](http://www.cabq.gov/seniors/senior-services/care-coordination)

- **Care Coordination** - Comprehensive in-home assessment of individuals age 60 and older, linkage to appropriate services and on-going follow up.
- **Homemaker Services** - Homemaker services for Bernalillo County seniors age 60 and older who need help with two or more activities of daily living.
- **Respite Care** - Offers In-home care for frail elders whose caregivers need temporary relief.

**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 care, social services, rehabilitation, transportation, in-home services and inpatient care (when needed) for seniors 55 and over who live in the Bernalillo County area or within 30 minutes travel from the center. Free for Medicare and Medicaid recipients.

Private pay accepted.

[www.myinnovage.com](http://www.myinnovage.com)

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

2550 Cerrillos Rd., Santa Fe, 87502

[www.nmaging.state.nm.us/care-transition.aspx](http://www.nmaging.state.nm.us/care-transition.aspx)

- **Care Transition Program** - Assistance for individuals wishing to reintegrate back into the community or to an assisted living facility.

## MEDICAID INFORMATION

**ME TOWN Enterprises..... 310-9069**

Medicaid Support Brokers for NM Medicaid Self Directed Community Benefit Program, Blue Cross Blue Shield and Western Sky Community Care Members. Provides Mi Via consulting and supports coordination for developmental disabilities self-directed waiver program.

[www.metown.com](http://www.metown.com)

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

2550 Cerrillos Rd., Santa Fe, 87502

[www.nmaging.state.nm.us/adrc.aspx](http://www.nmaging.state.nm.us/adrc.aspx)

Assists elders, persons with disabilities and caregivers 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).

**NM Human Services Medicaid Call Center..... 1-888-997-2583**

P.O. Box 2348, Santa Fe, 87504

[www.hsd.state.nm.us/Centennial\\_Care.aspx](http://www.hsd.state.nm.us/Centennial_Care.aspx)

Provides Information on Centennial Care services including physical health, behavioral health, long-term care and community benefits.

## MEDICARE INFORMATION

**City of Albuquerque Department of Senior Affairs ..... 764-6400**  
**Information and Assistance Program**

Aids with Medicare questions and review of Medicare plans on a one-on-one basis.

**Health Insight New Mexico ..... 1-800-663-6351**

5801 Osuna Road NE, Ste. 200, 87109

[www.healthinsight.org/newmexico](http://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.

**KEPRO ..... 1-844-430-9504**

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.keproqio.com](http://www.keproqio.com)

**Medicare Information ..... 1-800-633-4227**

P.O. Box 1270, Lawrence, KS 66044

Provides information on enrollment, replacement cards, and plan choices, billing questions, medical records and change of address.

[www.medicare.gov](http://www.medicare.gov)

**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)**

Helps Medicare and Medicaid recipients to avoid, detect, and prevent healthcare fraud.

[www.nmaging.state.nm.us/scams.aspx](http://www.nmaging.state.nm.us/scams.aspx)

**State Health Insurance Assistance Program (SHIP)**

Assists with all health insurance questions, including Medicare and Medicaid.

## NM Human Services Department Income Support Division (ISD)

(See addresses/phone #'s on page 37)

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

Phone Hours: Monday - Friday 8:00 A.M. - 4:30 P.M.

**www.state.nm.us**

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

- **QMB (Qualified Medicare Beneficiaries)** - Covers the cost of either Medicare Parts A or B monthly premium(s) or payments of coinsurance and deductible amounts for services covered under both Medicare Parts A and B.
- **SLIMB (Specified Low Income Medicare Beneficiaries)** - Medicare premium assistance. Pays only the monthly Medicare Part B premiums.
- **Qualifying Individuals (QI)** - Pays only the monthly Medicare B premiums. You cannot receive QI benefits if you qualify for Medicaid.
- **Qualified Disabled and Working Individuals (QDWI)** - Pays only the Part A premiums.

**Senior Health Resource Center**..... **346-2417**

A no-cost educational resource available to seniors on Medicare benefits and other resources available to seniors.

**www.seniorhealthresoucecenter.com**

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

500 Lead Ave., SW, 87102

**(TTY) 1-800-325-0778**

**Hours:** Monday - Friday, 8:00 A.M. to 7:00 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.

Other parts of Medicare are run by private insurance companies that follow rules set by Medicare.

## 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**

**First Nations Community Healthsource** ..... 248-2990  
 625 Truman St., NE, 87110 [www.fnch.org](http://www.fnch.org)  
 Provides behavioral health services, primary medical and dental care to American Indian/  
 Alaskan Native families and other underserved populations. Also provides assistance with  
 Medicaid applications, finding insurance on the Marketplace, and help with public benefit  
 applications for their patients.  
**Behavioral Health** ..... 262-2481  
**Dental Care**..... 873-7423  
**Medical Care**..... 248-2990

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**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](http://www.fsipinc.org)

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**Indian Area Agency on Aging (IAAA)** ..... 629-8544  
 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](http://www.nmaging.state.nm.us/aaa.aspx)

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**NM Aging and Long-Term Services Department**  
**Indian Area Agency on Aging (IAAA)** ..... 629-8544  
 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](http://www.nmaging.state.nm.us/aaa.aspx)

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

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**Navajo Area Agency on Aging** .....928-871-6868  
 P.O. Box 1390 Window Rock, AZ 86515  
 Ensures that Elders living on the Navajo Nation receive all available benefits and services to  
 which they are entitled, and that these services are provided in a manner which preserves  
 their dignity, self-respect and cultural identity. [www.naaa.navajo-nsn.gov](http://www.naaa.navajo-nsn.gov)

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## PET RESOURCES

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**Animal Humane Society of New Mexico** ..... 255-5523  
 615 Virginia St., SE, 87108 [www.animalhumanenm.org](http://www.animalhumanenm.org)  
 Adoptions, spay/neuter services, vaccination clinics, and more for qualified individuals.

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**Bernalillo County Animal Care Services** ..... 468-7387  
 3001 2nd St. SW, 87105 [www.bernco.gov/animal-care](http://www.bernco.gov/animal-care)  
 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.

**Best Friends Pet Cremation ..... 345-5615**

924 Menaul Blvd. NE, 87107

Pet cremation and cemetery.

[www.bestfriendspetcremation.com](http://www.bestfriendspetcremation.com)

**City of Albuquerque - Animal Welfare Department .....311 or 768-1975**

8920 Lomas NE, 87112

Low cost/free spay and neuter for cats and dogs for 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](http://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](http://www.nmaf.org)

**Street Cat Hub ..... 247-9357**

P.O. Box 40189, 87196

[www.streetcathub.org](http://www.streetcathub.org)

Information about sterilizing the unowned street cats in your neighborhood.

## **PHYSICAL FITNESS & SENIOR WELLNESS PROGRAMS**

*Due to the health emergency, some organizations may be temporarily closed, have altered hours or have altered processes for helping people. Please call ahead before going in person to any location.*

**City of Albuquerque Department of Senior Affairs - (DSA) Senior Sports and Fitness**

[www.cabq.gov/seniors/50-sports-fitness](http://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:** Taught at the University of New Mexico's therapeutic pool, 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, Alb., NM 87102

- **Highland Senior Center Fitness Room** ..... 767-5210  
131 Monroe NE, Alb., NM 87108
- **Los Volcanes 50+ Sports & Fitness Center** ..... 767-5990  
6500 Los Volcanes Rd., NW, Ste. B, 87121
- **Manzano Mesa Multigenerational Center Fitness Room** ..... 275-8731  
501 Elizabeth St., SE, 87123
- **North Domingo Baca Multigenerational Center Fitness Room** ..... 764-6496  
7521 Carmel Ave. NE, Alb., NM 87113
- **North Valley Senior Center Fitness Room** ..... 761-4025  
3825 4th St. NW, Alb., NM 87107
- **Palo Duro 50+ Sports and Fitness Center** ..... 880-2800  
3351 Monroe NE Alb., NM 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](http://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](http://www.jccabq.org)

**Lovelace Silver Elite** ..... 727-5502  
4101 Indian School Rd. NE, Ste.110, 87110 [www.lovelaceliverelite.com](http://www.lovelaceliverelite.com)  
A complimentary program created exclusively for people age 60 and older. Provides social activities, valuable health screenings, and educational seminars.

**New Heart** ..... 881-8195  
601 Lomas Blvd., NE, 87102  
An all-inclusive gym offering cardio, weights, fitness classes, group training, yoga, nutrition classes, personal training, Tai Chi and more. [www.newheartnm.com](http://www.newheartnm.com)

**Presbyterian Community Health Wellness Referral Center** ..... 850-0176  
Offers free 6-week workshop 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](http://www.pathstohealthnm.org)

**Presbyterian Healthcare Services Healthplex** ..... 823-8399  
6301 Forest Hills Dr. NE, 87109 [www.phs.org](http://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. [www.silversneakers.com](http://www.silversneakers.com)

## **PUBLIC BENEFITS**

### **NM Human Services Department Income Support Division (ISD)**

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

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

Phone Hours: Monday - Friday 8:00 A.M. - 4:30 P.M.

[www.state.nm.us](http://www.state.nm.us)

**Apply on-line:** [www.yes.state.nm.us](http://www.yes.state.nm.us)

### **ISD ASSISTANCE PROGRAMS:**

- **Burial Assistance** - Minimal assistance for Medicaid Recipients.
- **Medicaid (institutional and non-institutional)** - Medical Assistance for income eligible. See Page 32 for program information.
- **Medicare Savings Programs** - QMB (Qualified Medicare Beneficiaries), SLIMB (Specified Low Income Medicare Beneficiaries), Qualifying Individuals (QI), and Qualified Disabled and Working Individuals (QDWI).  
See Page 33 for program information.
- **SNAP (formerly food stamps)** - Food assistance for income-eligible applicants.

**LIHEAP PROGRAM** ..... 1-888-523-0051

Assists eligible persons and families with their heating and cooling costs.

**FIELD OFFICE LOCATIONS:** All field office hours are Monday - Friday, 8:00 A.M. - 4:30 P.M.

**Northeast** ..... 222-9600

4330 Cutler Ave., NE, 87110

**Northwest**..... 841-7700

1041 Lamberton Place NE, 87107

**Southeast** ..... 383-2600

1711 Randolph Rd., SE, 87106

**Southwest** ..... 841-2300

3280 Bridge Blvd., SW, 87121

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

500 Lead Ave., SW, 87102

(TTY) 1-800-325-0778

**Hours:** Monday, Tuesday, Thursday and Friday 9:00 A.M. to 4:00 P.M.

Wednesday 9:00 A.M. to 12:00 P.M.

[www.ssa.gov](http://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 Social Security benefits along with a one-time payment of \$255 to the surviving spouse.

## REFERRAL SERVICES

**AARP Information Center** ..... 830-3096  
 1930 Juan Tabo Blvd., NE, Ste. J, 87112 [www.aarp.org](http://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**.....202-401-4364  
 Provides links to government and non-government sites for information relevant to seniors and people with disabilities. [www.acl.gov](http://www.acl.gov)

**Benefits Checkup**.....202-479-1200  
 Provides benefit program information available to seniors with limited income and resources. [www.benefitscheckup.org](http://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](http://www.cabq.gov/seniors/senior-services/senior-information-line)

**NM Aging and Disability Resource Center**..... 1-800-432-2080  
 2550 Cerrillos Rd., Santa Fe, 87502 [www.nmaging.state.nm.us/adrc.aspx](http://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

*As of publication of this guide, all Senior Affairs centers are closed to the public and there are no group fitness classes or trips. More information can be found on the following website [www.cabq.gov/seniors](http://www.cabq.gov/seniors) or by calling 505-764-6400 for the most current closure and re-opening information.*

**City of Albuquerque/Bernalillo County Department of Senior Affairs**  
 Recreational activities, meals, educational opportunities, social services, health screenings and more are provided for those who are 50 and older.  
**Hours:** 8:00 A.M. - 5:00 P.M., Monday - Friday; Saturday and evening hours vary at each site. Call 764-6400 for a current schedule or visit us online: [www.cabq.gov/seniors](http://www.cabq.gov/seniors).  
*(See Meal Sites pages 41 - 42 for a listing of City of Albuquerque Senior Meal Sites.)*



## Senior Centers:

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

## Multigenerational Centers:

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

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

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

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## Neighboring Communities

<b>Bernalillo County Office of Senior and Social Services</b> .....	<b>314-0425</b>
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.	
	<b><a href="mailto:www.oss@bernco.gov">www.oss@bernco.gov</a></b>
<b>See meal sites on pages 41 - 42 for county locations.</b>	

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<b>Non-Metro Area Agency on Aging</b> .....	<b>1-866-699-4927</b>
3900 Paseo Del Sol, Santa Fe, 87507	
Provides funding to senior programs in every NM County except Bernalillo. Services may include meals, transportation, and other services.	
	<b><a href="http://www.ncnmedd.com">www.ncnmedd.com</a></b>

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<b>Presbyterian Medical Services (PMS) - Torrance County</b> .....	<b>1-800-477-7633</b>
Services for seniors in Torrance County.	
	<b><a href="http://www.pmsnm.org/services/senior-services">www.pmsnm.org/services/senior-services</a></b>
<b>Torrance County - Estancia</b> .....	<b>384-2296</b>
305 Highland Ave., Estancia, 87016	
<b>Torrance County - Moriarty</b> .....	<b>832-4425</b>
120 Roosevelt Ave., Moriarty, 87035	
<b>Torrance County - Mountainair</b> .....	<b>847-2885</b>
107 North Summit Ave., Mountainair, 87036	

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**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/](http://www.sandovalcountynm.gov/departments/community-services/senior-services/)

**Bernalillo Senior Center ..... 867-9448**

255-B Camino del Pueblo, 87004

**Corrales Senior Center ..... 897-3818**

4324-A Corrales Rd., 87048

**Rio Rancho Meadowlark Senior Center ..... 891-5018**

4330 Meadowlark Lane, SE, 87124

**Valencia County Older American Program..... 864-2663**

715-A South Main St., Belen, 87002

[www.co.valencia.nm.us](http://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 Cuervo Lane, Los Lunas, 87031

## SENIOR MEALS

### Home Delivered Meals

**Albuquerque Meals on Wheels..... 823-8082**

5901 Harper Dr. NE, 87109

[www.mow-nm.org](http://www.mow-nm.org)

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

### City of Albuquerque, Department of Senior Affairs

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

**Meal Delivery Information..... 764-6433**

[www.cabq.gov/seniors/senior-services/senior-meals](http://www.cabq.gov/seniors/senior-services/senior-meals)

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

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

## Meal Sites

### City of Albuquerque Department of Senior Affairs Low-Cost Meal Sites

DSA meal sites are closed to the public as of the publication of this guide. Until meal sites re-open, five locations are serving pick-up meals. See page 42 for more information.

**Hours:** Monday - Friday, 11:30 A.M. - 1:00 P.M.

A choice of soup, salad, and/or sandwich may be purchased at a nominal fee or the consumers can choose the nutritionist-approved meal that is served at our other centers.

[www.cabq.gov/seniors/senior-services/senior-meals](http://www.cabq.gov/seniors/senior-services/senior-meals)

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

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

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### City of Albuquerque Department of Senior Affairs Donation-Based Funded Meal Sites

DSA meal sites are closed to the public as of the publication of this guide. Until meal sites re-open, five locations are serving no-cost pick-up meals (listed below). Reservations are requested and you can make them by calling your preferred location, but no one will be turned away.

Once meal sites, re-open to the public, lunch is for seniors age 60 and older on a donation basis. \* A fee is charged for guests under age 60. Reservations must be requested before 12:00 noon the day before you plan your reservation. Activities and socialization opportunities at sites, call for further information. Transportation provided for neighborhood participants at some sites. Breakfast also served at some locations for a nominal fee. Call for details.

**Hours:** Monday - Friday, 11:30 A.M. - 1:00 P.M. for lunch. Hours for recreation vary by location. Call for details.

**Lunch Cost:** \$3.25 for 50–59; \$7.67 for guest under 50 (including children). If you are 60 or older, donations are accepted to help cover the expense of preparing the meal, however no one will be denied services for choosing not to donate.

P/U=pick-up meal location

<b>Barelas Senior Center</b> .....	<b>764-6436</b>
714 7th St., SW, 87102	
<b>Los Volcanes Senior Center</b> .....	<b>767-5999</b>
6500 Los Volcanes Rd. NW, 87107	
<b>North Valley Senior Center</b> .....	<b>761-4025</b>
3825 4th St., NW, 87107	

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

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**City of Albuquerque Department of Senior Affairs**  
**Senior Meal Sites**

<b>Alameda Meal Site/Raymond G. Sanchez</b> .....	<b>897-8896</b>
9800 4th St., NW, 87114	
<b>Ed Romero Terrace Meal Site</b> .....	<b>232-8880</b>
8100 Central Ave., SE, 87108	
<b>Embudo Towers Meal Site</b> .....	<b>764-3995</b>
8010 Constitution Ave., NE, 87110	
<b>Encino Gardens Meal Site</b> .....	<b>266-7736</b>
412 Alvarado Dr., SE, 87108	
<b>Encino Terrace Meal Site</b> .....	<b>247-4185</b>
609 Encino Pl., NE, 87102	
<b>La Amistad Meal Site</b> .....	<b>848-1395</b>
415 Fruit Ave., NE, 87102	
<b>La Mesa/Cesar Chavez Meal Site</b> .....	<b>256-2680</b>
7505 Kathryn Ave., SE, 87108	
<b>Los Duranes Meal Site</b> .....	<b>767-5900</b>
2920 Leopoldo Rd., NW, 87104	
<b>Mountain Communities/Tijeras Meal Site</b> .....	<b>286-4220</b>
#10 Tijeras Ave., Tijeras, 87059	
<b>Paradise Hills Meal Site</b> .....	<b>314-0246</b>
6001 Paradise Blvd., NW, 87114	
<b>Rio Bravo Meal Site</b> .....	<b>873-6647</b>
3910 Isleta Blvd., SW, 87105	
<b>Shalom House Meal Site</b> .....	<b>823-1434</b>
5500 Wyoming Blvd., NE, 87109	
<b>South Valley Meal Site</b> .....	<b>468-7602</b>
2008 Larrazolo Rd., SW, 87105	
<b>Taylor Ranch Meal Site</b> .....	<b>768-6006</b>
4900 Kachina St., NW, 87120	
<b>Whispering Pines Meal Site</b> .....	<b>281-8003</b>
#6 Lark Rd., Tijeras, 87059	

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## SUPPORT GROUPS & SERVICES

**Aging Life Network.....aginglifenetWORK.com**

Connects families and caregivers with one-on-one consultations by licensed senior care experts and provides free online information and resources. Radio show also available at [www.voiceamerica.com/show/3973](http://www.voiceamerica.com/show/3973) every Wednesday at 11:00 AM which covers aging topics discussed with senior professionals.

**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](http://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.

**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.

**Low Visions Support Group (20/20 Club) ..... 275-9952**

10704 Paseo del Norte, NE, 87122  
Support group focusing on vision loss, particularly macular degeneration, but open to anyone with vision loss, their family members, and caregivers.

**Mesothelioma Center ..... 1-800-615-2270**

1 S. Orange Ave., Ste. 301, Orlando, FL 32801 [www.asbestos.com/mesothelioma](http://www.asbestos.com/mesothelioma)  
Offers resources and services for those suffering from mesothelioma.

**NM Parkinson Disease Coalition ..... 219-5065**

P.O. Box 35091, 87176 [www.nmparkinson.org](http://www.nmparkinson.org)  
Provides community education, support groups and referral services.

**National Multiple Sclerosis Society.....243-2792 or 1-800-344-4867**

5801 Osuna Rd. NE, Suite A-107, 87109 [www.nationalmssociety.org/Chapters/NMX](http://www.nationalmssociety.org/Chapters/NMX)  
A local support group dedicated to providing awareness and support for those affected by Multiple Sclerosis.

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

P.O. Box 36233, Tucson, AZ 85704 [www.pmdalliance.org/newmexico-resources/](http://www.pmdalliance.org/newmexico-resources/)  
Provides direct care services including support groups and an information hot-line to individuals living with Parkinson’s, families and care partners.

**SAGE Albuquerque ..... 259-5868**

P.O. Box 20421, 87154  
Offers a support group to LGBT elders. [www.sageabq.org](http://www.sageabq.org)

**VisionAware** ..... [www.visionaware.org](http://www.visionaware.org)  
 Informational website providing information about living with vision loss, support groups, eye conditions and services available.

## TAX PREPARATION INFORMATION

**AARP New Mexico** ..... **830-3096**  
 1930 Juan Tabo Blvd., NE Ste. J **1-888-227-7669**  
**[www.aarp.org](http://www.aarp.org) or [www.aarp.org/findtaxhelp](http://www.aarp.org/findtaxhelp)**

**IRS Volunteer Income Tax Assistance (VITA)** ..... **1-800-906-9887**  
 1930 Juan Tabo Blvd., NE Ste. J  
 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:  
**<https://irs.treasury.gov/freetaxprep/>**

**NM Taxation and Revenue** ..... **841-6200**  
 5301 Central Ave., NE, 87198  
 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: **[www.nmwebfile@state.nm.us](http://www.nmwebfile@state.nm.us)**  
**[www.tax.newmexico.gov/Individuals/free-filing-assistance.aspx](http://www.tax.newmexico.gov/Individuals/free-filing-assistance.aspx)**

**Tax Help NM/United Way of Central New Mexico** ..... **247-3671**  
 2340 Alamo Ave., SE, 87106  
 Offers free state and federal tax preparation to families who make \$56,000 per year or less.  
**<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](http://www.irs.gov/advocate)**

## TRANSPORTATION

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

**City of Albuquerque Department of Senior Affairs** ..... **764-6464**  
**Transportation Division**  
 Medically related or other transportation for individuals age 60 and older; wheelchair accessible. Rides scheduled on first-come, first-served basis. Requests must be made one week prior to the date that a ride is needed.  
*\*Contributions requested. No one will be denied services if they choose not to contribute.*  
**[www.cabq.gov/seniors/senior-services/transportation](http://www.cabq.gov/seniors/senior-services/transportation)**

**City of Albuquerque - Transit Department**..... 243-7333

1 Civic Plaza NW, 87102 [www.cabq.gov/transit](http://www.cabq.gov/transit)

**Honored Citizen Fare** - \$0.35 one-way bus fare for individuals (1) over 62 (with picture I.D. containing date of birth) (2) is a Medicare card holder or (3) is mobility impaired.

**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](http://www.riometro.org)

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

**Reduced Fares** - Available to seniors age 62 and older and allows access to most buses for free with a valid printed or mobile NM Rail Runner Express ticket.

**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 Vet Center** ..... 346-6562

1600 Mountain Rd., NW, 87104 **After hours, weekends or holidays 1-877-927-8387**

Provides counseling, outreach, and referral services to combat Veterans and their families. Services include individual and group counseling post-traumatic stress disorder (PTSD), alcohol and drug assessment and suicide prevention referrals.

**American Patriot Service Corp** ..... 221-3485

3634 Rio Rancho Blvd., NE Ste. 201-B, Rio Rancho, 87144 [www.apscnmp.org](http://www.apscnmp.org)

Helping veterans or their widows apply for VA pension and healthcare benefits.

**City of Albuquerque Mayor’s Veterans Resource Center**..... 768-3000

400 Marquette NW, 87102 [www.cabq.gov/veterans-resource-center](http://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](http://www.dav.org)

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

**Transportation Department** ..... 256-2821

Provides transportation to veterans for medical appointments at various VA hospitals and clinics around New Mexico.

Veterans Resources

**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.

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

**www.nmdentalfoundation.org**

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**NM Department of Veterans Services**

500 Gold Ave., SW, 87102 ..... **346-4873**

5201 Eagle Rock Ave., NE, Ste. 2A, 87113 ..... **383-2404**

Provides assistance to NM veterans in filing for benefits offered by the State of New Mexico such as tax exemptions, educational scholarships, educational benefits, apprenticeships and on the job training.

**www.nmdvs.org**

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**TRICARE for LIFE** ..... **1-800-538-9552 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**

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

1501 Gold Ave., SW, 87108 **www.benefits.va.gov/albuquerque**

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

• **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 Presidential Memorial Certificate for qualified veterans, headstones and markers, burial flag, partial reimbursement of burial expenses, and 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

• **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, their families and friends with qualified, caring responders through a confidential toll-free hotline, online chat, or text.
- **Health Care System**..... **1-800-465-8262 or 265-1711**  
 1501 San Pedro SE, 87108 **www.albuquerque.va.gov**  
 Provides health care, caregiver support, prescriptions, transportation assistance, and case management to veterans.
- **Paralyzed Veterans of America (PVA)** ..... **265-1711 ext. 2849**  
 Assists veterans with service-connected injuries.
- **Social Services**..... **265-1711 ext. 3302**  
 Provides crisis intervention, advocacy, counseling, 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.

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**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.

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

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## **VOLUNTEER OPPORTUNITIES**

**City of Albuquerque Department of Senior Affairs** ..... **764-6400**  
 LEAD. INSPIRE. CHANGE THE WORLD. We offer a wide variety of volunteer opportunities.  
 See page 48 for more information. **www.cabq.gov/seniors/volunteer-opportunities**

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**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](mailto:nm.adrc@state.nm.us) today for more information on becoming a benefits counseling volunteer.

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**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**

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**Volunteer Opportunities**



## AmeriCorps Seniors

**Volunteer Opportunities:** AmeriCorps Seniors is a suite of national volunteer programs for Americans 55 years and older and is federally funded by the AmeriCorps formally known as Corporation for National & Community Service. In New Mexico, Senior Corps is jointly administered by the NM Aging & Long-Term Services Department. The City of Albuquerque Department of Senior Affairs has sponsored AmeriCorps Seniors for over 40 years!

AmeriCorps Seniors is made up of three programs that each take a different approach to improving lives and fostering civic engagement. All three programs offer orientation, reimbursements for travel, supplemental insurance while serving, and annual recognition events. When you volunteer, you're not just helping others, you're helping yourself. Volunteering leads to new discoveries and new friends. Plus, studies show that volunteering helps you live longer and promote a positive outlook on life! You are needed! Join over 500 other Albuquerque Seniors that make up the AmeriCorps Seniors family!

### **RSVP Volunteers: Make a difference in Albuquerque!**

RSVP recruits and places volunteers in government and non-profit organizations to meet community needs. With RSVP, you choose how much time you want to give and whether you want to share your skills or develop new skills. RSVP is one of the largest volunteer networks in the nation for people 55 and over. Please note depending on placement volunteer must pass a background check.

### **Foster Grandparents: Help Children Succeed!**

Foster Grandparents serve as tutors and mentors assisting children in need of extra attention for educational, social and emotional development.

Foster Grandparents serve under the supervision of teachers and specialists in Albuquerque Public Schools, City of Albuquerque Child Development Centers, YDI Head Start Programs, and in other community programs. Foster Grandparents serve an average of 20 hours per week, receive meals while on duty, and may qualify for a tax-free, hourly stipend of \$3 per hour. All you need to join is the ability to give the kind of comfort and love that sets a child on the path toward a successful future. Please note that all volunteers must pass a fingerprint-based background check.

### **Senior Companions: Seniors Helping Seniors!**

Senior Companions are older adults who help other adults live independently and can provide support to family caregivers. They assist with grocery shopping and other daily tasks necessary to maintaining independent living. Senior Companions serve an average of 20 hours per week, receive meals while on duty, and may qualify for a tax-free, hourly stipend of \$3 per hour. You don't need medical or technical skills to be a Senior Companion. All you need to know is how to be a friend. Please note that all volunteers must pass a fingerprint-based background check.

# 2020

## July

S	M	T	W	T	F	S
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## August

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23	24	25	26	27	28	29
30	31					

## September

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## October

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## November

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## December

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# 2021

## January

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## February

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## March

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30	31					

## April

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## May

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30	31					

## June

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30						



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

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*Due to the public health emergency, some organizations may be temporarily closed, have altered hours or have altered processes for helping people. Please call ahead before going in person to any location.*