

**ONE**  
**ALBUQUE** senior affairs  
**RQUE**

**2022**



# Quick Guide

## TO SENIOR SERVICES

**Volume 33**



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

Sponsored by:

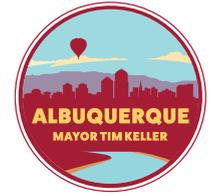


**BlueCross BlueShield  
of New Mexico**

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

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

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



Welcome to the 2022 edition of the City of Albuquerque's Department of Senior Affairs Quick Guide!

So much has changed in a short period of time. We have all faced new challenges and adapted to a new normal. But through it all, our commitment to Albuquerque's seniors never faltered. The City of Albuquerque's Department of Senior Affairs, along with many other community-based services, charted a new course to keep people safe and keep services going in a time of need. We have continuously evaluated all aspects of our services and programs, while adjusting and learning new approaches to serve our community. Returning to full operations, the Department of Senior Affairs is continuing to pursue its mission to provide care and compassion to help our neighbors thrive while aging and drive Albuquerque forward as an age-friendly city.

While so many local governments had to scale back services during the pandemic, here in Albuquerque we expanded to meet the growing needs of our older adult population. During this time, our Senior and Information Assistance service has nearly doubled. We served 45% more case management clients with home delivered meals, respite in-home care, homemaker services, home services, and senior companion care. We expanded our transportation services to provide rides to all seniors within a 5-mile radius of every senior and multigenerational center in the city. That expansion has created even more access to meals, programs, and important social interactions for adults 60 and older in almost every corner of our city.

We know we cannot do this important work alone and we are grateful for all of our aging networks and community-based organizations that align with our mission. Our annual Senior Affairs Quick Guide compiles the most recent information from the City and our partners in order to provide our community with resources to help link the network of support for you or your loved ones. In addition to information on Senior Affairs programs and services, you will find information regarding other City programs, departments, non-profit organizations, and government agencies including county, state, and federal.

Please keep in mind, the partners included in this guide have also adapted programming during the pandemic. 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 help connect you to resources. We hope this information is helpful and encourage you to share it with your family, friends and neighbors!

Sincerely,



A handwritten signature in black ink that reads "Timothy M. Keller".

Timothy M. Keller, Mayor



A handwritten signature in black ink that reads "Anna M. Sanchez".

Anna M. Sanchez, Senior Affairs Director

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

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



Requirement for some services:

- Age 60 and older
- Bernalillo County Resident

**Senior Information & Assistance Line: 505-764-6400/TTY: 1-800-659-8331**  
**Hours: Monday-Friday 8:15am-4:30pm Website: [cabq.gov/seniors](http://cabq.gov/seniors)**

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The Department of Senior Affairs requests contributions to offset expenses for some services and materials, meals, exercise classes, transportation, home chores, home repair and home retrofit services. No one will be denied service if a person chooses not to contribute.

The information in the Quick Guide to Senior Services is correct, to the best of our knowledge, as of January, 2022. Inclusion of a service does not imply endorsement, nor does exclusion reflect on the quality of service.

***Due to the public health emergency, we strongly encourage you to call ahead before visiting any location in person as some organizations may be temporarily closed, have altered hours or have altered processes in providing services.***

**Department of Senior Affairs (DSA) Care Coordination Program**

Call DSA – Senior Information and Assistance (764-6400) to request services listed below.

**Area Agency on Aging (AAA)**

No Cost or Income Guidelines need to be met for any services.

**IN-HOME SUPPORT SERVICES  
ELIGIBILITY CRITERIA & SERVICE INFORMATION**

Consumers must live in Bernalillo County and be age 60+  
Referrals for all services must be made by a DSA Care Coordinator

<b>PROGRAM</b>	<b>ELIGIBILITY CRITERIA</b>	<b>SERVICES</b>	<b>SPECIAL SITUATIONS</b>
<b>HOME DELIVERED MEALS</b>	<ul style="list-style-type: none"> <li>• Unable to obtain food and prepare a meal for self.</li> <li>• Has no one else to cook for him/her on regular basis.</li> <li>• Homebound (has difficulty leaving house).</li> <li>• Unable to attend a meal site.</li> </ul>	<ul style="list-style-type: none"> <li>• Meals will be left ONLY if someone is home.</li> <li>• Meals are delivered between 9:00 am &amp; 2:00 pm Monday–Friday.</li> <li>• Clients eligible for weekend meals will receive frozen meals during the week.</li> <li>• Meals are on a donation basis. No one is denied a meal due to inability to pay.</li> </ul>	<ul style="list-style-type: none"> <li>• Spouse &amp; disabled dependents of eligible clients may also be eligible to receive meals.</li> <li>• Meals are heart-healthy and generally appropriate for diabetics.</li> <li>• Temporary meals may be provided in some circumstances.</li> </ul>
<b>NON-MEDICAL HOMECARE / HOMEMAKER</b>	<ul style="list-style-type: none"> <li>• Deficient in 2 or more Activities of Daily Living (ADL's).</li> <li>• Unable to obtain services through other sources.</li> <li>• Homebound (has difficulty leaving house).</li> <li>• Has no other significant support system.</li> </ul>	<ul style="list-style-type: none"> <li>• Services may include light housekeeping, personal care, and errands.</li> <li>• No Transportation</li> <li>• Wait-listed</li> </ul>	
<b>IN-HOME RESPITE CARE</b>	<p>Person requiring care must:</p> <ul style="list-style-type: none"> <li>• Deficient in 2 or more Activities of Daily Living (ADL's).</li> <li>• Unable to obtain services through other sources.</li> </ul>	<ul style="list-style-type: none"> <li>• Services may include light housekeeping and personal care.</li> <li>• No Transportation</li> <li>• Wait-listed</li> </ul>	
<b>SENIOR COMPANION</b>	<ul style="list-style-type: none"> <li>• For isolated seniors with limited support.</li> <li>• Have one or more physical, emotional, or mental health limitations and need assistance to achieve and maintain their highest level of independent living.</li> </ul>		

## IN-HOME SUPPORT SERVICES continued

Call DSA – Senior Information and Assistance (764-6400) to request services listed below.

PROGRAM	ELIGIBILITY CRITERIA	SERVICES	
<b>ADULT DAY CARE</b>	<p>Individuals must:</p> <ul style="list-style-type: none"> <li>• Be age 60+; Be able to feed self;</li> <li>• Be able to self-administer medication at day program;</li> <li>• Independent toileting/ incontinence care and require minimal assistance to maintain hygiene;</li> <li>• Have a functional or cognitive disability which does not enable them to remain in a home setting without some supervision;</li> <li>• Be mobile through own ability or with the use of a wheelchair, walker or other device and does not require full lift when walking or transferring;</li> <li>• Be able to wear protective undergarments to maintain hygiene, if incontinent. May require some physical assistance to maintain hygiene;</li> <li>• Individuals must be able to interact in a group setting in a safe, non-disruptive manner.</li> </ul>	<ul style="list-style-type: none"> <li>• Diversional and therapeutic activities</li> <li>• Personal Care</li> <li>• Health support and skills training</li> <li>• Individualized assessment and treatment planning</li> <li>• Social and Community Interaction</li> <li>• Two snacks per day (AM &amp; PM) and lunch provided.</li> </ul>	<p>Adult Day Services provided by: <b>Share Your Care, Inc.</b> at the following locations:</p> <p>* <b>Barelas Senior Center:</b> 764-6445 714 7<sup>th</sup> Street SW, 87102</p> <p>* <b>Bear Canyon Senior Center:</b> 291-6219 4645 Pitt NE, 87111</p> <p>* <b>Los Volcanes Senior Center:</b> 836-8797 6500 Los Volcanes NW, 87121</p> <p>* <b>North Valley Senior Center:</b> 761-4001 3825 4<sup>th</sup> Street NW, 87107</p> <p>* <b>Ponderosa Adult Day Care:</b> 881-8982 5301 Ponderosa NE, 87110</p> <p><b>Cornucopia Adult Day Services</b> – 877-1310 2002 Bridge Blvd., SW, 87105</p> <p>For those that qualify, a referral will be made by Department of Senior Affairs case management program. Call Senior Information and Assistance (764-6400) to request services.</p>

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

DISCLAIMER: The City of Albuquerque/Bernalillo County Department of Senior Affairs does not recommend or vouch for any individual, agency or advertiser offering free or fee-based services.

\* The City of Albuquerque does not inspect or investigate service providers and is not responsible for any illegal acts or deficiencies by any of the service providers listed with the Department of Senior Affairs.

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

**Department of Senior Affairs (DSA) Home Services**

Call DSA – Senior Information and Assistance (764-6400) to request services program.

**Area Agency on Aging (AAA)**

No Cost or Income Guidelines need to be met for any services.

**HOME REPAIR, CHORES & RETROFIT  
ELIGIBILITY CRITERIA & SERVICE INFORMATION**

Consumers must live in Bernalillo County and be age 60+

PROGRAM	ELIGIBILITY CRITERIA	SERVICES
<b>HOME REPAIR</b>	<ul style="list-style-type: none"> <li>• Age 60+</li> <li>• Bernalillo County homeowner/ occupant</li> </ul>	Minor home repairs such as replacing <u>window screens only</u> — no door screens, weatherize doors and windows, plumbing and minor sewer back-ups, fixing door knobs, start/close/ service evaporative coolers, wall patching and other minor repairs
<b>HOME CHORES</b>	<ul style="list-style-type: none"> <li>• Age 60+</li> <li>• Bernalillo County homeowner/ occupant</li> </ul>	<ul style="list-style-type: none"> <li>• Routine home maintenance chores such as changing light bulbs, installation of smoke detector batteries, yard cleaning for safety purposes (minimum 15' from the house, front and backyard for safety).</li> <li>• Painting is occasionally done for wood preservation, depending on availability of volunteers.</li> <li>• DSA does not work for cosmetic purposes.</li> </ul>
<b>HOME RETROFIT</b>	<ul style="list-style-type: none"> <li>• Age 60+ only. No one under 60 years old.</li> <li>• Must live within Bernalillo County, but may live outside the Albuquerque City Limits.</li> <li>• Maybe home owner or renter.</li> </ul>	<p><b>Funded Equipment:</b></p> <p>Grab Bars, Safety Rails, Hand Held Showers, Raised Toilets, Toilet Frames, Wheelchair Ramps, Safety Steps, and Walker Steps, Tub Seats, Bedside Commodes, and Bed Rails.</p> <p><b>Wheelchair Ramps</b> for persons referred by Department of Senior Affairs case management program. (In-Home Assessment completed by DSA-Care Coordinator).</p> <p><b>Step Modifications for persons using a Walker/Cane</b> to assist with their ambulation. (Requires an In-Home Assessment by DSA-Care Coordinator).</p> <p><b>Renters</b> must have landlord signed permission form.</p>

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

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

## WHAT IS SILVER ALERT?

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

## HOW DOES SILVER ALERT WORK?

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

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

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

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

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

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

### Plan ahead...

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

- A recent photograph
- Description information
- Important medical information

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

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



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

## HOW DOES VIAL OF LIFE WORK?

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

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

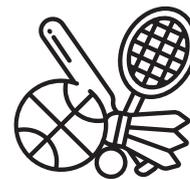
**Since the Vial of Life is a universal program, first responders know where to look for vital medical information.**

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

## REQUEST YOUR FREE VIAL OF LIFE KIT:

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





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

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

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

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## 50+ Sports & Fitness

Regular physical activity and exercise for older adults help improve mental and physical health, both of which will help you maintain your independence as you age. As a Department of Senior Affairs member, you can take advantage of our sports and fitness facilities, classes, and trips. The Department of Senior Affairs 50+ Sports & Fitness Program includes individual and group weight training classes; aerobic, gentle, and flex tone exercise classes; water exercise; an outdoor recreation program; evidenced-based programs; and the Albuquerque 50+ Games. New classes and opportunities are added regularly.

You can view the 50+ Sports and Fitness schedule by visiting [cabq.gov/seniors/50-sports-fitness](http://cabq.gov/seniors/50-sports-fitness).

## Senior Affairs Membership

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

Annual membership cost is \$20 however, a fee waiver can be requested. Members have access to fitness programs, classes, travel, meals, computer labs, volunteer opportunities, competitive sports events and more.

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

Existing members with a previous active membership as of March 17th of 2020 will be renewed and extended until June 2022 at no cost due to the COVID-19 pandemic closures of our centers.



DEPARTMENT OF SENIOR AFFAIRS

# TRANSPORTATION PROGRAM



505-764-6464

Senior Affairs Transportation Program

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

## WHAT WE OFFER

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

### MEDICAL APPOINTMENT TRANSPORTATION

MONDAY-FRIDAY

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

### SENIOR, MULTIGENERATIONAL AND MEAL SITE TRANSPORTATION

MONDAY-FRIDAY

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

### ON-DEMAND TRANSPORTATION

MONDAY-FRIDAY

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



CITY OF ALBUQUERQUE



senior affairs

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

Table of Contents

Emergency Phone Numbers ..... 1
Utility Emergencies – Electricity, Gas and Water ..... 1
Alzheimer’s & Dementia Assistance ..... 1
Cancer Resources ..... 2
Caregiver & Hospice Services ..... 3
Community-Based Organizations ..... 3
Coronavirus (COVID-19) Information ..... 5
Crisis & Domestic Violence Resources ..... 6
Day Services ..... 7
Disability Resources ..... 8
Education ..... 11
Employment/Unemployment Benefits ..... 12
Food Assistance ..... 13
Fraud Awareness ..... 13
Government Agencies ..... 15
Bernalillo County ..... 15
City of Albuquerque ..... 15
New Mexico State Government ..... 17
U.S. Federal Government ..... 18
Grandparents Raising Grandchildren ..... 18
Health Care Services ..... 19
Behavioral Health/Counseling ..... 19
Dental Care ..... 20
Hearing Aids ..... 20
Medical Care ..... 20
Multiple Service Healthcare Agencies ..... 21
Prescription Assistance ..... 21
Treatment Referral Programs ..... 23

Vision Care .....	23
<b>Health Insurance Information .....</b>	<b>23</b>
<b>Homeless Resources .....</b>	<b>24</b>
<b>Housing .....</b>	<b>25</b>
Housing Discrimination .....	25
Housing Opportunities .....	25
Repair/Weatherization .....	26
Reverse Mortgage Assistance.....	26
<b>Immigrant &amp; Refuge Resources .....</b>	<b>27</b>
<b>In-Home Support Services .....</b>	<b>27</b>
<b>Intercultural and Multicultural Engagement .....</b>	<b>28</b>
<b>Legal Resources .....</b>	<b>28</b>
<b>Medicaid Information .....</b>	<b>29</b>
<b>Medicare Information .....</b>	<b>29</b>
<b>Native American Resources .....</b>	<b>31</b>
<b>Pet Resources .....</b>	<b>32</b>
<b>Physical Fitness &amp; Wellness Programs .....</b>	<b>32</b>
Other Wellness Programs .....	33
<b>Property Tax Information.....</b>	<b>34</b>
<b>Public Benefits .....</b>	<b>34</b>
<b>Referral Services .....</b>	<b>35</b>
<b>Senior &amp; MultiGenerational Center Locations .....</b>	<b>36</b>
(City of Albuquerque) Neighboring Communities .....	37
<b>Senior Meals.....</b>	<b>38</b>
Home-Delivered Meals .....	38
Meal Site Locations.....	38
<b>Support Groups &amp; Services .....</b>	<b>40</b>
<b>Tax Preparation Information .....</b>	<b>41</b>
<b>Transportation .....</b>	<b>41</b>
<b>Veterans Resources .....</b>	<b>42</b>
<b>Volunteer Opportunities.....</b>	<b>44</b>
<b>Voting Information.....</b>	<b>44</b>

**VOLUNTEER TODAY** We offer a wide variety of volunteer opportunities.

Do you have time, talents, skills, or hobbies you would like to share? If you do, please call (505) 764-6400.

## 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.
- **Skills for Dementia Caregiving (aka Savvy Caregiver)** - Free program for family caregivers presented by the Alzheimer's Association, NM Chapter. Provides practical techniques for interacting with loved ones with dementia or Alzheimer's disease.

**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.

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**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)**

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**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.

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**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)**

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## **CANCER RESOURCES**

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**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.

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**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)**

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**Cancer Services of New Mexico ..... 259-9583**

P.O. Box 51735, 87181-1735 **[www.cancerservicesnm.org](http://www.cancerservicesnm.org) or [www.nmcancerhelp.org](http://www.nmcancerhelp.org)**  
Offers caregiver support, free legal and paperwork assistance for those coping with cancer.

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**People Living through Cancer ..... 242-3263**

3411 Candelaria NE, Ste. M, 87107  
Support program for individuals living through cancer. **[www.pltc.org](http://www.pltc.org)**

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**Prostate Cancer Support Association of New Mexico (PCSANM) ..... 1-800-278-7678 or 254-7784**

Assists all interested individuals and their families by providing publications on prostate cancer subjects, a buddy list of individuals, and support meetings. **[www.pcsanm.org](http://www.pcsanm.org)**

## CAREGIVER & HOSPICE SERVICES

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

Provides Information and referrals to caregivers.

**Caregiving.com**..... [www.caregiving.com](http://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.

**EnCasa Caregivers** ..... 510-3295

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

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

**NM Association for Home & Hospice Care** ..... 565-5777

2424 Louisiana Blvd., NE, Ste. 220, 87110

[www.nmahc.org](http://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](http://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](http://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](http://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>

## COMMUNITY-BASED ORGANIZATIONS

(Services may be based on availability)

**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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**Heat New Mexico Fund (Gas only) ..... 872-1171**  
411 Broadway Blvd., SE, 87102 [www.nmgco.com/en/HEAT\\_For\\_Help](http://www.nmgco.com/en/HEAT_For_Help)  
Helps income-qualified NM residents to pay their heating bills.

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**Help New Mexico, Inc. .... 265-3717**  
5101 Copper Ave., NE, 87108 [www.helpnm.com](http://www.helpnm.com)  
Provides assistance for eviction, and disconnection notices for utilities and water.

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**Low Income Telephone Assistance Program (LITAP) ..... 1-855-954-6546**  
555 Lake Border Drive, Apopka, FL 32703 **FAX - 1-866-810-7530**  
Provides a discount on telephone service to Medicaid and LIHEAP recipients.  
[www.centurylink.com/aboutus/community/community-development/lifeline.html](http://www.centurylink.com/aboutus/community/community-development/lifeline.html)

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**PNM Good Neighbor Fund (Electric Only) ..... 967-8045**  
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. [www.pnm.com/good-neighbor-fund](http://www.pnm.com/good-neighbor-fund)

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**St. Vincent de Paul Clearinghouse ..... 346-1500 Ext. 4**  
4120 Menaul Blvd., NE, 87110  
Provides assistance with utility disconnect notices, rental evictions and food.

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**Safe Link Wireless** ..... 1-800-723-3546  
**NM Association of Community Partners** ..... [www.safelinkwireless.com](http://www.safelinkwireless.com)  
3200 Carlisle Blvd., Ste. 101, NE, 87110  
Free cell phone to recipients of public benefits and HUD Housing Assistance.

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**Salvation Army Family Services** ..... 872-1171  
411 Broadway Blvd., SW, 87102 ..... [www.salvationarmyalbuquerque.org](http://www.salvationarmyalbuquerque.org)  
Provides food boxes, bus passes, clothing, rental, water and utility assistance.

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**Silver Horizons**..... 884-3881  
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. [www.silverhorizons.org](http://www.silverhorizons.org)

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**Storehouse New Mexico** ..... 842-6491  
106 Broadway Blvd., SE, 87102 ..... [www.thestorehouseabq.org](http://www.thestorehouseabq.org)  
Provides monthly food boxes and assistance with paying water/solid waste utilities to income-qualified Bernalillo County homeowners who are current on their water bill.

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**United Way of Central NM**.....211 or 245-1735  
2340 Alamo Ave. SE, 2nd Floor, 87106 ..... [www.uwcnm.org](http://www.uwcnm.org)  
Connects individuals and families to organizations that can best address their needs.

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## **CORONAVIRUS (COVID-19) INFORMATION**

**Bernalillo County Emergency Rental Assistance** ..... 468-1279  
One-time emergency rental and utility assistance to Bernalillo County households experiencing financial hardship as a result of the COVID-19 crisis.

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**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.

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**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)

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**Coronavirus Health Hotline** ..... 1-855-600-3453  
Hotline for residents with health-related questions.

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**Coronavirus Information Hotline** ..... 1-833-551-0518  
Hotline for residents with non-health-related questions. [www.newmexico.gov/hotlines](http://www.newmexico.gov/hotlines)

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**Court Outreach for Rental Assistance Program (CORA)** ..... 768-3896  
Works in partnership with the New Mexico Emergency Rental Assistance Program (ERAP) and the Bernalillo County Metropolitan Court system. Representatives can assist with creating an online account, scanning and uploading documents, and submitting applications.

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**Coronavirus (COVID-19) Information**

**Covid-19 Funeral Assistance** ..... **1-844-684-6333**  
 Hotline to get a Covid-19 Funeral Assistance application and assistance from FEMA's representatives. Multilingual services available. **[www.newmexico.gov/hotlines](http://www.newmexico.gov/hotlines)**

**Emergency Rental Assistance Program** ..... **1-833-485-1334**  
 Rental and utility assistance available to households who are obligated to pay rent on a residential dwelling. Rental assistance can be used for unpaid, current and future rent and utilities. Funding may also be available for other housing-related expenses incurred directly or indirectly due to the COVID-19 outbreak. **[www.renthelpnm.org](http://www.renthelpnm.org)**

**NM Homeowner Assistance Fund** ..... **1-866-488-0498**  
 344 Fourth St., SW, 87102  
 Provides emergency housing grants to income-eligible households experiencing financial hardship associated with the COVID-19 health crisis.  
**<https://housingnm.org/new-mexico-homeowner-assistance-fund>**

**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.

**Do you want to register for your COVID-19 Vaccine?**  
 Please use the web-site tool to register with the New Mexico Department of Health (NMDOH). When vaccine is available, NMDOH will send you a notification to schedule your appointment.  
**<https://vaccinenm.org/registration.html>**

Users who have questions or would like support with the registration process—including New Mexicans who do not have internet access can dial—1-855-600-3453 and press 1 (o 3 para español).

Seniors and those with disabilities can call 1-800-432-2080 or 764-6400 for support with registration and scheduling.

## **CRISIS & DOMESTIC VIOLENCE RESOURCES**

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

**Agora Crisis Center** ..... **277-3013**  
**[www.agoracares.org](http://www.agoracares.org)**

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

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

- City of Albuquerque Family Advocacy Center** ..... 243-2333  
 625 Silver SW, Ste. 200, 87102      [www.cabq.gov/albuquerque-family-advocacy-center](http://www.cabq.gov/albuquerque-family-advocacy-center)  
 Provides victims of domestic violence, child abuse, and sexual assault with a safe setting to assist in addressing and overcoming the trauma of their experience.
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- 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.
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- 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.
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- Enlace Comunitario** ..... 246-8972  
 2425 Alamo Ave., SE, 87106  
 Services for Spanish-speaking victims of domestic violence.      [www.enlacenm.org](http://www.enlacenm.org)
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- NM Coalition Against Domestic Violence** ..... 246-9240  
 2340 Alamo Avenue SE, Ste. 120, 87106  
 Offers referrals to domestic violence victims.      [www.nmcadv.org](http://www.nmcadv.org)
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- NM Crime Victims Reparation Commission** ..... 841-9432  
 Provides temporary assistance to victims of violent crimes.      [www.cvvc.state.nm.us](http://www.cvvc.state.nm.us)
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- NM Crisis & Access Line (24/7)\*** ..... 1-855-NMCRISIS (662-7474)  
 Crisis line available 24 hours a day.      [www.nmcrisisline.com](http://www.nmcrisisline.com)
- 
- National Domestic Violence Hotline** ..... 1-800-799-7233  
 Highly trained advocates are available 24/7/365 for confidential calls with anyone experiencing domestic violence or seeking resources.      [www.thehotline.org](http://www.thehotline.org)
- 
- National Prevention Lifeline (24/7)\*** ..... 1-800-273-8255  
 Provides free, confidential support to individuals in suicidal crisis or emotional distress.      [www.suicidepreventionlifeline.org](http://www.suicidepreventionlifeline.org)
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- Rape Crisis Center of Central NM (24/7)\*** ..... 266-7711  
 9741 Candelaria NE, Albuquerque, 87112      [www.rapecrisiscnm.org](http://www.rapecrisiscnm.org)  
 Provides crisis intervention, advocacy, and counseling for survivors of sexual assault.
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- The Friendship Line** .....(800) 971-0016  
 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	

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**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)

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## DISABILITY RESOURCES

<b>ARCA</b> .....	<b>332-6700</b>
11300 Lomas NE, 87112	<a href="http://www.arcaopeningdoors.org">www.arcaopeningdoors.org</a>
Residential support systems for individuals experiencing disabling conditions.	
<b>Adelante Development Center</b> .....	<b>341-2000</b>
3900 Osuna Rd., NE, 87109	<a href="http://www.goadelante.org">www.goadelante.org</a>
Provides a full range of support services and resources for individuals experiencing disabling conditions.	
<b>Adelante (Back in Use)</b> .....	<b>341-7171</b>
Provides used durable medical equipment to those in need.	<a href="http://www.backinuse.com">www.backinuse.com</a>
<b>ABLE New Mexico</b> .....	<b>1-800-439-1653</b>
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.	
	<a href="http://www.ablenewmexico.com">www.ablenewmexico.com</a>
<b>Americans with Disabilities Act Information Line</b> .....	<b>1-800-514-0301</b>
<b>U.S. Department of Justice</b>	
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.	
	<a href="http://www.ada.gov">www.ada.gov</a>

- 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.
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- 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.
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- 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.drnmm.org](http://www.drnmm.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](http://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 18 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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- NM Commission for the Deaf and Hard of Hearing** ..... 1-800-489-8536  
 505 Marquette Ave., NW, Ste. 1550, 87102 **Voice and TTY**  
 Provides resources for those who are hard of hearing or deaf. [www.cdhh.state.nm.us](http://www.cdhh.state.nm.us)
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- NM Department of Health** .....505-476-8913  
**Developmental Disabilities Supports Division** [www.nmhealth.org](http://www.nmhealth.org)  
 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.
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- NM Developmental Disabilities Planning Council** ..... 841-4519  
 625 Silver Ave., SW, Ste. 100, 87102 [www.nmddpc.com](http://www.nmddpc.com)  
 Promotes advocacy, capacity building, and systemic change to improve the quality of life for individuals with developmental disabilities and their families.
- NM Office of Guardianship** ..... 841-4549  
 Provides adult guardianship legal services for adult's with limited capacity to make or communicate decisions on the adult's behalf.
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- NM Division of Vocational Rehabilitation (DVR)** ..... 843-1900  
 501 Mountain Rd. NE, 87102 [www.dvr.state.nm.us](http://www.dvr.state.nm.us)  
 Assists eligible individuals with documented disabilities find suitable employment.
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- NM Governor's Commission on Disability** ..... 1-877-696-1470 or 476-0412  
 491 Old Santa Fe Trail, Santa Fe, 87501 [www.gcd.state.nm.us](http://www.gcd.state.nm.us)  
 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.
- NM Brain Injury Advisory Council** ..... 1-505-476-7328  
 Promotes prevention and increased awareness for brain injuries. [www.nmbiac.com](http://www.nmbiac.com)
- 
- NM Technology Assistance Program (NMTAP)** ..... 841-4464  
 625 Silver Ave. SW Ste. 100-B, 87102 [www.tap.gcd.state.nm.us](http://www.tap.gcd.state.nm.us)  
 Offers free services to New Mexicans with disabilities to access assistive technology.
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- Relay New Mexico** ..... 1-800-659-1779 or (TTY) 1-800-659-8331  
 Provides telecommunications relay services for individuals who are deaf, hard of hearing, deaf-blind or have difficulty speaking. [www.hamiltonrelay.com](http://www.hamiltonrelay.com)
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- Supportive Housing Coalition of New Mexico** ..... 255-3643  
 625 Silver Ave., SW, 87102 [www.shcnm.org](http://www.shcnm.org)  
 Permanent supportive housing for people with physical and mental health disabilities.

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

**UNM Center for Development and Disability Network** ..... 1-800-552-8195  
 2300 Menaul Blvd NE, 87107 [www.cdd.unm.edu](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 38–39 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** (also see pages 3–6 for added services)

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

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

300 Menaul NW, Space #226, 87107

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

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

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

600 Coors Blvd., NW, 87121

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

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

**Roadrunner Food Bank** ..... 349-5340

**SNAP Support Line** ..... 1-844-684-6268

5840 Office Blvd. NE, 87109

Provides individuals with agency contacts for food assistance. Assists in signing up for

SNAP or Medicaid assistance.

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

## **FRAUD AWARENESS**

**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.

**City of Albuquerque Office of Consumer Protection** ..... 768-34596

One Civic Plaza NW, 87102

Connects consumers information on how to avoid scams and help consumers who have been harmed by unfair or deceptive transactions to include identity theft or stolen personal information.

[www.cabq.gov/office-of-consumer-protection](http://www.cabq.gov/office-of-consumer-protection)

**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)

**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)

**ID Theft Resolutions LTD ..... idtheftresolutions.org**

Free assistance for victims of ID theft. Offers a low-cost family ID Theft prevention check-up.

**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.

**NM Office of the Superintendent of Insurance ..... 1-855-427-5674**

1120 Paseo De Peralta, 4th Floor, Santa Fe, 87501

Investigates complaints regarding all types of insurance.

**www.osi.state.nm.us**

**NM Taxation and Revenue Department ..... 841-6200**

5301 Central Ave., NE, 87198

**www.tax.newmexico.gov/report-tax-fraud.aspx**

Report suspicious letters or scams that refer to NM Taxation and Revenue Department.

**NM Regulation and Licensing Dept.....505-476-4500 (Option 5)  
(Securities Division) .....www.rld.state.nm.us/securities-division**

2550 Cerrillos Rd. 3rd Floor, Santa Fe, 87505

Investigates financial fraud and assists consumers in making financial decisions.

**National Consumer Law Center ..... 1-617-542-8010**

Provides consumer justice and economic security for low-income and other disadvantaged people, including older adults.

**www.nclc.org**

**National Fraud Information Center & Internet Watch .....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.

**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**

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

**U.S. Postal Inspection Service ..... 1-877-876-2455**

433 W. Harrison St., Room 3255, Chicago, IL 60699

**www.uspis.gov**

Investigates all types of mail fraud or suspicious letters received by U.S.P.S mail.

**U.S. Treasury Inspector General for Tax Administration (TIGTA) ..... 1-800-366-4484**

P.O. Box 589, Ben Franklin Station, Washington, DC 20044

**www.treasury.gov/tigta**

Investigates reports from victims that have received an IRS impersonation scam.

## GOVERNMENT AGENCIES

### Bernalillo County

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

**Bernalillo County Clerk’s Office** ..... 468-1290  
 415 Silver SW., 87102      [www.bernco.gov/clerk](http://www.bernco.gov/clerk)  
 Records and provides access to various Bernalillo County publicly recorded documents.

**Bernalillo County Court of Wills, Estate and Probate** ..... 468-1234  
 415 Silver SW., 87102      [www.bernco.gov/probate-court/welcome-to-the-court.aspx](http://www.bernco.gov/probate-court/welcome-to-the-court.aspx)  
 The proper court to file the estate of a deceased individual that resided in Bernalillo County.

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

**City of Albuquerque Community Safety Department..... 768-4227**

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)

**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)

**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)

**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)

**City of Albuquerque Household Hazardous Waste Disposal ..... 349-5220**

6137 Edith NE, 87107 [www.cabq.gov/solidwaste/household-hazardous-waste](http://www.cabq.gov/solidwaste/household-hazardous-waste)

Residents of County may drop off residential hazardous wastes at no charge.

**City of Albuquerque Office of Neighborhood Coordination ..... 768-3334**

1 Civic Plaza, NW, 9th Floor, Ste., 9087, 87102

Creates thriving neighborhoods by building neighborhood relationships, involvement and community connections. [www.cabq.gov/office-of-neighborhood-coordination](http://www.cabq.gov/office-of-neighborhood-coordination)

**City of Albuquerque Police Department (non-emergency) ..... 242-COPS**

400 Roma NW, 87102 **242-2677**

[www.cabq.gov/police/contact-the-police](http://www.cabq.gov/police/contact-the-police)

**Telephone Reporting Unit ..... 242-2677**

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

**City of Albuquerque Solid Waste Management Department** ..... 761-8100  
4600 Edith NE, 87107 [www.cabq.gov/solidwaste](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](http://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.

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**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](http://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](http://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.

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**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.

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### **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.

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### **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.

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### **Grandparents are Indeed Necessary (GAIN)..... 296-3589**

Advocates for grandparents' rights and visitation.

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### **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.

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### **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)

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### **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.

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### **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)

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## **HEALTH CARE SERVICES**

### **Behavioral Health / Counseling**

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#### **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)

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#### **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.

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**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.

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**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

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## 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)

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

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

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## 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.

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**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)

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## 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.

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**NM Department of Health** ..... **841-5859**  
**Diabetes Prevention and Control Program** ..... **www.diabetesnm.org**  
810 W. San Mateo, Ste. 200-E, 87505  
Provides medical information and community services to individuals with diabetes.

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**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.

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## Multiple Service Health Care Agency

**First Choice Community Healthcare Clinics** ..... **www.fcch.com**  
Each center below provides primary health care for individuals with Medicare, Medicaid,  
other insurance plans and also those without insurance. Fees are based on income. Also  
assists with Medicaid applications, helps patients find insurance on the Marketplace, and  
enroll in special programs when they are eligible.

**North Valley, South Broadway, and South Valley Centers also offer behavioral health care.**

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

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

**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**

**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

**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)

**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)

**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)

**Patient Access Network for Medication** ..... 1-866-316-7263  
 Provides underinsured patients with co-payment assistance. [www.panfoundation.org](http://www.panfoundation.org)

**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 \$34.31 for 2022), 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

<b>AL-ANON</b> .....	262-2177
Help for families and friends of problem drinkers.	<a href="http://www.aisnm.org">www.aisnm.org</a>
<b>Alcoholics Anonymous</b> .....	266-1900
Alcoholism recovery group.	<a href="http://www.albuquerqueaa.org">www.albuquerqueaa.org</a>
<b>Central New Mexico Treatment Center</b> .....	268-5611
Outpatient drug treatment recovery center.	<a href="http://www.newseason.com">www.newseason.com</a>
<b>Narcotics Anonymous</b> .....	1-800-798-6649
Recovery drug addiction support group.	<a href="http://www.riograndena.org">www.riograndena.org</a>
<b>Nicotine Anonymous</b> .....	1-877-879-6422
Nicotine support group.	<a href="http://www.nicotine-anonymous.org">www.nicotine-anonymous.org</a>
<b>NM Council on Problem Gaming</b> .....	1-800-572-1142
Provides a hotline to individuals experiencing gambling-related problems. Confidential help is available 24 / 7 / 365 days per year.	<a href="http://www.nmcpg.org">www.nmcpg.org</a>
<b>Overeaters Anonymous</b> .....	891-2664
Program for individuals with problems related to food.	<a href="http://www.oa.org">www.oa.org</a>
<b>Responsible Gaming Association of NM</b> .....	1-888-696-2440
Information for problem gamblers.	<a href="http://www.rganm.org">www.rganm.org</a>

## Vision Care

<b>Eyecare America's Senior Eye Care Program</b> .....	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.	<a href="http://www.aao.org/eyecare-america">www.aao.org/eyecare-america</a>
<b>New Eyes</b> .....	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.	<a href="http://www.new-eyes.org">www.new-eyes.org</a>

## HEALTH INSURANCE INFORMATION

<b>Federal Health Insurance Marketplace</b> .....	1-800-318-2596
465 Industrial Blvd, London, KY 40750-0001	(TTY) 1-855-889-4325
Provides information to obtain health insurance coverage.	<a href="http://www.healthcare.gov">www.healthcare.gov</a>
<b>NM Health Insurance Exchange</b> .....	314-5260
6403 Menaul Blvd. NE, 87110	<a href="http://www.bewellnm.com">www.bewellnm.com</a>
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.

**Homeless Legal Clinic**

9:00 – 11:00 AM on the third Thursday of the month

Volunteer attorneys provide legal information to low income clients.

**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.

**St. Martin's Hope Works** ..... 242-4399

1201 3rd St., NW, 87102

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

Providing support and hope to those who may be experiencing homelessness.

**Saranam** ..... 299-6154

1028 Eubank N.E., Ste. F, 87112

[www.saranamabq.org](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.

**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.

**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 Legal Resources – pages 28–29

### 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.app.bernco.gov/ha\\_web\\_app/](http://www.app.bernco.gov/ha_web_app/)  
 Assists households with housing choice vouchers to a private landlord, housing for low income families, elderly and disabled individuals. Apply on-line.

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

**Habitat for Humanity** ..... 265-0057  
 4900 Menaul Blvd., NE, 87110 [www.habitatabq.org](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.

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**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.

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## Rental Assistance

See Community-Based Organizations – pages 3–6

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## Repair / Weatherization

**Bernalillo County Housing Department** ..... 314-0200  
1900 Bridge Blvd., SW, 87105 [www.bernco.gov](http://www.bernco.gov)  
Assists low-income homeowners, with limited resources to make needed home repairs.

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**Bernalillo County Public Works** ..... 848-1524  
**Partners in Improving and Protecting the Environment (PIPE) Program**  
2400 Broadway, SE, 87102 [www.bernco.gov/PIPE/](http://www.bernco.gov/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.

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**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.

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**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.

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**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)

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## 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)

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## IMMIGRANT & REFUGEE RESOURCES

**Catholic Charities Center for Refugee Support**..... 724-4670

2010 Bridge Ave., SW, 87105

Provides educational and career programs for refugee families that have resettled in Albuquerque.

[www.ccasnm.org/refugeesupport.html](http://www.ccasnm.org/refugeesupport.html)

**City of Albuquerque Office of Immigrant & Refugee Affairs** ..... 768-3040

The mission is to improve the lives of all immigrants and resettled refugees who are living in Albuquerque by evaluating and assuring City services are inclusive of immigrants, refugees, and English-language learners.

[www.cabq.gov/office-of-equity-inclusion/immigrant-refugee-affairs](http://www.cabq.gov/office-of-equity-inclusion/immigrant-refugee-affairs)

**Lutheran Family Services** ..... 933-7032

4105 Silver Ave., SE, 87108

Aids resettled refugees to work towards self-sufficiency through essential resettlement services, including: housing, employment, English language, and cultural orientation.

[www.lfsrm.org/programs-and-services/refugees/](http://www.lfsrm.org/programs-and-services/refugees/)

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

7525 Zuni SE, 87108

[www.nmhealth.org/about/phd/idb/rhp/](http://www.nmhealth.org/about/phd/idb/rhp/)

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

**NM Immigrant Law Center** ..... 247-1023

Provides free and low-cost immigration information and legal assistance to low income families. The agency helps immigrants keep their families together, gain protection from persecution and domestic violence, attain permanent residency and work authorization and become U.S. citizens.

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

## IN-HOME SUPPORT SERVICES

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

904 Las Lomas Rd., NE 87102

Program of all-inclusive care for the elderly (PACE). 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.

# INTERCULTURAL AND MULTICULTURAL ENGAGEMENT

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

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

**NM Asian Family Center** ..... 717-2877  
 Provides case management services such as applying for food stamps, TANF, social security, housing, etc. All services offered are provided free of charge. Although our services are open to everyone, our offerings are tailored to those who identify as Asian, Pacific Islander, and Native Hawaiian (APINH).  
[www.nmafc.org](http://www.nmafc.org)

## LEGAL RESOURCES

**American Bar Association** ..... 243-2615  
 Lawyer referral service; \$50 for 30 minutes.      [www.abqbar.org](http://www.abqbar.org)

**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)

**NM Legal Aid** ..... 1-833-545-4357 or 243-7871  
 301 Gold Ave., SW, 87102      [www.newmexicolegalaid.org](http://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.

**National Consumer Law Center** ..... 1-800-432-2080  
 Provides consumer justice and economic security for low-income and other disadvantaged people, including older adults.      [www.nclc.org](http://www.nclc.org)

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

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

**State Bar of NM General Referral Program (SBGR) ..... 1-800-876-6227 or 797-6006**  
 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)

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

**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.

## MEDICAID INFORMATION

**ME TOWN Enterprises..... 310-9069**  
 Medicaid Support Brokers for NM Medicaid Self Directed Community Benefit Program, Blue Cross and Blue Shield of New Mexico 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.

**H.O.P.E. Healthcare Options..... 750-5677**  
 Provides assistance with Medicare education, enrollment, and plan selection.

**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)

Medicaid Information

Medicare Information

**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**

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

P.O. Box 27118, 2550 Cerrillos Rd., Santa Fe, 87502

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

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

(See addresses/phone #'s on page 35)

**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.

¿Necesita ayuda con Medicare y/o Medicaid? Llame al Centro de Recursos de Salud para Personas Mayores ..... **429-2018**

**www.seniorhealthresourcecenter.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](http://www.ihs.gov)

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

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

[www.cabq.gov/office-of-equity-inclusion/native-american-affairs](http://www.cabq.gov/office-of-equity-inclusion/native-american-affairs)

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

**Behavioral Health** ..... 262-2481

**Dental Care**..... 873-7423

**Medical Care**..... 248-2990

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

4321 Fulcrum Way NE, Ste. B, Rio Rancho, 87144

Provides services to Native American adults age 55 and older. [www.fsipinc.org](http://www.fsipinc.org)

**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)

**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.

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

905 W. Apache St., Farmington, NM 87401

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

Provides free legal assistance to Native Americans with disabilities.

**Navajo Area Agency on Aging** .....928-871-6868

P.O. Box 1390 Window Rock, AZ 86515

[www.naaa.navajo-nsn.gov](http://www.naaa.navajo-nsn.gov)

Ensures Elders living on the Navajo Nation receive all available benefits and serves to which they are entitled.

**Navajo Nation American Rescue Plan** .....928-871-2600

P.O. Box 3150 Window Rock, AZ 86515

Enrolled Navajo Nation tribal members can apply for rental assistance. [www.nnooc.org](http://www.nnooc.org)

## PET RESOURCES

**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.

**Bernalillo County Animal Care Services ..... 468-7387**

3001 2nd St. SW, 87105  
Assists in reuniting people with their lost pets, as well as licensing and permitting of animals and animal establishments in Bernalillo County.

**Spay Neuter Assistance Program (SNAP)..... 314-0280**

Offers assistance for pet owners to help with the cost of spay or neuter services.

[www.bernco.gov/animal-care](http://www.bernco.gov/animal-care)

**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:** 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.

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**City of Albuquerque Department of Senior Affairs – Fitness Centers**

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

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**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.lovelacesilverelite.com](http://www.lovelacesilverelite.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)

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**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)

**PROPERTY TAX INFORMATION**

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

415 Silver SW, 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.

**PUBLIC BENEFITS**

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

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

Phone Hours: Monday – Friday 8:00 A.M. – 4:30 P.M. [www.state.nm.us](http://www.state.nm.us)

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

**ISD ASSISTANCE PROGRAMS:** (See addresses/phone #'s and programs listed below)

- **Burial Assistance** – Minimal assistance for Medicaid Recipients.
- **Medicaid (institutional and non-institutional)** – Medical Assistance for income eligible. See Page 30 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 30 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 Lambert 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)

**Referral Services**

**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

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

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

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

*(See Meal Sites pages 38–39 for a listing of City of Albuquerque Senior Meal Sites.)*

#### Senior Centers:

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

#### Multigenerational Centers:

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

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

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

## Neighboring Communities

**Bernalillo County Office of Senior and Social Services ..... 314-0425**

2400 Broadway SE, Bldg. N, 87102

Provides health and quality of life initiatives for Bernalillo County residents to improve well-being, health, and family & community development. **www.oss@bernco.gov**

**See meal sites on page 39 for county locations.**

**Non-Metro Area Agency on Aging ..... 1-866-699-4927**

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. **www.ncnmedd.com**

**Presbyterian Medical Services (PMS) - Torrance County ..... 1-800-477-7633**

Services for seniors in Torrance County.

**www.pmsnm.org/services/senior-services**

**Torrance County - Estancia..... 384-2296**

305 Highland Ave., Estancia, 87016

**Torrance County - Moriarty..... 832-4425**

120 Roosevelt Ave., Moriarty, 87035

**Torrance County - Mountainair..... 847-2885**

107 North Summit Ave., Mountainair, 87036

**Sandoval County Senior Program – Information and Assistance..... 867-7535**

1500 Idalia Rd., NE, Bldg. D, Bernalillo, NM, 87004

Provides services to seniors throughout Sandoval county.

**www.sandovalcountynm.gov/departments/community-services/senior-services/**

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

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**

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 Cuero 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 for elderly, recuperating, and disabled individuals who are homebound. Special diets available, no age restrictions.

### City of Albuquerque Dept. of Senior Affairs

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

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

Heart-healthy meals delivered to homebound elderly age 60 and older who cannot cook for themselves. Delivered Monday – Friday along with frozen weekend meals.

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

### Meal Sites

### City of Albuquerque Dept. of Senior Affairs

#### Low-Cost Meal Sites

**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 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.**

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

4645 Pitt St., NE, 87111

**Highland Senior Center** ..... 767-5210

131 Monroe St., NE, 87108

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

5221 Palo Duro Ave., NE, 87110

### City of Albuquerque Dept. of Senior Affairs

#### Donation-Based Funded Meal Sites

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.

<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 Dept. of Senior Affairs – Senior Meal Sites**

<b>Raymond G. Sanchez Senior Center</b> .....	<b>314-0082</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</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>Village of Tijeras Senior Center</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 Senior Center</b> .....	<b>314-0049</b>
3910 Isleta Blvd., SW, 87105	
<b>Shalom House Meal Site</b> .....	<b>823-1434</b>
5500 Wyoming Blvd., NE, 87109	
<b>South Valley Multi-Purpose Senior Center</b> .....	<b>468-7602</b>
2008 Larrazolo Rd., SW, 87105	
<b>Taylor Ranch Community Center</b> .....	<b>768-6006</b>
4900 Kachina St., NW, 87120	
<b>Whispering Pines Senior Center</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.

### **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 [www.sageabq.org](http://www.sageabq.org)  
Offers a support group to LGBT elders.

### **VisionAware ..... www.visionaware.org**

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

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

10704 Paseo del Norte, NE, 87122

Support group focusing on vision loss, particularly macular degeneration, but open to anyone with vision loss, their family members, and caregivers.

## 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

**<https://irs.treasury.gov/freetaxprep/>**

Offers free basic information on tax return preparation to qualified individuals. To locate the nearest VITA or TCE site near you, use the VITA Locator Tool.

**NM Taxation and Revenue ..... 841-6200**

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](mailto: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

**<https://uwcnm.org/how-we-help/tax-help-new-mexico>**

Offers free state and federal tax preparation to families who make \$56,000 per year or less.

**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**

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

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.*

**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 earned through military service.

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

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

**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 with qualified caring responders on a confidential hotline.

- **Health Care System**..... **1-800-465-8262 or 265-1711**  
1501 San Pedro SE, 87108 **www.albuquerque.va.gov**  
Provides health care, prescriptions and case management to veterans.
- **Paralyzed Veterans of America (PVA)** ..... **265-1711 ext. 2849**  
Assists veterans with service-connected injuries.
- **Social Services**..... **265-1711 ext. 3302**  
Provides advocacy, supportive services and case management to veterans.
- **Supportive Housing (HUD-VASH)**..... **265-1711**  
Provides rental assistance for homeless veterans.
- **Transportation for Medical Center** ..... **265-1711 ext. 5438**  
Free, volunteer-operated transportation for veterans. Reservations required.
- **Visual Impairment Services Team (VIST)**..... **265-1711 ext. 2774**  
Provides comprehensive and thorough blind rehabilitation services, training, equipment, and case management to visually impaired veterans.

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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 45 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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## VOTING INFORMATION

**Bernalillo County Clerk’s Office Bureau of Elections** ..... **243-VOTE (8683)**  
415 Silver SW, 87102 **www.bernco.gov/clerk**  
Provides information on voter registrations, voting locations, current and upcoming elections. Language assistance available in Spanish, Navajo, Keres, and Tiwa.

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## AmeriCorps Seniors

### Volunteer Opportunities:

AmeriCorps Seniors is a suite of national volunteer programs for Americans 55 years and older and is federally funded by AmeriCorps formally known as Corporation for National & Community Service. In New Mexico, AmeriCorps Seniors 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 who 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 current skills or develop new ones. 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. Senior Companions 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.

## January

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## February

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## April

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30	31					

## November

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## December

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25	26	27	28	29	30	31





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

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