

# Department of Senior Affairs



# FY2023 ANNUAL REPORT

This report by the City of Albuquerque Department of Senior Affairs (DSA) provides an overview of the Department's progress during Fiscal Year 2023 regarding the implementation of the Albuquerque Age-Friendly Action Plan to inform and evaluate programs and policies that support healthy aging in our community.

## PRIORITIES OF SENIOR AFFAIRS

### Strategic Plan Implementation

Finalize DSA's Strategic Plan to help the City prepare for a growing older adult population and to ensure that services and programs benefitting the independence and safety of Albuquerque's seniors remain a top priority in the years ahead. The Strategic Plan creates alignment with the City of Albuquerque Age-Friendly Action Plan.



*Bernalillo County's older adults are expected to make up over 40% of the County's population by 2030.*

*(New Mexico Human Services Department, 2021)*

### Community Engagement

Establish new community partnerships, engage in community events, and play an active role on multiple city advisory committees to increase DSA's internal capacity and encourage community leaders to consider the concerns of Albuquerque's older adults.



*In 2023, New Mexico ranked 48th in the nation for adults 65 and older at risk of social isolation.*

*(Albuquerque Journal, 7-24-23)*

### Improving Access to Services

Meet the rising need for assistance caused by inflation and end of emergency COVID funding through the purposeful evaluation and expansion of programs and services while adhering to standards of excellence set by the National Council on Aging (NCOA).



# EVALUATING IMPACT

DSA's focus on strategic planning will be front and center over the next few years, evaluating five critical areas to help ensure that Albuquerque continues to prioritize the well-being of its seniors for years to come.

## Deliver Critical Services Efficiently

- **Conduct** up-to-date condition and systems assessments of senior and multigen centers to prepare for growing use
- **Invest** more than \$225,000 in security and network enhancements at DSA facilities
- **Launch** all-ages volunteer program, Volunteers in Action (VIA), to bolster capacity of services impacting seniors
- **Evaluate** and renew Home Services program to promote safe, independent living for seniors 60+

## Become a Data Driven Organization

- **Learning** best practices and standards through the accreditation of four centers by National Council on Aging's National Institute of Senior Centers: Los Volcanes, Manzano Mesa, North Valley, Palo Duro
- **Implement** a "Survey Season" of DSA programs to assess the needs of aging population, identify emerging trends and senior participant satisfaction



*Increase in DSA center memberships from FY22 to FY23*

## Meet Evolving Demand for Services

- **Expansion** of free/donation-based meals across senior centers to include Bear Canyon, Palo Duro, and Highland
- **Use of technology** was highlighted by DSA's innovative annual 50+ Senior Tech Fair Event, which was awarded a Program of Excellence Award by the National Institute of Senior Centers
- **Funding** for key positions accomplished in FY21, FY22, FY23 budgets totaling over \$730,000 per year allowed DSA to expand its internal capacity



## Build Internal Capacity

- **Implement** standards for new employee onboarding
- **Emphasis** on team building and professional development (e.g. annual staff retreat, Points of Light conference, pre-management training)
- **Engage** in cross-departmental initiatives to enrich lives of families (e.g. Youth Connect)



## Be the Trusted Voice for Older Adults in the Community

- **Recipient** of Vaccine Uptake Initiative Grant awarded by National Council on Aging
- **Advocate** in support of Housing Forward Initiative to ensure concerns of older adults are considered
- **Continuing work** with Age-Friendly partners (e.g. community groups, private businesses, government organizations) to find ways to keep older adults active and engaged in their communities

# ENGAGING THE COMMUNITY

## 50+ Senior Tech Fair



- Hosted April 14th, 2023 at Palo Duro Senior Center
- Event to bridge digital divide by encouraging older adults to learn about technology
- Over 30 community partners/sponsors
- Over 250 seniors attended



## Ageless Artisan Craft Fair

- Hosted on November 17th, 2022 at Manzano Mesa
- Community invited to purchase artwork crafted by 42 senior vendors
- Over 800 total attendance

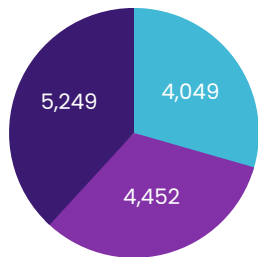


## Participated in Community Planning



- Participated in City Planning Department's Community Planning Area (CPA) Assessments focused on Southwest Mesa and Central ABQ neighborhoods to encourage senior community member participation

## Contacts Made by DSA Social Services

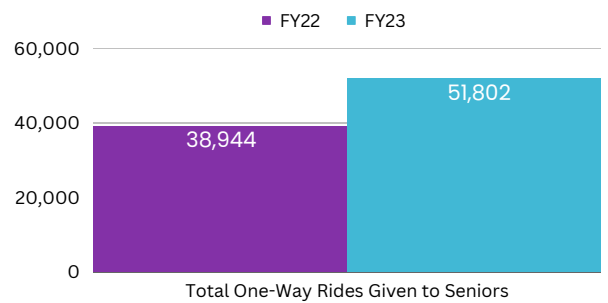


- General Information Requests
- Outreach/Client Finding
- Contacts Elevated to Case Management Team

Total number of contacts with the community: 13,750

Source: CABQ Department of Senior Affairs and Albuquerque/Bernalillo County Area Agency on Aging

## Rides Given to Seniors



Total One-Way Rides Given to Seniors



## Internet Resources Fair

- Participated in City's first Internet Resources Fair on October 8th, 2023
- Shared resources on how to stay connected online to ensure quality of life

## Medicare Education



- Medicare information fairs hosted at four senior/multigenerational centers during fall 2023 season
- Partnered with 38 local Medicare experts to teach Albuquerque seniors about Medicare eligibility, enrollment, other affordable options

## Volunteer Recruitment

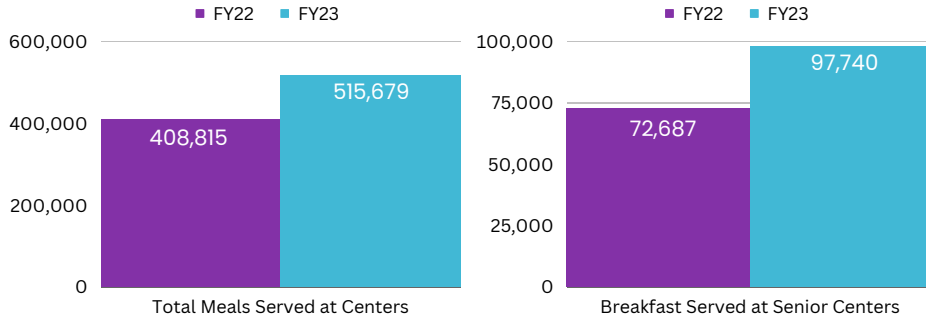
- In FY23, a total of 331 volunteers participated in DSA's new all-ages volunteer program, Volunteers in Action (VIA)
- During FY23, a total of 420 volunteers ages 55+ participated in DSA's trio of AmeriCorps Seniors volunteer programs
- Throughout the fiscal year, DSA engaged in 67 total volunteer recruitment events



# IMPROVING ACCESS

## Impacts on Food Service

In FY23, DSA observed a **19% increase** in meals served and a **34% increase** in demand for breakfast at our centers over FY22.



## Tax Preparation Services

- Partnered with AARP to provide free tax preparation services for seniors
- Total of 5,798 state and federal tax returns prepared at DSA centers during 2023 tax season



## Affordable Housing

- Affordable Housing Units map created and shared with CABQ Planning and Family & Community Departments
- Collaborated on RL Mace Universal Design Institute Senior Housing Report

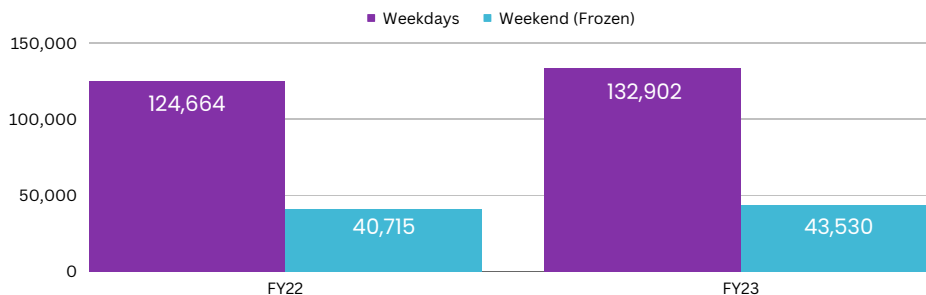
## Sports & Fitness Program



- Sports & Fitness Program offers a variety of exercise options for adults 18+
- In FY23, 267 adults ages 50+ competed in the ABQ 50+ Games across multiple sports
- A total of 80 competitors participated in DSA's all-ages Fall 2022 Pickleball Tournament

## Home Delivered Meals

DSA continues to offer weekend frozen meals to daily home delivered meal clients in Bernalillo County.



## NM Rail Runner Partnership

- Partnered with NM Rail Runner to offer free trips to Santa Fe National Cemetery for seniors
- Total of 105 seniors over four trips who were able to visit loved ones/pay respects

City of Albuquerque  
**Department of Senior Affairs**



**Contact Us:**

505-764-6400  
 Citizen Contact Center: 311  
[cabq.gov/seniors](http://cabq.gov/seniors)

