



ANNUAL REPORT

FISCAL YEAR 2013 AND 2014

Richard J. Berry, Mayor

A Message from the Mayor and Director

This is an incredibly exciting time for the Department of Senior Affairs and the City of Albuquerque. We are working hard to create a community *Dialogue on the Future: A Strategic Conversation for the City of Albuquerque on the Demographics of Aging and the Social, Cultural and Economic Impacts*.

Mayor Richard J. Berry has supported the Department's initiative to bring the City Department Director's, key staff, and community partners together to brainstorm ideas on how we can work better together to address some of the following demographic statistics:

- 50% or more of the New Mexico population will be 50 years old and older by the year 2030.
- New Mexico will rank 4th in the nation in regard to the percentage of its population 65 years old and older.
- There will be more individuals age 65 and older than individuals age 18 and younger.
- People will live longer after retirement than years employed.

Mayor Berry has said, "It is important that we continue to be forward thinking in our City in regards to making Albuquerque an age friendly community." Mayor Berry is confident that the *Dialogue on the Future* will bring the stakeholders in our community together to generate great ideas that will make Albuquerque an example and model of successful innovation that addresses the dynamics of aging.

Aging Well Albuquerque,



Richard J. Berry, Mayor
City of Albuquerque



Jorja Armijo-Brasher, Director
Department of Senior Affairs



Mission of the Department of Senior Affairs

The Department of Senior Affairs is a community leader who, in partnership with others, involves seniors and people of all ages in creating a community that enhances everyone's quality of life by providing opportunities to achieve their potential, share their wisdom, maintain their independence, and live in dignity.



City of Albuquerque, Richard J. Berry, Mayor
Robert J. Perry, Chief Administrative Officer
John Soladay, Chief Operations Officer
Jorja Armij-Brasher, Director Department of Senior Affairs
Karen L. Lopez, Fiscal Manager
Katherine F. Black, Nutrition/Transportation Division Manager
Rhonda K. Methvin, Recreation Division Manager
Anthony R. Romero, Senior Services Division Manager

City Councilors
District 1 – Ken Sanchez, President
District 2 – Isaac Benton
District 3 – Klarissa J. Pena
District 4 – Brad Winter
District 5 – Dan Lewis
District 6 – Ray Garduno
District 7 – Diane G. Gibson
District 8 – Trudy E. Jones, Vice-President
District 9 – Don Harris

City of Albuquerque Department of Senior Affairs

The City of Albuquerque Department of Senior Affairs, has been serving Albuquerque and Bernalillo County residents for more than thirty years. Through innovative programs and quality services, the department has evolved into an exemplary model, dedicated to enriching and improving the lives of our community's senior population.

Senior Affairs offers people age 50 and older a wide-array of services and opportunities. From services for active and healthy seniors to services for frail, home bound elderly, we provide activities and opportunities to involve you in our community and to promote active, healthy aging, as well as a continuum of care specially designed to meet individual needs throughout the aging spectrum.

The City of Albuquerque Department of Senior Affairs is comprised of four divisions: Recreation, Social Services, Nutrition and Transportation, and Fiscal.

Department of Senior Affairs DSA Advisory Council

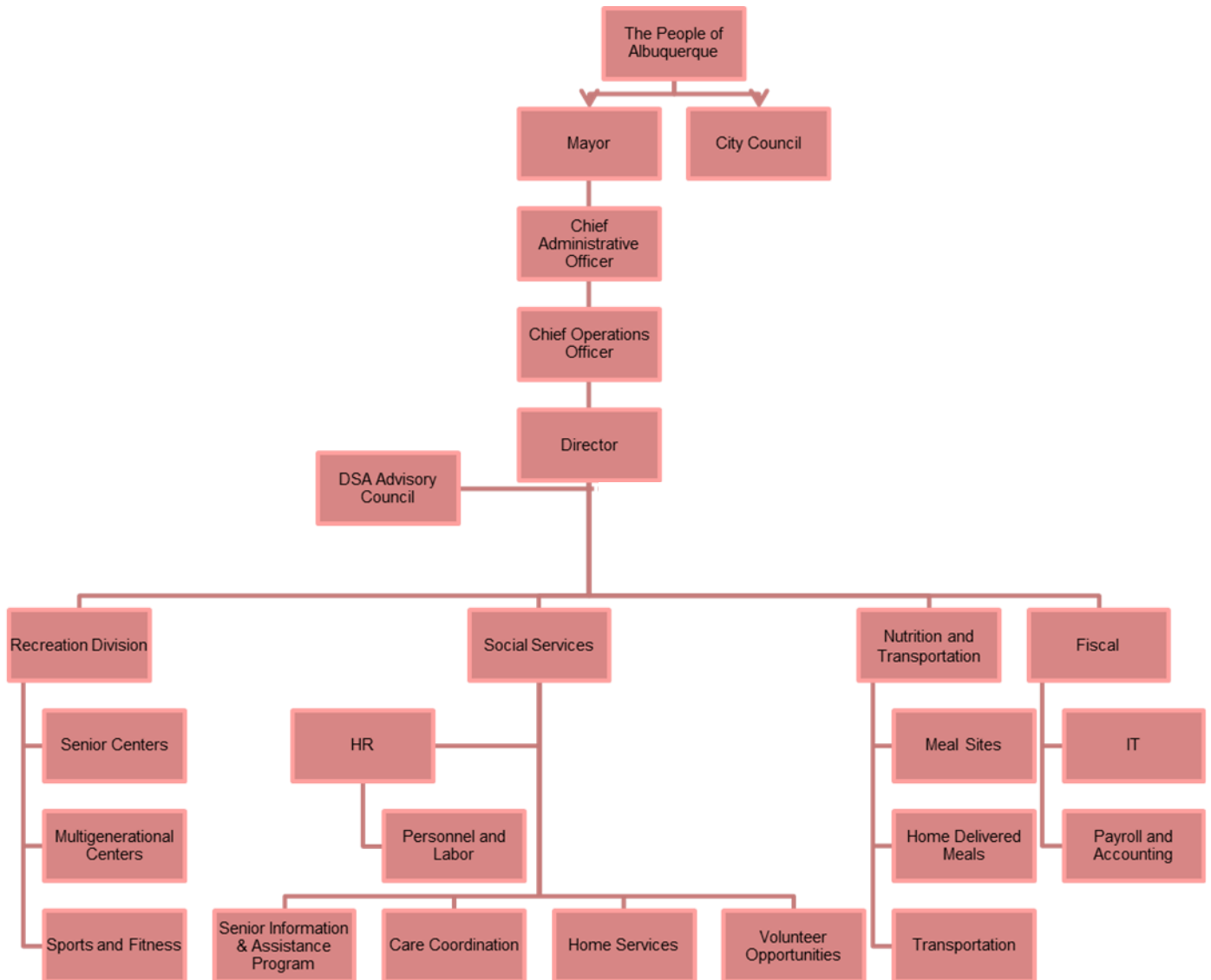
The Department of Senior Affairs Advisory Council is established to advise the Department of Senior Affairs and its funding entities, which include the City of Albuquerque, Bernalillo County, and the villages of Los Ranchos de Albuquerque and Tijeras.

The Advisory Council consists of twelve (12) voting members, eight (8) appointed by the Mayor and approved by the City Council, two (2) appointed by the Bernalillo County Commission, one (1) member appointed by the Village of Los Ranchos de Albuquerque, one (1) member appointed by the Village of Tijeras. The purpose of the DSA Advisory Council is to:

- Promote awareness and education on senior issues, increasing community involvement and commitment to seniors.
- Advocate on behalf of seniors, insuring the senior population is represented and the policies support the mission of the Department of Senior Affairs.
- Support the program development by acting as the ears and eyes of the Department, assessing needs and skills of seniors, become knowledgeable of available services in the community, assessing and giving recommendations on program development and delivery of services and supporting the funding development activities.
- Support the development of strategic alliances, identifying and encouraging essential partnerships between DSA and other entities.

Department of Senior Affairs DSA Advisory Council business meetings are held on the **third Monday** of each month at **12:00pm** with the exception of August; there is no meeting. Changes of time and place are at the discretion of the Council.

City of Albuquerque Department of Senior Affairs Organizational Chart



City of Albuquerque Department of Senior Affairs Community Partners

- Albuquerque Journal
- Albuquerque Public Schools
- Alliance Home Health Care & Hospice
- Area Agency on Aging
- Bernalillo County
- Blue Cross and Blue Shield of New Mexico
- Central New Mexico Community College
- Christian Public Service
- Comfort Keepers
- Corporation for National & Community Service – Senior Corps
- Department of Senior Affairs Advisory Council
- HELP New Mexico
- Hispano Chamber of Commerce
- Lovelace Health Plan
- Mid-Region Council of Governments of New Mexico
- Molina Healthcare of New Mexico
- National Council on Aging
- National Institute of Senior Centers
- New Mexico Aging & Long Term Services Department
- New Mexico American Association of Retired Persons
- New Mexico Association for Home and Hospice Care
- New Mexico Department of Health
- New Mexico Gas Company
- New Mexico Senior Olympics
- New Mexico Veterans Affairs Health Care System
- PNM
- Presbyterian Health Services
- Prime Time
- Senior Arts, Inc.
- Senior Citizens Law Office
- Share Your Care, Inc.
- Silver Horizons New Mexico, Inc.
- Stryker Corporation
- U.S. Department of Health and Human Services – Administration on Aging⁷
- University of New Mexico
- Various City of Albuquerque Departments
- Village of Los Ranchos de Albuquerque
- Village of Tijeras
- Youth Development Incorporated

City of Albuquerque Department of Senior Affairs

FINANCIAL HIGHLIGHTS

City of Albuquerque Department of Senior Affairs Statement of Revenues and Expenditures in Program by Fiscal Year

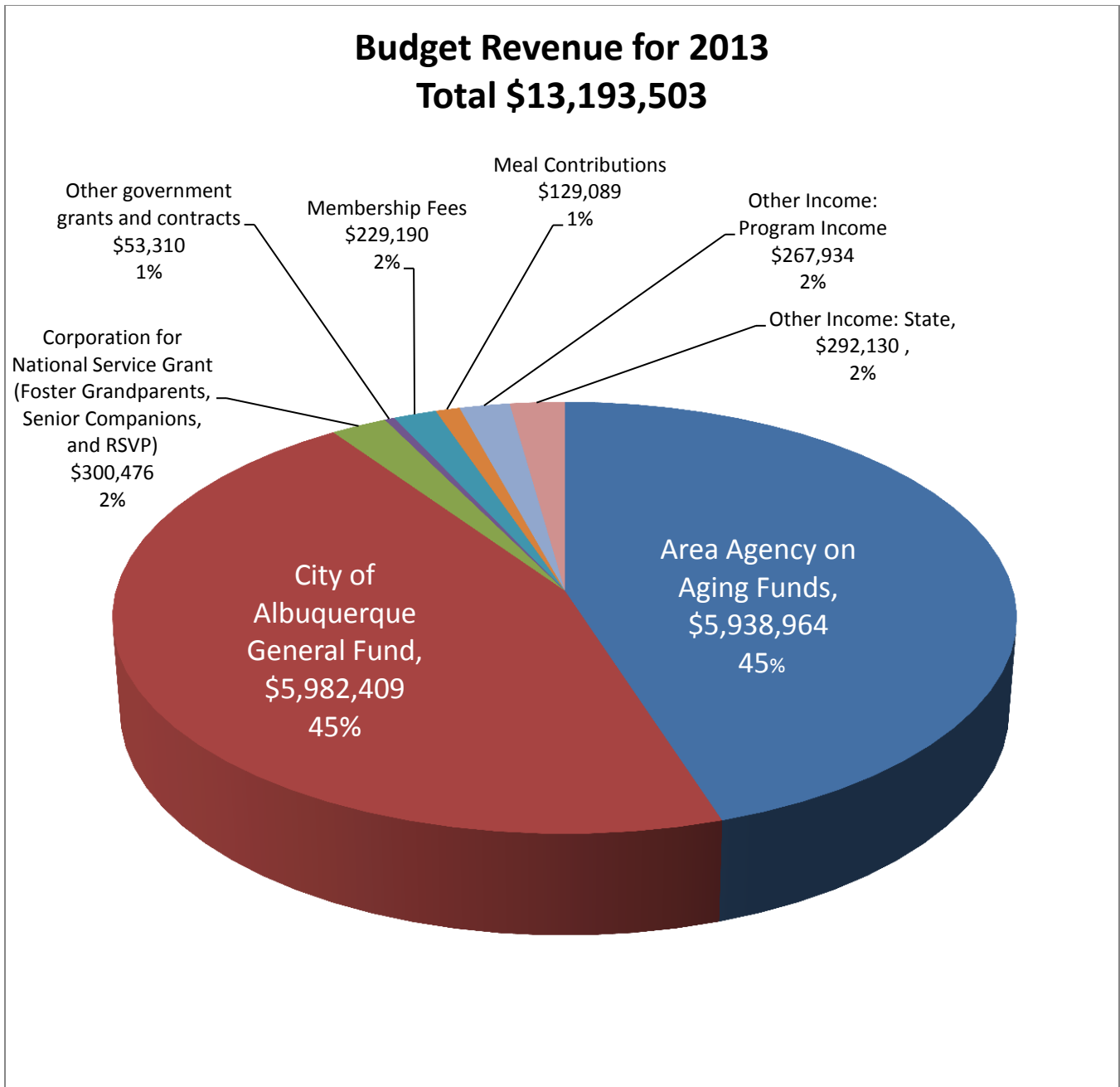
Fiscal Year	2012	2013	2014
Revenues			
Area Agency on Aging Funds	\$5,381,340	\$5,938,964	\$6,288,005
City of Albuquerque General Fund	\$5,874,741	\$5,982,409	\$6,577,801
Corporation for National Service Grant (Foster Grandparents, Senior Companions, and RSVP)	\$302,852	\$300,476	\$306,846
Other government grants and contracts	\$20,500	\$53,310	\$97,100
Membership Fees	\$261,549	\$229,190	\$272,000
Meal Contributions	\$135,539	\$129,089	\$140,000
Other Income: Program Income	\$289,557	\$267,934	\$291,039
Other Income: State	\$288,734	\$292,130	\$253,711
Total Revenues	\$12,554,812	\$13,193,503	\$14,226,502
Expenditures by Program			
Nutrition Programs	\$2,441,720	\$2,207,943	\$2,349,857
Transportation Programs	\$839,479	\$874,573	\$977,501
Social Service Programs	\$1,482,499	\$2,111,883	\$2,750,026
Senior Center Programs	\$4,759,364	\$4,521,745	\$4,717,000
Administration	\$2,036,142	\$2,035,445	\$2,507,760
Volunteerism	\$829,327	\$822,613	\$924,358
Total Expenditures	\$12,388,531	\$12,574,201	\$14,226,502
Expenditures by Category			
Personnel	\$3,725,796	\$4,423,032	\$4,232,000
Operating	\$1,978,431	\$1,325,147	\$1,925,000
Capital	\$5,475	None	None
Transfers	\$325,320	\$333,735	\$498,000
Grants / Project	\$6,353,508	\$6,492,287	\$7,571,502
Total Expenditures	\$12,388,531	\$12,574,201	\$14,226,502

The COA DSA continues to maximize resources used to support the organization's core mission, allocating 83% of its fiscal year 2014 operating resources on direct programs.

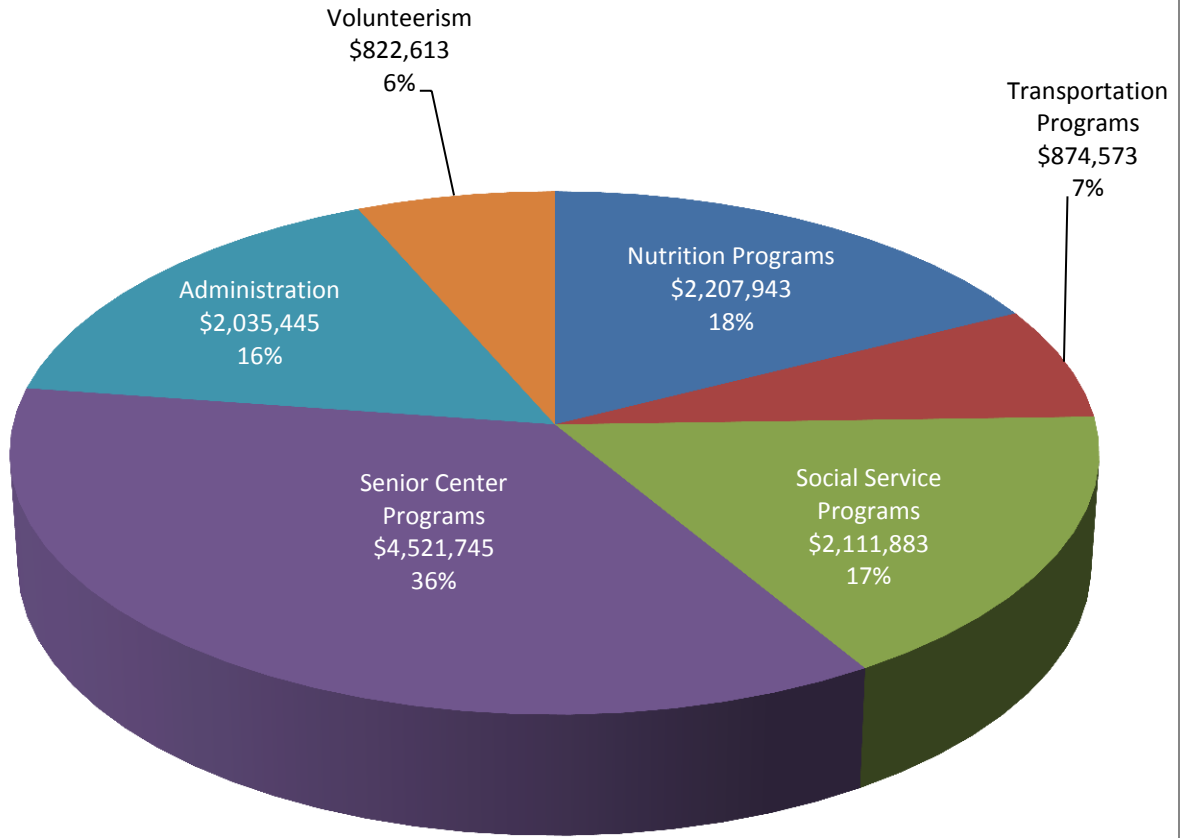
Forty-eight percent (48%) of the DSA’s Fiscal Year 2014 budget is funded through grants, which include funding from the Corporation for National and Community Service, New Mexico Department of Aging and Long-Term Services, and the New Mexico Department of Health.

Membership fees, Meal Contributions, and Program Income (the only funds provided by direct service users) are minimal sources of revenue and represent less than five percent (5%) of the Annual Revenues.

The City’s Comprehensive Annual Financial Report (CAFR) can be found on the following website: <http://www.cabq.gov/dfa/accounting>.

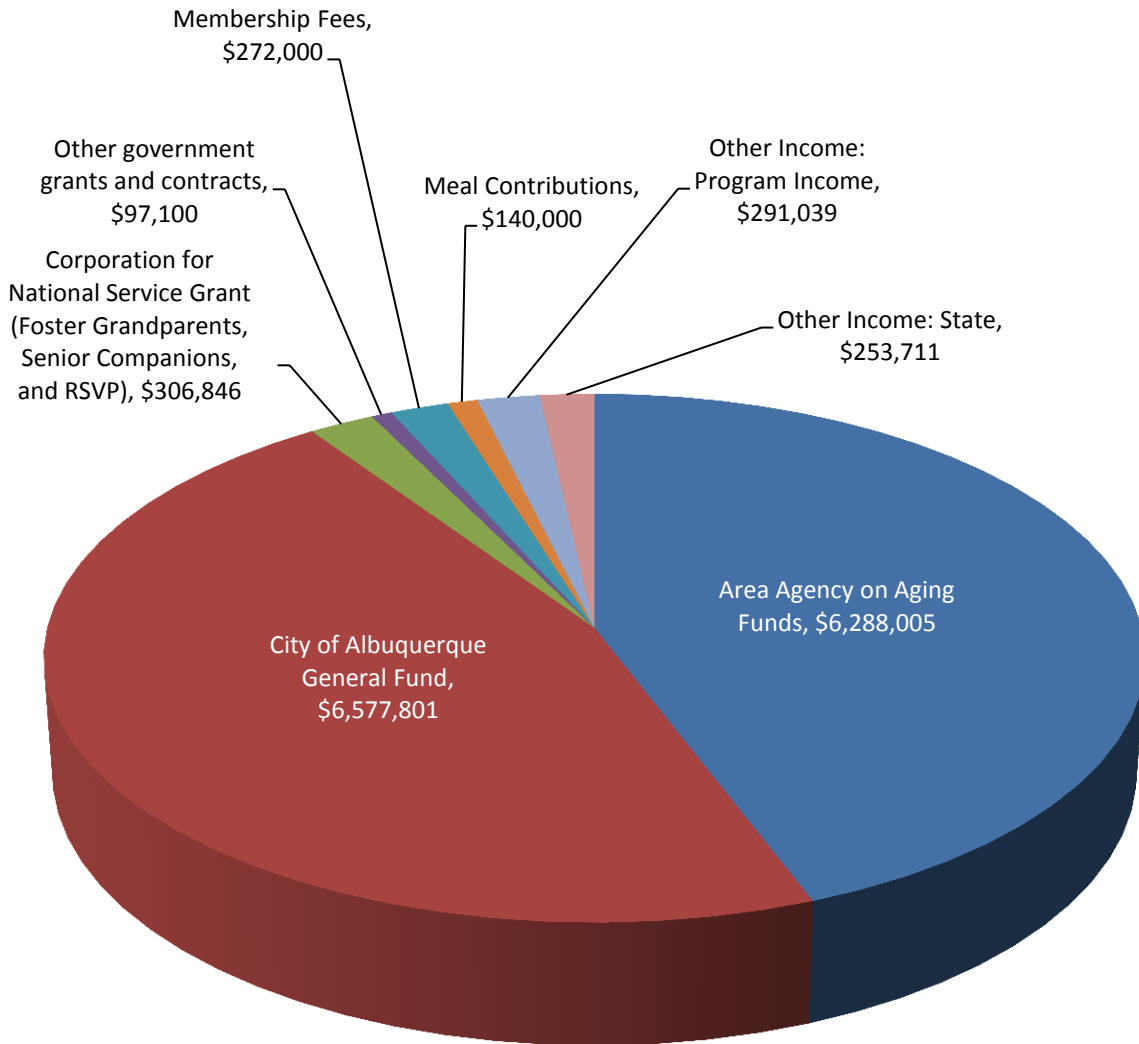


Expenditures for FY 2013
Total \$12,574,201

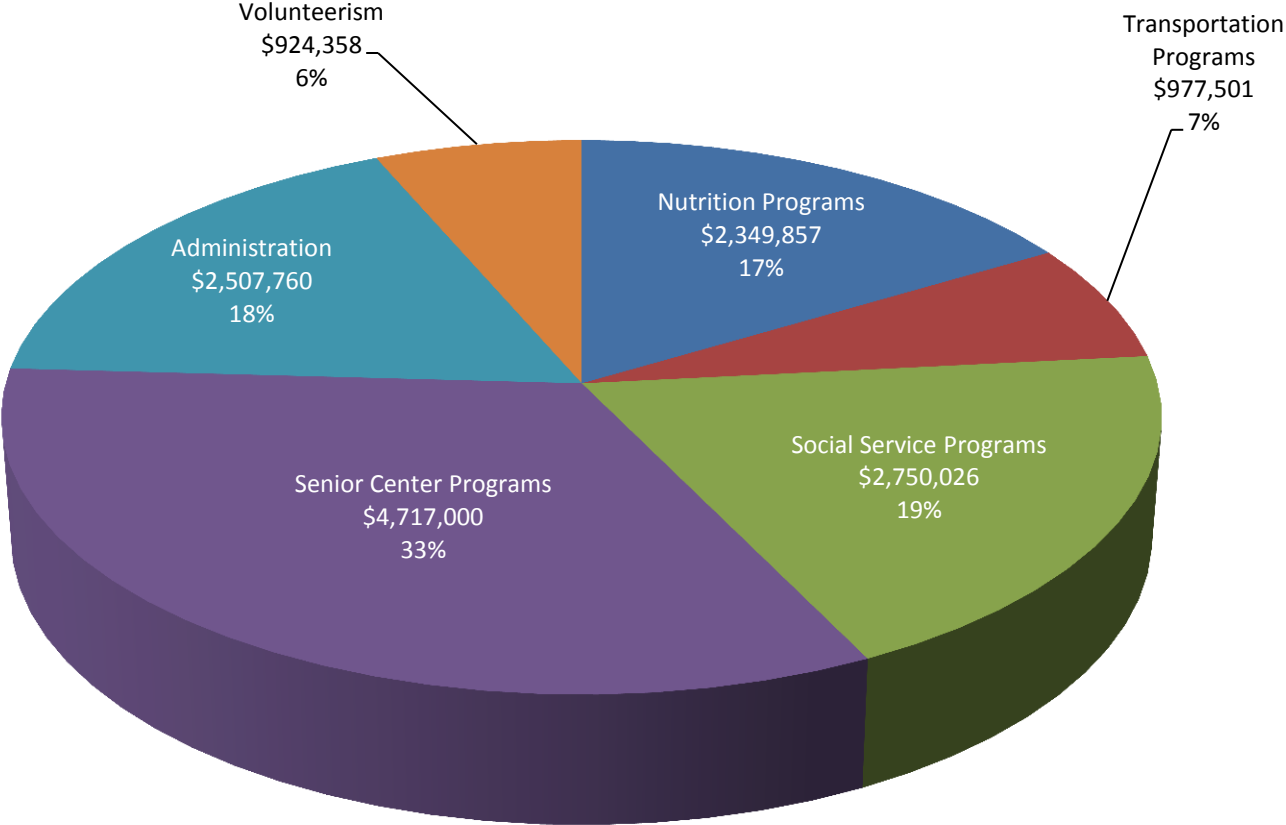


Budget Revenue for FY 2014

Total \$14,226,502



Expenditures for FY 2014
Total \$14,226,502



City of Albuquerque Department of Senior Affairs

Highlights of FY 2013

Capital Improvement Projects

- Completed the construction of Phase Two of the North Domingo Baca Multigenerational Center in April 2013. Phase II is approximately 14,500 square feet in size and includes additional classrooms, a game room, an aerobics room, and outdoor decks. Total construction cost was approximately \$3.6M funded by State Grants and General Obligation Bonds.
- Completed the renovation of North Valley Senior Center kitchen in December 2012. Upgrades included new plumbing, new flooring, new paint, new energy efficient lighting, and new cooling units. Total renovation costs were approximately \$240,000 and were funded by State Grants.
- Renovation of the Bear Canyon Senior Center began in March 2013. The approximate \$1.6M renovation was completed in October 2013 and includes expansion of the social hall and administration areas, a more functional and welcoming front desk area, a new roof and HVAC system, new ADA compliant restrooms, upgrades to the computer network, a new front entrance with a canopy area, and renovated parking lot.



DSA Attendance Records and Goals

- Los Volcanes, North Valley, Palo Duro, and Manzano Mesa received national accreditation from the National Council on Aging's National Institute of Senior Centers (NISC), which strengthens senior centers by promoting best practices, advocacy, research, and operating the nation's only national standards and accreditation program. Only 17 senior centers nationwide were awarded national senior center accreditation in 2013. Accreditation provides official recognition that a senior center meets or exceeds the nine standards of senior center operations.

- The Mayor's Office recognized 12 DSA employees for their efforts of going above and beyond their call of duty.
- The 2013 ABQ 50+ Games (formerly Senior Olympics) had 245 participants in 23 different sports activities with over 100 volunteers involved to make the games a success.
- 81 local residents, who competed in the 2013 ABQ 50+ Games, competed in 22 different events at the New Mexico State Senior Olympics held in Roswell in June 2013.
- Membership for the department reached 30,556 for FY 2013.
- The department had 2,422,844 contacts with citizens through 634,688 sessions of various activities and programs offered through the DSA Centers.
- Received and responded to more than 5,700 public inquiries through the Senior Information Line for assistance regarding senior services provided by the Department of Senior Affairs or other agencies.
- Completed 6,200 hours of care coordination services to close to over 1,800 seniors in our community.
- Provided more than 26,300 hours of in-home services to over 2,700 seniors; the services range from building wheelchair ramps to providing minor yard work.
- Provided 270,026 meals at congregate sites (Senior Centers and Meal Sites).
- Provided 15,669 activity sessions (other than meals) at Meal Sites, with an attendance of 126,245.
- Provided 76,161 one way trips to 540 clients to meal sites, grocery shopping, Foster Grandparent volunteer sites, and medical appointments.
- Provided 179,818 home delivered meals to 1,119 clients.

Partnership/Accomplishments

- Foster Grandparent Program – Honored close to 90 Foster Grandparent volunteers who volunteered their time to special needs and at-risk children in our community. Foster Grandparents contributed over 87,500 hours of volunteer service.
- Retired Senior Volunteer Program – Hosted the annual volunteer breakfast, *Unleash the Power of Age*, at Hotel Albuquerque on Thursday, May 30, 2013, with hundreds of volunteers in attendance. More than 1,000 RSVP volunteers contributed over 130,400 hours of volunteer service in FY 2013.
- Senior Companion Program – Recruited, trained, and recognized some 67 Senior Companions who volunteered to provide companionship to homebound seniors in our community. These Senior Companions contributed greater than 37,200 hours of volunteer service.
- Volunteers assisted the Home Services Program team in providing more than 26,000 hours of volunteer service.

- Overall, volunteers contributed more than 255,000 hours of volunteer service in fiscal year 2013. The value of these hours translates to more than \$5 million dollars according to the Independent Sectors value of volunteer time (the estimated value of volunteer time in New Mexico for 2013 is \$19.77/hour).
- The Foster Grandparent Program received the first Mayor's Office of Volunteerism & Engagement (MOVE) 2013 Excellence in Volunteerism Award for Outstanding Community Service and Volunteering.
- The Department of Senior Affairs received the Office of the Secretary of Defense Employer Support of the Guard and Reserve (ESGR) Patriotic Employer Award.
- Barelas Senior Center volunteers started the first permaculture garden. Permaculture gardening incorporates the ideas of recycling, reusing, regenerating and simply observing in growing food anywhere with a higher yield and less effort by simply mimicking nature. The garden is a natural growing system which will sustain itself year after year, without the use of chemicals and pesticides, though a continuous cycle of recycling and composting.
- Partnered with Comfort Keepers to promote the annual STOP SENIOR HUNGER initiative. Close to 3,000 pounds of food was collected to disseminate to approximately 300 individuals who receive a variety of services from the Department of Senior Affairs. In addition, several cooking demonstrations were conducted at various senior centers by members of the University of New Mexico's Nutrition Club.
- Consolidated meal site cooking from Los Volcanes & North Valley to CASA increasing the average meals prepared per day from 800 to 1,440.
- Established MOU's with partner stakeholders at the department's meal sites.
- The department is utilizing Trapeze in collaboration with the City Transit Department (ABQ Ride). All client lists have been updated and have been entered into the data base, as of June 2013. Vehicles and route numbers have been entered into the data base, and the first manifests were implemented and utilized for the itinerant drivers in May 2013. Trapeze has enabled the department to be more efficient and offer more rides.
- Installed GPS in all meal trucks and transportation vehicles and began daily tracking of vehicles in order to improve accountability and efficiency.

City of Albuquerque Department of Senior Affairs

Performance Measures

Performance Measure	FY 2013	FY 2014*
Number of new registered members at DSA Centers	30,556	33,500
Number of Recreation sessions offered at DSA Centers (arts, dance, entertainment, games, groups / clubs, trips, shopping / escort, and miscellaneous)	34,191	24,690
Number of Health and Wellness sessions offered at Centers (screening, health promotion, physical fitness / exercise, counseling, and legal)	100,966	105,624
Number of Education sessions offered at DSA Centers	9,760	3,862
Number of DSA members (unduplicated) attending DSA 50+ Sports and Fitness Facilities	6,183	8,550
Number of visits to DSA Sports and Fitness Facilities (weight training and outdoor recreation)	177,136	169,436
Number of breakfasts served at Centers	62,092	66,242
Number of Lunches served (contacts) at Centers and Meal Sites	Centers = 120,588 Meal Sites = 87,346 Total = 207,934	Centers = 122,548 Meal Sites = 86,150 Total = 208,698
Number of nutrition education sessions offered at Meal Sites	330	1,088
Number of home delivered meals	179,818	178,732
Number of home delivered meal clients	1,119	1,688
Number of senior transportation clients served	540	1,360
Number of one-way transportation trips provided	76,161	66,076
Number of information and assistance contacts (Units)	5,785	5,416
Hours of care coordination / case management (Units)	6,200	6,468
Number of care coordination / case management clients	1,837	2,556
Hours of service in home services (Units)	26,347	16,238
Number of home services clients	2,717	2,984

Performance Measure	FY 2013	FY 2014*
Number of senior volunteers recruited, trained, and recognized	SC = 67 FG = 91 RSVP = 1,062	SC = 70 FG = 91 RSVP = 1,000
Number of senior volunteer hours performed (SC = Senior Companions, FG = Foster Grandparents, and RSVP = Retired & Senior Volunteer Program)	SC = 37,290 FG = 87,596 RSVP = 130,442	SC = 44,518 FG = 60,764 RSVP = 138,712
Cost per volunteer hour	SC = \$6.69 FG = \$4.25 RSVP = \$1.66	Only calculated on annual basis
Return on Investment – Value of volunteer hour for every \$1 invested (\$19.77 per hour in 2013, based on Independent Sector's Value of Volunteer Time for New Mexico)	SC = \$13.08 or 195.56% FG = \$15.53 or 365.77% RSVP = \$18.11 or 1,091%	Pending 2014 value determination
Percentage of senior volunteers reporting they remain actively involved by participating in DSA volunteer programs	SC = 100% FG = 95% RSVP = 83%	Pending survey
Percentage of senior volunteers reporting they are contributing positively to the community by participating in DSA volunteer programs	SC = 100% FG = 87% RSVP = 88%	Pending Survey

*FY 2014 numbers are estimates based on mid-year results. The end of the Fiscal Year is June 30, 2014 and numbers will be revised to reflect actual results.



Recreation Division

The **Recreation Division** is comprised of:

- six (6) Senior Centers,
- two (2) Multigenerational Centers, and
- two (2) 50+ Sports and Fitness Centers.

Educational and social activities include: computing, health management, musical concerts, lectures, theater, pottery, breakfast, lunch, and support groups. In addition, the DSA Recreation Division offers recreational and sports activities and a range of other indoor and outdoor sports and fitness opportunities.

Persons 50 years and older may become center members for \$13 a year and memberships are valid at all six (6) Senior Centers, two (2) Multigenerational Centers, and two (2) 50+ Sports and Fitness Centers.

A catalog of classes, special events, support groups, trips, fitness activities, and more is produced every six months. This catalog contains activity information for all six of our Senior Centers, Manzano Mesa Multigenerational Center, and North Domingo Baca Multigenerational Center.

If you have a DSA membership at one location, you are entitled to participate in all eight centers, and the two Sports and Fitness Centers. If you ever run in to a filled trip or class, at your home center, a similar trip or class may be available to you at another.



The 50+ Sports and Fitness Program

The 50+ Sports and Fitness Program provides opportunities to learn safe, effective, and fun ways to exercise. Our goal is to promote a healthy lifestyle and help maintain independence in the later years of life. More than 14,000 Albuquerque residents over the age of 50 participate in sports and fitness activities through the City of Albuquerque Department of Senior Affairs' 50+ Sports and Fitness Program. Keep active and healthy with a range of sports and exercise activities at the centers, satellite centers, and weight training facilities. Studies show that with exercise, mature adults can reduce bone loss, increase muscular strength, remain active, prevent falls, and live longer independently.

The headquarters for the 50+ Sports & Fitness Program is located at the Palo Duro Senior Sports & Fitness Center and is operated by the City of Albuquerque Department of Senior Affairs Recreation Division, with partial funding from the Area Agency on Aging.

The 50+ Sports and Fitness Program includes orientations and group weight training classes at the Palo Duro Senior Sports & Fitness Center, the Los Volcanes 50+ Fitness Center, the Manzano Mesa and North Domingo Baca Multigenerational Centers; aerobic classes and gentle exercise classes at all senior centers; Adapted Aquatics; a Winter Sports Program; a walking program; and the Albuquerque 50+ Games. In addition, there are new classes and opportunities added regularly. For more details, pick up a 50+ Sports & Fitness Catalog from your nearest center.

The 50+ Sports and Fitness Program offers a wide variety of programming including: weight workout orientations; group weight training classes; fitness classes; and outdoor recreation day trips, which include, but are not limited to, hiking, kayaking, walking, downhill and cross country skiing, and snowshoeing. The ABQ 50+ Games offer 25 different sports and 101 events that qualify individuals to participate in the New Mexico Senior Olympics.



Please visit one of our four sites for a brochure or more information:

Palo Duro Senior Sports & Fitness Center, located at 3351 Monroe NE, Albuquerque, NM 87110 with a phone number of 505-880-2800;

Los Volcanes 50+ Fitness Center, located at 6500 Los Volcanes NW, 87121-8413 with a phone number of 505-839-3710;

North Domingo Baca Multigenerational Center, located at 7521 Carmel NE Albuquerque, NM 87113 with a phone number of 505- 764-6475; and

Manzano Mesa Multigenerational Center, located at 501 Elizabeth St SE 87123-2887 with a phone number of 505- 275-8731.



City of Albuquerque
Department of Senior Affairs
ALL Centers
(6 Senior, 2 Multigenerational, and 2 Fitness)
Socialization Summary

New Members registering in FY 2013: 30,556

New Members registering in FY 2014: 33,500

Center Socialization Attendance

Service Description	Contacts	Sessions	Hours
Recreation (includes: arts, dance, entertainment, games, groups / clubs, trips, shopping / escort, and miscellaneous)	FY13 = 407,199 FY14 = 373,964	FY13 = 34,191 FY14 = 24,690	FY13 = 112,018 FY14 = 95,764
Health and Wellness (includes: screening, health promotion, physical fitness / exercise, counseling, and legal).	FY13 = 210,051 FY14 = 208,894	FY13 = 100,966 FY14 = 105,624	FY13 = 135,577 FY14 = 116,190
Education	FY13 = 31,099 FY14 = 25,970	FY13 = 9,760 FY14 = 3,862	FY13 = 19,126 FY14 = 11,736
Outreach (includes: newsletters, outreach / client finding, center information and assistance, and center-based volunteer opportunities)	FY13 = 941,569 FY14 = 1,057,104	FY13 = 366,662 FY14 = 112,042	FY13 = 512,814 FY14 = 156,984
Food / Meals Served:	FY 2013	FY 2014	
- Breakfast	62,092	66,242	
- <u>Lunch</u>	<u>120,588</u>	<u>122,548</u>	
TOTAL	182,680	188,790	

Senior Social Services Division



The **Social Services Division**, in collaboration with the Area Agency on Aging, provides many social service programs for frail and/or homebound seniors, age 60 and older, that enable them to continue living independently in their homes as long as feasible. This division also oversees volunteer opportunities for seniors.

Senior Information and Assistance Hotline (505) 764-6400

For assistance in locating any type of senior service, contact DSA Senior Information at (505) 764-6400; fax (505) 764-6465; tty (505) 764-6405; or via email at

seniorinformation@cabq.gov. The Senior Information Line, (505) 764-6400, is a health / social service information and referral program for senior services. It is the one-stop site / telephone number for answering almost any question about the Department of Senior Affairs or for linking Bernalillo County seniors and caregivers to appropriate community services throughout metropolitan Albuquerque. Services include information, assessment, referral, and advocacy related to senior services. Assistance for seniors in completing forms and occasional letter-writing is also provided. Senior Information is open from 8:30 am to 4:30 pm Monday through Friday and is closed on major holidays. Senior Information is located in the Barelvas Senior Center at 714 7th Street SW, Albuquerque, New Mexico 87102.

Senior Information also creates and distributes literature on senior-related topics. This includes the *Quick Guide to Senior Services*, the *Public Benefits and Other Assistance Guide*, and approximately twenty other handouts.

The Department of Senior Affairs, in collaboration with the Area Agency on Aging, provides many social service programs for frail and/or homebound seniors that enable them to continue living independently in their homes as long as feasible. Access to these AAA-funded services is through a referral process which must be obtained through the Department of Senior Affairs' Senior Information Line at **(505) 764-6400**.

Care Coordination

Care Coordination provides a comprehensive in-home assessment to determine the needs of frail elders followed by linkage with appropriate services throughout the community. Care Coordinators arrange for in-home services such as home-delivered meals, homemakers (non-medical homecare), in-home respite care, mental health counseling, and Senior Companions.

Home Chores

For homeowners aged 60 and older, annual yard work, painting and other needed chores are provided. Donations are requested.



Home Retrofit

Help is provided to income-eligible disabled persons of all ages in modifying their living space to accommodate special needs. Home Retrofit installs grab bars, wheelchair ramps, and safety rails, and other supportive equipment. Step modification and other minor remodeling are also possible to enhance self-sufficiency. Donations are requested.

Home Repairs

For homeowners aged 60 and older, non-licensed work is provided for such services as replacing windows, fixing minor plumbing problems, and installing door locks. Donations are requested.



Silver Alert

Silver Alert is a public notification system, sponsored by the COA DSA and the Alzheimer's Association New Mexico Chapter, to broadcast information about missing persons who suffer from Alzheimer's disease and/or dementia. The system notifies the public of a missing senior and asks them to call a phone number if the missing person is seen.

Volunteer Opportunities

Volunteer service builds bridges throughout our community and connects people to people. Meaningful volunteer opportunities are offered for volunteers of all ages. If you have time and energy to spare, we can connect you with organizations or individuals who need assistance, by simply calling our volunteer office at (505) 764-1616 or by filling out the form.

Many seniors volunteer as mentors, foster grandparents, senior companions, and/or chronic disease self-management program workshop leaders.

Foster Grandparent volunteers work with children who are at-risk or have special needs. Volunteers are placed in schools, hospitals, correctional institutions, Head Start, and day care centers. The heart of the program is the one-to-one daily attention that Foster Grandparents provide and the sense of hope they foster in the hearts of children.

Foster Grandparents are age 55 or older, willing to donate 20 hours a week or more, and love children. Foster Grandparent benefits include: meals while on duty, supplemental accident and liability coverage while on duty, annual recognition events, transportation or mileage reimbursement, and stipends for those who are income-eligible.

Retired Senior Volunteer Program (RSVP) Volunteers (aged 55 and older) work throughout the Albuquerque/Bernalillo County community by providing support services to more than 220 public and nonprofit agencies including schools, hospitals, museums, senior centers, frail elderly programs, police departments, juvenile programs, social services, homeless facilities, child abuse and neglect shelters, environmental projects, and disaster relief programs. Volunteers also work on one-time special-event projects, such as Daffodils for Hospice and Make a Difference Day.

RSVP benefits include: Supplemental accident and liability coverage while on duty; mileage and meal reimbursement for those in need; recognition events, awards ceremonies, and social gatherings; networking with other volunteers and agencies; opportunities for meaningful, challenging, and diverse volunteer experiences; and assistance with volunteer placement.

Senior Companion volunteers work one-on-one with the homebound frail elderly. The assistance Senior Companions provide their clients oftentimes allow recipients to stay at home rather than being institutionalized, resulting in major health care cost-savings for seniors, their families, and communities. Senior Companions are age 55 or older, volunteer 20 hours per week, and work with frail, at-risk, and homebound elderly. Senior Companion benefits include: meals and mileage reimbursement, supplemental accident and liability coverage while on duty, annual recognition events, and stipends for those who are income-eligible.



Senior Companions

Make Independence a Reality

More than 65 Senior Companion Volunteers serve within 13 agencies and numerous private homes assisting 300 frail and/or homebound seniors.

RSVP

Lead With Experience

More than 1,000 RSVP Volunteers serve with more than 80 agencies in the community offering a variety of volunteering opportunities focusing on alleviation of hunger and isolation and Veteran issues, and transportation.

Foster Grandparents

Share Today. Shape Tomorrow.

More than 90 Foster Grandparent Volunteers serve within 40 public schools, head start programs, and child development centers assisting 160 children with special and exceptional needs.

*Volunteers contributed over 255,000 hours to our community in FY 2013, which translates into a contribution valued at more than **\$5 million dollars!****

* Value of Volunteer Time according to the Independent Sector in NM in 2013 is \$19.77 per hour.

Senior Nutrition and Transportation Division

The Department of Senior Affairs' network of meal sites are for seniors aged 60+ and are located throughout Albuquerque and Bernalillo County. The meal sites are generally open Monday through Friday, 9 a.m. - 3 p.m., and provide activities as well as a hot noon meal. Reservations are required for lunch and donations are requested for the meal. It is suggested that persons aged 60 and older contribute \$2 per meal, those between 50 and 59 years of age pay \$3.25, and people age 49 and under pay \$7.67. Menus and calendars of activities are available at each meal site. Limited transportation for neighborhood residents is available to some sites. All of the meals prepared are considered "heart health," they are low salt and low fat. They are considered to be generally acceptable to persons with diabetic requirements. A licensed dietician prepares and analyzes the menus to insure they meet 1/3 of the Recommended Daily Allowance (RDA).

Congregate Meals are served at the following Center Locations: Barelvas, Los Volcanes, Manzano Mesa, North Valley, and North Domingo Baca.

Congregate meals are also served at these Satellite Sites:

- Alameda, 9800 Fourth Street NW, (505) 897-8896
- Armijo, 1714 Centro Familiar SW, (505) 873-0047
- Cesar Chavez Community Center, 7505 Kathryn SE, (505) 256-2680
- Embudo Towers, 8010 Constitution NE, (505) 764-1621
- Encino Gardens, 412 Alvarado SE, (505) 266-7736
- Encino Terrace, 609 Encino Place NE, (505) 247-4185
- La Amistad, 415 Fruit NE, (505) 848-1395
- Pajarito, 6080 Isleta Blvd. SW, (505) 873-6617
- Paradise Hills, 5901 Paradise Blvd. NW, (505) 314-0246
- Rio Bravo, 3910 Isleta SW, (505) 873-6647
- Shalom House, 5500 Wyoming Blvd NE, (505) 823-1434
- South Valley Multi-Purpose Center, 2008 Larrazolo SW, (505) 468-7604
- Taylor Ranch Community Center, 4900 Kachina St NW, (505) 768-6006
- Thomas Bell Community Center, 3001 University SE, (505) 848-1333
- Tijeras Senior Center, #9 Tijeras Ave, Tijeras, (505) 286-4220
- Wainwright Manor, 5601 Gibson Blvd SE, (505) 266-5503
- Whispering Pines, #6 Lark Road, Tijeras, (505) 281-8003



Home-Delivered Meals

Home-delivered meals are provided for seniors aged 60+ who are not capable of cooking for themselves or for those not able to participate at a meal site. Care Coordinators from the Department of Senior Affairs must do an assessment for eligibility.

The **Transportation Section** has sedans, 15-passenger vans, mini vans, and wheel chair accessible vans. Transportation is provided Monday through Friday with the earliest appointment at 9 a.m. and the last return pickup at approximately 2 p.m. Clients must call when they are done with their appointments for a pick up. Return trips are scheduled with the first available driver.

Transportation to Senior Centers and Satellite Centers

The Transportation Section provides daily rides to certain meal sites and senior centers from individual homes to the center and back. In-town and some out-of-town trips are scheduled for participants of the various senior centers and meal sites.



Transportation for the Foster Grandparent Program

Transportation is also provided daily to members of the Foster Grandparent Program. These FGP volunteers are picked up at their homes and taken to and from their volunteer work stations.

Transportation for Doctor Visits, Pharmacy Visits, and Grocery Shopping

The Transportation section provides transportation for seniors to doctor's offices, pharmacies, and grocery stores. These trips must be arranged and scheduled by calling the Transportation Office one week in advance. Priority is given to medical appointments.

Some clients with special needs (pre-registration is required) can be accommodated, however, escorts are not provided. A client can bring someone along to assist them. Seniors with special transportation needs, please call Senior Transportation at 764-6464.



ALL Satellite Meal Sites Summary

FY 2013 Satellite Meal Sites (22 sites) Services

Unduplicated Clients in FY 2013: **2,860**

Service Description	Contacts	Sessions
Recreation (includes: arts, dance, entertainment, games, groups / clubs, trips, shopping / escort, and miscellaneous)	95,048	11,550
Health and Wellness (includes: screening, health promotion, physical fitness / exercise, and counseling)	19,092	2,717
Information and Assistance	1046	220
Nutrition Education	8,715	330
Outreach / Client Finding	2,344	852
Food / Meals	87,346	4,374

FY 2014 Satellite Meal Sites (18 sites) Services

Unduplicated Clients FY 2014: **3,000**

Service Description	Contacts	Sessions
Recreation (includes: arts, dance, entertainment, games, groups / clubs, trips, shopping / escort, and miscellaneous)	87,594	10,042
Health and Wellness (includes: screening, health promotion, physical fitness / exercise, and counseling)	19,918	4,020
Information and Assistance	572	136
Nutrition Education	29,726	1,088
Outreach / Client Finding	36,108	4,156
Food / Meals	86,150	3,966



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