



CITY OF ALBUQUERQUE
OFFICE OF CIVIC ENGAGEMENT

The Annual Volunteer Report

[W. Office of Civic Engagement](#)
2023

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Above: Southwestern views from the Sandia Mountains. **Left:** Albuquerque’s first family with First Lady and Mayor Keller.

From the City’s First Lady

A quick message from our First Lady, Elizabeth J Kistin Keller.

Dear Albuquerque,
As we highlight the accomplishments of this past year and our priorities going forward, it is always inspiring to see the many forms service takes in our community. Service is something we do for ourselves and for each other and it is foundational to community, connection, and belonging. We serve our community when we tend to our neighborhoods, our blocks, and our parks. We serve our community when we bake a dish for the bake sale and when we take a moment to listen or have our voices heard.

The spirit of “One Albuquerque” is about how we are stronger together. It reflects the power we have to address our city’s greatest challenges by leveraging the strengths, interests, and connections of each of our residents. The Office of Civic

Engagement is designed to turn city government inside out by empowering residents to engage in our community with their hands, hearts, and minds. Our goal is to make it easier for every member of our community to find a pathway to exercise their power for what they care about most.

If you are a resident who wants to act, we want to elevate your leadership. If you are an organization who wants to serve, we want to share your impact. To empower our community, the city must be an effective partner. If you are ready to serve, we are ready to serve you.

Sincerely,

ELIZABETH J KISTIN KELLER, FIRST LADY, THE CITY OF ALBUQUERQUE

COURTESY OF CABQ (2)



Above: Michelle Montoya, David Chené, Nadine Buerger, Joseph Roybal Sanchez, Patricia Chavez, Alex Bazan, Hallee Nguyen, Mariah Harrison (staff) Vaisu Bronk, Wendy Satiesteban, Erin Hagenow, Adriano Lujan

Not Pictured: Swim Karim, Melani Buchanan Farmer, Stephanie Santillanes, Miriam McIntosh

To continue celebrating volunteers, and in addition to our monthly recognitions with Mayor Keller, we curated the eighth Mayor’s Day of Volunteer Recognition and held it at the South Broadway Cultural Center in partnership with YDI. This annual event highlights some of the outstanding volunteers in the city through a public nomination process. Being able to celebrate and appreciate the hard work and dedication of those giving back to their community is just as important as the work itself. To stay connected to this work and our awardees, Board members volunteered with the APS Clothing Bank and Locker 505. In 2024 we’ll be volunteering at several more local organizations connected to our recognitions.

As full-time social sector professionals, we know that it takes everyone to come together to take on today’s challenges. We’re so grateful to volunteers and organizations across our city who continually work toward improving our community, even one event at a time.

Sincerely,

MICHELLE MONTOYA, CHAIR, ONE ABQ VOLUNTEER ADVISORY BOARD

From the Board

A quick message from the Albuquerque Volunteer Advisory Board (AVAB).

Dear Neighbors, Social Sector Leaders, and Fellow Volunteers,
On behalf of the [Albuquerque Volunteers Advisory Board \(AVAB\)](#), we want to thank the volunteers who make our city such a beautiful place to live. As members of the community who live and work alongside you, we are heartened to see the many ways that people continue to give back to their community.

Whether it is through neighborhood groups that adopt a park or folks who help at animal shelters, schools, or food pantries, the culture of service continues to be a critical element of our city.

Over the course of 2023, AVAB held two Community of Practice (COP) events for volunteer coordinators, including our first in-person event which was very well attended. These events encourage attendees to discuss challenges, successes, and best practices for coordinating volunteer work. They also serve as a space to celebrate those who dedicate their time to the missions of valuable organizations. We expect to hold three COP events in 2024.



About the Team

Meet the team who supports Albuquerque's City volunteers.

Mayor Tim Keller and First Lady, Elizabeth Kisten Keller, created the [Office of Civic Engagement](#) (OCE) as an integral part of their vision for municipal government. Government should be by the people, and having a strong focus on civic engagement builds pathways for residents to access and leverage their power in the community; and doubly so for municipal government, where the work and the people are most closely connected.

Through the OCE, residents can get connected to meaningful and impactful opportunities for action in Albuquerque. In the first several years, the office has worked to facilitate participation in volunteerism, board service, and public meetings; there are opportunities in every neighborhood, for every interest, and for every resident to be a part of a better future for Albuquerque. Our office also works to build capacity for the organizations in our community to make an impact and collaborate more effectively as a partner in service.

CIVIC ENGAGEMENT AND VOLUNTEERISM

Zoé Otero-Martinez, Civic Engagement Manager

Zoé boasts over two decades of impactful service in New Mexico's non-profit realm. Zoé specializes in cultivating connections that drive impactful strategies. Her expertise spans consortium building, program management, fundraising, and

Above: Our team (from left to right): Jason Mulson, Danielle Navarro, Pete Garcia, Persephone Hanna, Nicholas Vottero, Val Delfin-Escalante, Mariah Harrison and Zoé Otero-Martinez.

comprehensive program awareness and outreach.

With an unshakable commitment to social justice and community welfare, Zoé enjoys collaborating with organizations that have shared values and passion for community.

By harnessing human-centered design principles, she has pioneered innovative solutions to address societal challenges.

Zoé holds a Bachelor of Science degree in Family Studies from the University of New Mexico, underpinning her belief that family wellness serves as the cornerstone of community health and fosters positive



change. Zoé is a dedicated mother, wife, daughter and New Mexican.

In her current role as Civic Engagement Manager for the City of Albuquerque, Zoé directs her expertise towards four pivotal focus areas: volunteer engagement, education partnerships, community conversations, and non-profit and philanthropic initiatives.

Her holistic approach acknowledges the profound connection between civic engagement and family well-being, recognizing that robust community involvement and dialogue are fundamental to fostering thriving, resilient families and communities.

Nicholas Vottero, Civic Engagement Coordinator

Nick has a background in advocacy and nonprofit management. He has worked in grassroots movement building, legislative advocacy, and administrative policymaking and advocacy in Albuquerque.

Nick specializes in technology, capacity building, and the development of physical and digital infrastructure to empower people within communities to collaborate and act. He holds a Master of Public



Administration degree from the University of New Mexico.

Nick is a founding member of the office and is deeply motivated by the Mayor's request to turn city government inside out.

NONPROFIT AND CORPORATE PARTNERSHIPS

Mariah Harrison, Nonprofit & Philanthropy Coordinator

Mariah joined the Mayor's Office in May 2020. She assists in documenting the many City/nonprofit partnerships, staffs the Volunteers Advisory Board, and represents the office on several committees. She works to find resources, promote equity of voices, and create programs and experiences that lift up our community.

Her background is in supporting nonprofit and philanthropic work and helping Albuquerque residents find ways to connect. Mariah serves on the board of Albuquerque Involved and holds a master's degree in Community and Regional Planning.

CIVIC ENGAGEMENT AMERICORPS VISTA

The Office of Civic Engagement is a grantee of the Corporation for National and Community Service AmeriCorps



Volunteers in Service to America (VISTA) program.

VISTA is a federal program designed to provide needed resources to nonprofit organizations and public agencies to increase their capacity to lift communities out of poverty.

Persephone Hanna, AmeriCorps VISTA Leader

Persephone Hanna (formerly Stephanie Bartlett) is dedicated to service. She is serving her third term of service through AmeriCorps VISTA and hopes to continue her work in the public sector after her term of service.

She holds a Master of Art Therapy and Clinical Counseling degree, which makes her approach to public engagement and service especially human-centric. Prior to serving our community through AmeriCorps VISTA, Persephone founded the grassroots service organization, MaskUpNM, where she coordinated hundreds of volunteers to produce nearly 100,000 masks for New Mexico during the COVID-19 pandemic.

Persephone is a specialist in disaster response, logistics of all sorts, communication, and team building. In addition to her AmeriCorps



service, Persephone is a New Mexico Notary, dedicated cat mother, and enthusiastic transplant from the Motor City.

Pete Garcia, AmeriCorps VISTA Member

Pete Garcia is a dynamic community leader whose passion for service, philanthropy, and action comes from his family’s centuries-long history of social impact and community-building in Albuquerque.

Pete has committed his two terms of service through AmeriCorps VISTA to tackle our community’s most pressing social issues head-on and create positive change in our city. He is an expert in authentic engagement, leadership, asset mapping, and community development.

Pete’s outstanding and unyielding service has been recognized by the Native Health Initiative, who awarded him their Loving Service Award, and by the Albuquerque Community Foundation as their 2023 Outstanding Philanthropist for his time dedicated to the community. Pete is a graduate of the Greater Albuquerque Chamber of Commerce’s Leadership Albuquerque Program and he hopes that his service will catalyze action



and inspire others to find the power within themselves to change the world around them.

Carolina “Val” Delfin Escalante, AmeriCorps VISTA Member

Val Delfin Escalante is strategic and creative in her capacity building and her approach to program design; she develops innovative solutions and leaves no detail unaddressed in her work.

Val is a polyglot, graphic designer, and activist whose leadership and crafting ability contributed to MaskUpNM’s massive impact in addressing our community’s PPE shortage during the COVID19 pandemic. Her ability to overcome language barriers and communicate with visual design make her a valuable addition to the Office of Civic Engagement.

Val’s commitment to service is exemplary—the first thing she did when she earned her citizenship was to register for national service through AmeriCorps VISTA so that she could continue to serve and improve the community she has chosen for her home.

Danielle Navarro, AmeriCorps VISTA Member

Danielle Navarro is passionate about the work that helps build better

Left (from far left to right): Persephone Hanna, Pete Garcia, Carolina “Val” Delfin Escalante, Danielle Navarro, and Jason Mulson.

communities—the education system, the arts, and nonprofit capacity building. After receiving her BA in Communication from the University of Texas-San Antonio, Danielle was inspired to become an educator to make an impact for low-income students and families and her passion for systemic change led her to her AmeriCorps VISTA service in Albuquerque. Danielle’s work in direct service and passion for nonprofit administration informs her capacity-building work and engagement with providers to improve programs quantitatively and qualitatively in their ability to engage the community around the arts.

Jason Mulson, AmeriCorps VISTA Member

Jason Mulson is a data and technology expert committed to service and impact. Immediately after graduating from Cal Poly SLO with a specialization in statistics, cross-disciplinary studies, and data science, he immediately embarked on his term of service in Albuquerque through AmeriCorps VISTA. Jason’s expertise informs program development with data insights to develop strategic and effective solutions for the public safety and municipal development programs and his ability to develop technology solutions to solve program inefficiencies and limitations pushes the city’s volunteer program capacity to new frontiers. His creative solutions are informed by his deep participation and engagement with his work; during his term he graduated from the Citizen’s Police Academy and he connects deeply with the people and information connected with his work.



Above, Left, and Facing Page: City employees and volunteers work side by side on major city events, year round!

Service in Albuquerque

When residents think of “civic engagement,” they may think of participating in City Council meetings, advocating for policy change, or participating in the process of government; but impact can happen at any scale! Simple but effective actions in our neighborhoods can create big change, especially when everyone gets involved.

The City of Albuquerque is committed to connecting every resident with service opportunities right in their neighborhood! Partner with our Parks Department to make your neighborhood parks and trails a destination for recreation. Adopt your local bus stop to beautify your neighborhood and make it more attractive to choose sustainable transit. Pitch in to support our animal shelter or build capacity and add space for our shelters as a foster volunteer. Take your passion for books or activities or technology to your neighborhood library, community center, or senior center. No matter your interest, we have a way to make an impact.

Tracking the hours of service through small, individual actions is a massive undertaking but each hour has real value community. Over 550 nonprofit organizations, businesses, and city departments across Albuquerque are a part of

the One Albuquerque Volunteers initiative. These organizations have collectively tracked 88,592 hour this year, which translates to an economic impact of over \$2 million in Economic Impact through service.

Volunteering is a powerful networking tool, whether you are building experience for your resume or making friends who have similar interests. Our community of volunteers has never been bigger—23,770 volunteers are choosing to step up for their favorite causes, and thousands more join each year. In 2023 alone, 4,194 new volunteers used One Albuquerque Volunteers to connect to causes they care most about. Community through service awaits you!

The opportunities for service have never been more plentiful. Since our launch, we have hosted almost 2,000 volunteer opportunities on the platform with over 30,000 shifts for volunteers. In FY 2023 alone, we tracked over 13,000 volunteer



responses. Even more importantly, the city is becoming a resource to connect residents with service organizations and opportunities. In FY 2023, service organizations using One Albuquerque Volunteers have expanded their reach with over 125,000 interactions from volunteers, but they are even more excited about opportunities for action, which received 213,000 interactions.

The One Albuquerque spirit of service is remarkable. Our office is proud to be a facilitator of service in our city and we hope you'll consider using our One Albuquerque Volunteers Platform for all of your impact work!

Boards and Commissions

City of Albuquerque Boards and Commissions are resident-led advisory groups who provide expert guidance and lived experience to

inform city policies and programs. Each of the 57 boards and commissions address a specific program, site, or scope of policy. Boards and commissions are powerful tools for residents to guide policy, provide accountability and oversight, and even implement the policies they develop.

All of our boards and commissions are staffed by resident volunteers. These volunteers must be approved by the Mayor and confirmed by the city council and serve for set terms.

A term on a city board can connect passionate early-career professionals to others in the field, help mid-career professionals grow with new and exciting challenges, and provide an outlet for seasoned professionals to continue to serve the community and share their knowledge.

JOIN US!

Are you interested in serving your community through volunteering for a City department?

Scan the QR Code below to search for new opportunities near you!



Volunteer Impact and Data

CHART 01
VOLUNTEER RECRUITMENT BY MONTH
 BY MONTH PER FISCAL YEAR (FY19-FY23)

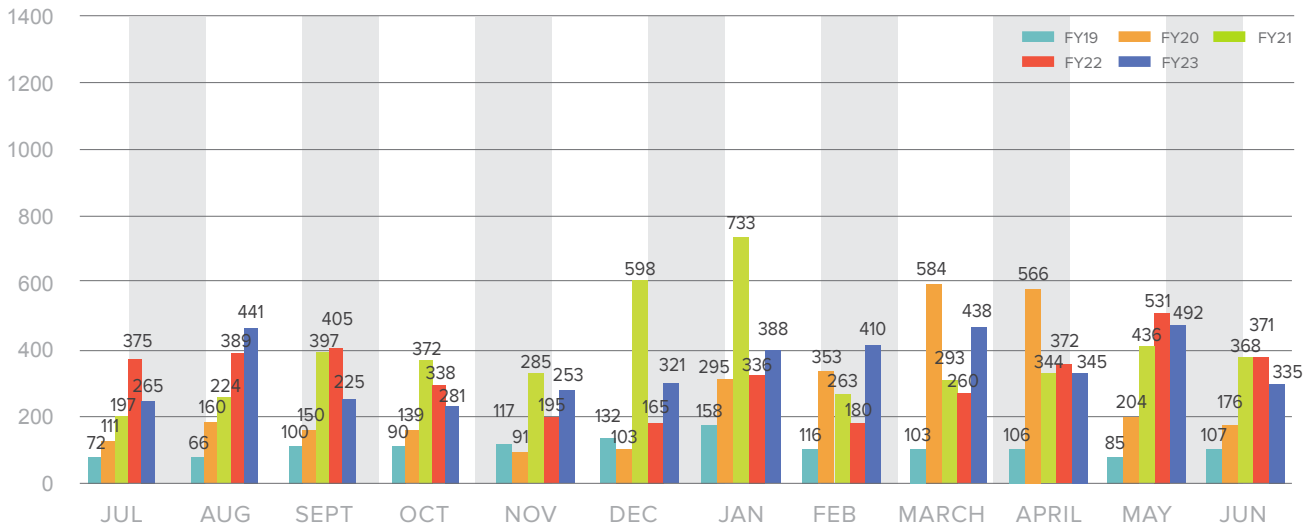
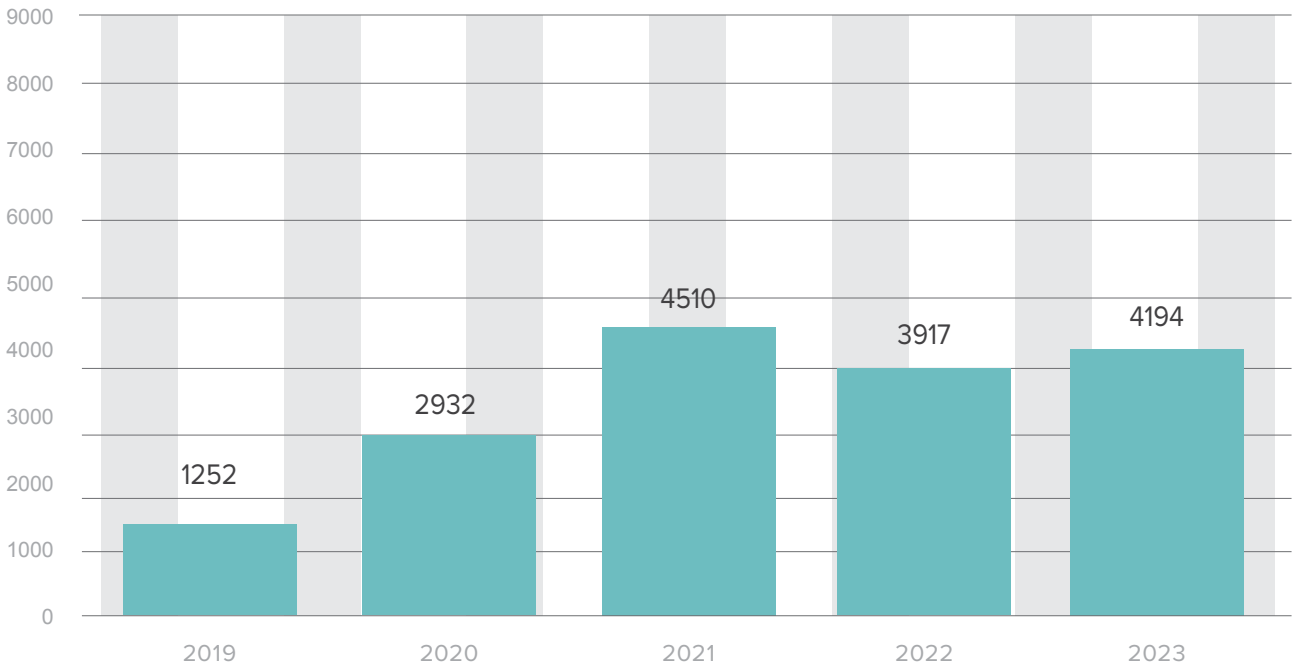


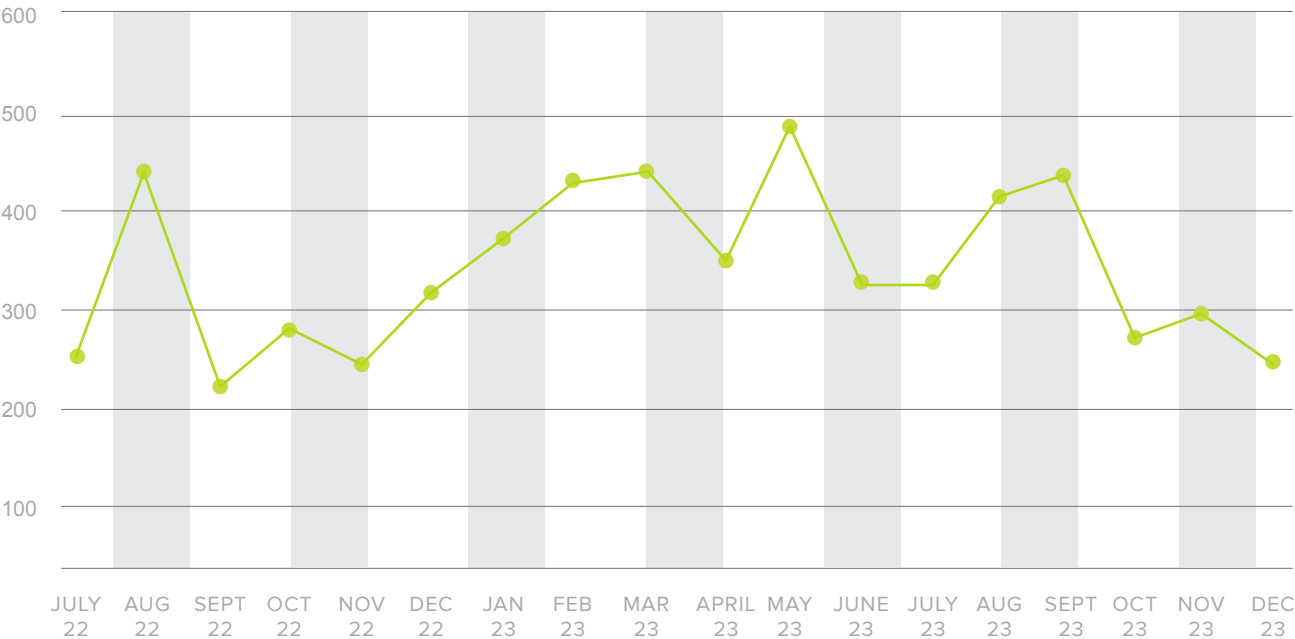
CHART 02
VOLUNTEERS ADDED BY YEAR



GRAPHIC 01
CABQ BY THE NUMBERS



CHART 03
VOLUNTEERS RECRUITED
BY FISCAL YEAR (FY22-FY23)



ARE YOU OUR NEXT BOARD MEMBER?

If you're interested in getting involved in your city's decision-making process, understanding how public boards, commissions, and committees operate is key. Here's a breakdown of who can join and how to join:

Who Can Join: To be a member, you generally need to live in the city.

Additionally, full-time city employees can not join, except for certain officials like the Mayor or Councilors, who might be able to serve automatically.

Family Matters: If you're related to an elected city official, you can't join.

One at a Time: You can only be on one committee at a time. This ensures everyone's focus is where it needs to be.

Term Limits: You can serve for two terms in a row. If you're filling in for someone else and it's less than a year, it doesn't count towards your limit.

Existing Members: If you're already on a committee when these rules come into play, don't worry. You can finish your term, unless you break the rules.

Understanding these guidelines helps ensure fairness and transparency in how your city operates. If you're passionate about making a difference, consider joining a committee today!



Boards and Commissions

The City of Albuquerque has 57 different boards and commissions that provide input on public policy and programs, and in some cases, have the legislative power to implement them. However, the vast majority of the City's boards and commissions function in an advisory capacity, meaning they hear issues that will be considered by policy makers and submit recommendations regarding a particular legislative proposal.

These resident-led advisory groups provide expert guidance and lived experience to inform city policies and programs. Each of the 57 boards and commissions address a specific program, site, or scope of policy, and are powerful tools for residents to guide policy, provide accountability and oversight, and even execute the policies they develop. All of our boards and commissions are staffed by resident volunteers, who must be approved by the Mayor and confirmed by the City Council and serve for set terms.

A term on a city board can connect passionate early-career professionals to others in the field, help mid-career professionals grow with new and exciting challenges, and provide an outlet for seasoned professionals to continue to serve the community and share their knowledge.

If you would like to view information on our boards and commissions, from meetings to vacancies, or even to submit your application, please visit our board and commission page on cabq.gov!



Above: Open Space Volunteers picking up trash on the Bosque.
Left: City Interns on the Civic Plaza.
Facing Page: Albuquerque’s Boards and Commissions aim to give residents a n active voice on city policy.

Celebrating Volunteers

In our ongoing mission to make Albuquerque the best place for our families, our One Albuquerque volunteers play a crucial role. Their dedication, which involves time, skills, and compassion, deserves recognition beyond a simple “thank you”. Celebrating their hard work is more than just a gesture; it ignites inspiration, encouraging others to join us in enhancing our city.

By honoring volunteers and showcasing their contributions, we cultivate a culture of appreciation and motivation that resonates with others. This supports a dynamic volunteer community, driven by dedication and empowerment, committed to making a tangible impact in Albuquerque.

Join us in ensuring that those who make a difference are duly recognized for their contributions.

Volunteer of the Month and One Albuquerque Awards:

Do you know someone who embodies the One Albuquerque spirit through exceptional volunteerism? Take a moment to acknowledge their efforts by letting Mayor Tim Keller know about their contributions to ensure they receive the special recognition they deserve.

The City of Albuquerque proudly honors outstanding volunteers through the Volunteer of the Month and One Albuquerque Awards. These recognitions, reviewed by the Albuquerque Volunteers Advisory Board and presented by Mayor Tim Keller, celebrate individuals who go above and beyond. Whether nominated by a nonprofit organization or a resident, these recognition awards can inspire others to join in making a difference.

HOW TO NOMINATE VOLUNTEERS

Do you know an exceptional volunteer or neighbor who exemplifies the One Albuquerque spirit? Don’t forget to thank them—or better yet, have the Mayor do it!

Scan the QR Code below to nominate your favorite volunteer!



CHART 04
VOLUNTEER OF THE MONTH AWARDS

AWARDEE	DATE	PROGRAM/DEPARTMENT
Francisco Gonzales	January	Senior Affairs <i>Bear Canyon Multigenerational Center</i>
Michelle Wilmoth	February	Macy's Coronado
Stacy Sacco	March	Albuquerque Community at large
Denise Coriz	April	Senior Affairs
Arturo Purcella	April	Senior Affairs
Rose Mary Chavez	April	Senior Affairs
--	May	N/A
Karen Miller	June	Animal Welfare
Estevan Griego	June	Animal Welfare
--	July	N/A
James Cartwright	August	CASA volunteer, NM Kids Matter!
Kiera Toya	August	Running Medicine
Katherine Chilton	September	Libros for Kids, Inc.
Virginia "Byrd" Horner	September	Casa San Ysidro
--	October	N/A
Rick Buchanan	November	BFit505
--	December	N/A

CHART 02
ONE ALBUQUERQUE AWARDS

AWARDEE	DEPARTMENT
Joseph Candelaria	UNM Anderson School of Management
Dawn Gerencer	UNM Anderson School of Management
Erin Dibble	UNM Anderson School of Management
Eric Montoya	Albuquerque Police Department
Marla Higgins	Elevation Counseling
Sara Grubb	South Broadway Public Library
Laura Metzler	South Broadway Public Library

CHART 03
MAYOR'S DAY OF VOLUNTEER RECOGNITION

AWARDEE	AWARD
VAMOS Program at Mandy's Farm	National Service Group
Optum NM Inclusion, Diversity, and Health Equity Board	Corporate Volunteer Group of the Year
Oasis Intergenerational Tutors	Volunteer Group of the Year
Anwi Fomukong	Youth Volunteer of the Year
Kim Kerschen	Volunteer of the Year
David Tichnell	Lifetime Achievement





Education Partnerships

The City of Albuquerque believes in cultivating leadership and civic participation in developing minds!

Our Education Partnerships are student intern programs that connect students with valuable learning opportunities and practical experience in the public sector. Education partnerships can support students in their resume building, career exploration, and professional networking to be more successful in their professional pursuits!

University of New Mexico—Political Science Department

The Mayor's Select Internship is a semester-long opportunity for up to 5 students to explore careers with City of Albuquerque departments relevant to their future academic and professional interests.

Students spend one rotation with the City of Albuquerque Mayor's Office and at least one rotation in a municipal department of their choice.

Notre Dame Student Policy Network

The City of Albuquerque partners with 6-10 research associates each semester to investigate a particular policy issue and develop deep research insights to inform city action.

This is a national program where students are placed with city hosts across the United States. Students deliver a final presentation at the end of each semester to

Above (left): A few members of the City's 2023 Interns. **Above (right):** The 2023 Mayors Select interns Awardees. **Facing Page (left, top):** The 2023 OneABQ Volunteer Awardees.

share their work with the departments and city leaders.

Morehead Cain Civic Collaboration Partnership

Every summer, the City of Albuquerque hosts 8 students from the University of North Carolina through a partnership with the Morehead Cain Foundation.

During this internship, the students work closely with city staff to conduct an in-depth research project on a topic of interest to students and city officials.

The students also get out into the community to conduct their research project to provide the students with a unique learning experience during their semester in Albuquerque.

AWD FOSTER PROGRAM

Our foster volunteers with our Animal Welfare Department help build our city’s shelter capacity to care for more animals and provide tailored care for animals who need it. Foster volunteers open their homes to animals—it really is a 24/7 commitment.

So, how do we track this extraordinary contribution from volunteers? We have a set formula for the number of hours each foster volunteer contributes each day. Different animals get different numbers of hours each day, ranging from several hours per day, for animals that require training or attention, to just one, for the good boys and girls being cared for by our outstanding foster volunteers.

Foster programs include: neonatal pets, medical recovery, hospice, and regular dog/cat fosters.

407

FY 23 Foster Households

265,746

FY 23 Foster Hours

\$6.2M

FY 23 Economic Impact



Interfaith Partnerships

Albuquerque’s interfaith community is one of the most diverse in the nation and they work hand-in-hand with our city officials through their shared compassion and interest in service to our community.

Albuquerque has embraced our diverse faith community—they are one of the most civically involved demographics and they go beyond their congregation in their service to our community.

The Faith Breakfast is an annual event for city leaders and the faith community to come together and discuss the state of our community through the lens of our interdenominational faith community. The faith community is also heavily involved in service. Albuquerque’s response to immigrants and asylees visiting our community is largely led by the faith community with the support of the city behind them.

Leaders in the faith community are also at the heart of our APD Chaplains, an interdenominational group of volunteers who serve our community alongside police and

Above: Interfaith events bring people together.
Facing Page: Our free meals for kids event.

emergency responders to provide last rights and comfort for families across Albuquerque as a light in their darkest hours.

Faith organizations are heavily involved year-round in all of our city programs and our days of service.

In particular, the faith community really steps up for the Imagine, an Albuquerque day of service on the last Saturday of September.



COURTESY OF CABQ



LOOKING FORWARD HIGHLIGHT

Health, Housing, and Homelessness

The Health, Housing, and Homelessness Department is a cornerstone in the City of Albuquerque's drive to eliminate homelessness. This department collaborates closely with community partners to deliver a comprehensive range of services, including eviction prevention, outreach, shelter provisions, housing programs, and supportive services. With a commitment to empowering individuals and families, the City oversees three key facilities dedicated to emergency shelter and the establishment of long-term housing solutions.

Family Housing Navigation Center

The Family Housing Navigation Center is a pivotal resource designed to assist families within the homeless population. Their mission is clear – to provide unwavering support and resources that empower families to secure stable housing and enhance their overall circumstances.

Westside Emergency Housing Center

The Westside Emergency Housing Center in Albuquerque is specifically established to aid both men and women who are currently homeless. Its primary objective is to offer immediate shelter, resources, and support to individuals in

Above: Interiors of the Gateway Center in the Gibson Health Hub.

need, with the aim of addressing their housing instability and improving their overall well-being.

Gateway Center at Gibson Health Hub

Through the Gateway Center at Gibson Health Hub, the City plans to enhance health resources for the community and introduce central overnight accommodations. Supportive services will include:



housing navigation, medical sobering, medical respite, a receiving area for first responders and an engagement center.

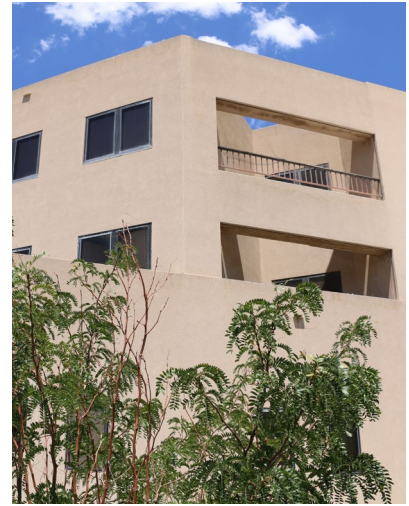
The Department of Health, Housing and Homelessness volunteer program aims to provide compassionate support to individuals experiencing homelessness. Volunteers assist with shelter operations, offer meals, and engage in outreach. The program focuses on meeting immediate needs, fostering a safe environment, and promoting community integration.

By providing essential resources, connections to services, and emotional support, volunteers contribute to individual's well-being and facilitate pathways to stable housing. Through their dedicated efforts, volunteers play a crucial role in alleviating homelessness and creating positive impacts in the lives of those seeking assistance.

The Health, Housing & Homelessness Department is unveiling plans to enhance support services. A significant initiative involves the creation of diverse family rooms at our family housing navigation center, catering to various interests such as art, reading, games and play.

Additionally, the Gateway Center will host enriching activities like paint nights and music nights to foster a sense of community and well-being.

Notably, the Westside Shelter is implementing a streamlined donation management system to efficiently handle contributions and ensure resources are optimally utilized. These initiatives underscore the department's commitment to



Above (top): Gibson Health Hub (GHH).
Above (bottom): Volunteers at the Heart to Heart High Tea event at the GHH. **Left:** More of the Gateway Center.

providing enrichment activities and fostering a supportive environment for those in need.

As they look forward, the Health, Housing, and Homelessness Department remains committed to innovation, collaboration, and unwavering support for the community.

Together with their volunteers and partners, they strive to build a future where every individual has the opportunity for stable and secure housing.



CASE STUDY

Driving Change Through Our Community Service

In March 2022, the Albuquerque City Council took a proactive step to address the issue of dangerous speeding by enacting the Automated Speed Enforcement (ASE) program. Alongside enforcing speed limits, the council introduced a unique provision allowing residents to resolve fines through community service, recognizing the value of collective action in shaping safer communities.

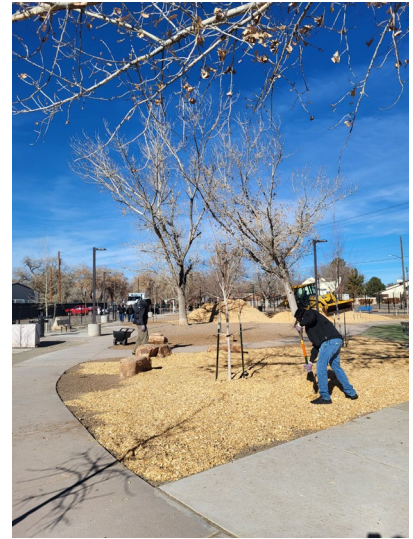
With only a three-month window, the Keller Administration was tasked with implementing the ASE program and establishing accessible service opportunities for fine resolution. This presented a challenge, as traditional community service programs operated with distinct reporting and management systems, necessitating the creation of a new framework tailored specifically to the ASE initiative.

To meet this challenge head-on, the Department of Municipal Development (DMD), responsible for camera placement and program management, joined forces with the Office of Civic Engagement. Together, they launched a solution that ensured equitable resolution for all residents. Albuquerque's ASE community service program stands out for its emphasis on community involvement as an alternative to monetary fines. Since its inception, participants have collectively contributed over 7,900 hours of community service, underscoring the program's impact in fostering civic responsibility and collective well-being.



Above: Volunteers picking up trash at a roadside cleanup.

At its core, community service is about effecting positive change for all members of society. By focusing on policy and practice reform, it aims to promote inclusivity, equality, and the protection of marginalized communities and individuals. Through innovative initiatives like the ASE program, cities like Albuquerque demonstrate their commitment to building safer, more equitable communities through collective action and civic engagement.



Volunteers in Action (VIA)

This year, the [Department of Senior Affairs](#) (DSA) paved the way for intergenerational volunteering with their [Volunteers in Action \(VIA\)](#) program. This program is designed to be age-inclusive and offer younger residents an opportunity to support outcomes for older adults through service.

The Department of Senior Affairs maintains some of the most accomplished and long-standing volunteer programs in the city

through its Senior Corps programs for the 55+ community; these programs include the Retired Senior Volunteer Program, Senior Companions, and the Foster Grandparents programs. VIA expands on the successes of the department's national service programs by creating service opportunities for residents of any age to support Senior Affairs programs.

VIA volunteers are engaged in providing programming at senior and multi-gen centers across

Above (top): Volunteers planting trees in an Albuquerque park.

Above (bottom): A Valentine's Day event at a local senior center.

Left: An AmeriCorps volunteer.

Albuquerque to expand the service opportunities available through these centers, support special events and social activities, support the senior meal program, and engage in direct service to older adults in Albuquerque through the Home Services program.

VIA also makes a great choice for group volunteer projects for people who want to volunteer together through their organizations, service clubs, or personal networks.



The Future of OCE

Asset Mapping

As we finalize our work to formalize and systematize the operations and management of volunteer programs throughout the City of Albuquerque in-line with best practices, the Office of Civic Engagement (OCE) is able to begin shifting our focus to the community we serve. We are processing our volunteer data in new ways to gain geospatial insights into the equity and impact of service in Albuquerque. We want to understand where we can be more intentional in our engagement and direct our impact where it is most needed.

In future reports, the OCE will provide more granular information on service in Albuquerque. The Office works to develop pathways to civic participation in every neighborhood. We believe that every resident should be able to find opportunities

Above: If you can't find time to donate your time, donating food is the easiest way to support your community.

within walking distance for personal development, professional development, and to make an impact in the neighborhood they call "home."

The Office of Civic Engagement is also exploring opportunities to develop this data in ways to promote accessibility for supportive social services and access to resources for those who seek them.

Advocacy/Participation Workshops
The Office of Civic Engagement



is expanding its work beyond volunteerism. Making an impact in your community means taking action and being informed!

We are working with our policy department to host information sessions where city officials can share their information and data with residents on policy issues. Being informed and sharing that information with others in the community is a powerful way to make an impact.

We also want to bring residents into the policymaking process, which can be complex! Alongside the information sessions, we hope to demystify the policy process to ensure residents know which public

meetings are their best opportunities to have their voices heard. Our policy experts will share their guidance to ensure residents are prepared to deliver effective support for or opposition to the proposals under consideration.

Youth Focus/Job Exploration

The Office of Civic Engagement offers many ways for young people to serve their community, build a resume through service, explore career pathways, and build a professional network through volunteerism.

Our focus in the coming years will be expanding the ways for the city to be an effective partner in the development of our future workforce.



Above: The 2023 cohort of CABQ Fullbright Interns. **Left:** Interning is a great way for ABQ youths to get involved.

The City of Albuquerque manages many effective internship opportunities, which we hope to build upon and expand.

We are also reimagining career exploration, engagement with city leaders, and internship opportunities for young people to learn about local government and the issues that affect their neighborhoods.

Corporate and Large Group Volunteer Opportunities

Large group and corporate volunteers are some of the most impactful groups in our community.

The Office of Civic Engagement is working to make it easier for large groups to identify ideal locations and organizations to assist with coordinating their volunteer projects.

We hope to empower service groups by making it easier to find those opportunities and connect directly with those managing the programs. We are also committed to elevating the visibility of these projects as an effective partner and celebrating these extraordinary service events.

COURTESY OF CABQ (2)



Volunteer Opportunities





Above: Open Space Volunteers picking up trash on the Bosque.

Are you interested in volunteering with the city? Learn more about our department volunteer programs below!

Office of Emergency Management (OEM): OEM engages volunteers through the Community Emergency Response Team (CERT) program, a trained group of residents prepared to step up and help Albuquerque when it is needed most.

Animal Welfare Department (AWD): AWD volunteers support our city's homeless pets in many ways by walking dogs, cuddling cats, fostering pets and improving the quality of life for our shelter pets.

Youth and Family Services (YFS): Family and Community Services volunteers help support programs at City community centers. New opportunities to volunteer with this department are available on the website and more are coming soon!

Transit Department (ABQ Ride): Adopt-A-Stop volunteers benefit our public transportation system by helping keep bus stops clean and enjoyable to use. Help your community by picking up your bus stop while you wait for the bus and ride for free!

Health Housing and Homelessness (HHH): Our new HHH department supports volunteer programs at our Westside Emergency Housing Center, our Family Housing Navigation Center, and our new Gateway Center. Step up to support our most vulnerable residents!

Parks and Recreation Department (PRD): Parks volunteers help keep our city beautiful! Find an outdoor volunteer opportunity in your neighborhood. New open space and forestry volunteer opportunities will be coming soon.

Office of Equity and Inclusion (OEI): The Office of Equity and Inclusion incorporates

volunteers into their work with the Office of Immigrant and Refugee Affairs and the Office of Civil Rights.

Aviation Department (Albuquerque Support): Aviation volunteers are ambassadors for our City!

The Albuquerque Support Ambassadors Program engages volunteers and therapy dogs in greeting, comforting, and providing local expertise for travel-weary visitors from all over the world.

Department of Arts and Culture (DAC): The Department of Arts and Culture has a breadth of opportunities available to residents in our community and some of the best settings to volunteer your time. Arts and Culture has opportunities available in the Albuquerque Museum, the Anderson-Abruzzo International Balloon Museum, the BioPark, the KiMo Theatre, and even in your neighborhood library!

Solid Waste Department (SW): Albuquerque's Solid Waste Department offers year-round opportunities for residents to help keep their neighborhoods beautiful with their Keep Albuquerque Beautiful program.

Albuquerque Police Department (APD): The Albuquerque Police Department offers new and exciting ways to contribute to real public safety outcomes.

Department of Senior Affairs (DSA): The Department of Senior Affairs serves in many capacities to improve the quality of life for seniors in our city!

Senior Affairs volunteer programs include AmeriCorps Seniors programs and opportunities to volunteer at senior centers across Albuquerque for all ages with their new VIA program.

CITY OF ALBUQUERQUE

2024 Office of Civic Engagement
Annual Volunteer Report

P: (505) 768-3322

W: cabq.gov/abq-volunteers

E: oneabqvolunteers@cabq.gov

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