



**BetterHealth  
AMBASSADOR**

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**Class of 2025**  
Training

For full version of Ambassador toolkit visit:

<https://www.cabq.gov/humanresources/employee-benefits/better-health-program/betterhealth-ambassador>

Or download by scanning this QR code.



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*Timothy M. Keller, Mayor*



February 11, 2025

Dear BetterHealth Ambassadors,

On behalf of Mayor Tim Keller, thank you for accepting our invitation to become the inspirational voice of wellness for your department and our City. For newcomers, your involvement shows that you have what it takes to influence your coworkers in a positive direction towards improved health. For returning Ambassadors, what can we say? Your dedication is remarkable! We warmly and enthusiastically welcome each of you to the City of Albuquerque BetterHealth Ambassadors Class of 2025!

As BetterHealth Ambassadors, you will play a vital role in advancing a culture of health awareness within the City. The employee wellness program has grown significantly over the last couple of years with improved healthcare offerings, education, and resources. Our goal is to take the program to new heights in 2025 through increased participation with a variety of wellness options. Our biggest event of the year will be our annual health fair which will feature access to many beneficial health screening opportunities.

With support from the Mayor's Office and the City's Total Rewards Program, it is an exciting time to engage and encourage your colleagues in their wellness journeys. The Human Resources Department supports you and is committed to being your partner in ensuring success.

Congratulations and welcome!

Todd McDowell  
Deputy Director, Human Resources  
Total Rewards

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# BetterHealth AMBASSADORS

## Program Overview

As part of the City of Albuquerque's BetterHealth initiative, our efforts for 2025 focus on engaging all employees in the six focus areas of well-being: Physical, Emotional, Financial, Career, Social, and Community. We hope that leadership will continue to model healthy lifestyle habits and promote the employee wellness program by engaging staff in physical activity, proper nutrition, and emotional well-being.

To help our organization make this cultural shift, we enlisted BetterHealth Ambassadors who will share their enthusiasm, initiative, and motivation to inspire others to be part of a meaningful, organization-wide wellness initiative. BetterHealth Ambassadors are asked to take a small amount of work time to encourage participation, relay and hand out information, send location-specific emails, and assist with events as needed. It is assumed that time spent on these tasks does not interfere with overall job responsibilities. In the spirit of life-work balance, we've designed the role of BetterHealth Ambassador to be easy and fun – not another job!

## Frequently Asked Questions

### What is a BetterHealth Ambassador?

BetterHealth Ambassadors are influencers of well-being, no matter where they are in their health journeys. Ambassadors serve as liaisons between the City of Albuquerque BetterHealth initiatives and employees in their departments, promoting health and wellness among coworkers and engaging them to participate. To share with others, we must first practice self-care ourselves. One of the first things an Ambassador should do in their role is get acquainted with their well-being needs.

### What type of responsibilities will I have in this role?

- Ambassadors coordinate a 2025 wellness kickoff event at your location. Examples include: well-being show and tell, Zoom meeting information sessions, home mailing, wellness bulletin board, and wellness workshops.
- Ambassadors provide BetterHealth Program influence, promotion, and problem-solving.
- Ambassadors remove barriers to worksite promotional initiatives for coworkers.
- Ambassadors serve as greeters for events such as the annual Health Academy and Health Fair.
- Ambassadors may participate as part of an Ambassador project team as needed.

### Where can I find more information about the City of Albuquerque's Employee Wellness initiatives and activities?

The BetterHealth program for city employees and their families offers a pathway to pursuing a healthy lifestyle. The program includes health education, wellness interventions, and campaigns to make healthy lifestyles easier at work. Science-based strategies are used to improve health. The thriving office culture that emerges over time will demonstrate that the City of Albuquerque truly values the well-being of its employees.

BetterHealth Ambassadors and City of Albuquerque employees can stay up to date on wellness programs by referring to the following website link, <http://www.cabq.gov/betterhealth>.

In addition, attending the BetterHealth Ambassador quarterly meetings and reviewing meeting notes are great ways to gather information about upcoming initiatives and activities.

## What does it mean to “participate in or facilitate” Health & Wellness initiatives at my worksite?

As a BetterHealth Ambassador, you are not expected to create your own initiatives unless you want to. We expect BetterHealth Ambassadors to be actively involved in at least two wellness initiatives annually. Some examples include:

- Joining BetterHealth programs, activities, or challenges, and encouraging co-workers (including leaders: Directors, Managers, and Supervisors) to get involved.
- Coordinating onsite or virtual Lunch & Learns or educational workshops on resistance bands, resilience, mindfulness, debt reduction, and getting better sleep.
- Facilitating social connections such as a themed potluck at your work location.
- Offer peer support by inviting co-workers to train for a community fitness event for a good cause. Examples of events include Run for the Zoo and Imagine ABQ!
- Offer peer support by inviting co-workers to join you on a walk at lunch or take a mental stretch break.
- Encourage participation in the annual health and benefits fair.
- Post wellness posters in your work location.

As a BetterHealth Ambassador, you will have valuable insight into which activities employees at your worksite would most enjoy. No matter what you choose, we ask that you use your judgment. Discuss your plans with your supervisor, obtain your supervisor’s approval before announcing events, and invite Directors, Managers, and Supervisors to participate. You can eliminate surprises and awkward situations by maintaining strong communication with managers and supervisors. Some departments have restrictions on where employees may spend their workday due to public perception that employees are "slacking off" while on the job. If your department has one of these policies, be inclusive of all workspaces and align all activities with the policy.

We also ask you to report to the BetterHealth program staff with details of the event you organized, how it was received, and any feedback you have for improvement. **When possible, please send photos.** We may feature in promotional materials and would love to tell your story!

## I am a trained fitness instructor. Can I lead an exercise class at my location?

Many liability issues are associated with leading physical activity classes at work; therefore, the BetterHealth program does not offer onsite physical activity courses taught by employees. However, Employee Health Services does. If you are interested in leading classes in the APD Gym, you must meet all requirements established by Employee Health Services. These requirements include proof of current fitness certification, liability insurance, and CPR certification. Employees who use the APD Gym must sign a release of liability form before using the gym. If you need assistance, contact the EAP office at [eap@cabq.gov](mailto:eap@cabq.gov) or 505-768-4613.

The BetterHealth program stresses that participation in physical activity campaigns is voluntary and not a requirement of employment.

## How much time is involved?

We anticipate that BetterHealth Ambassadors will need to commit one to two hours each month, attend at least 2 out of 4 quarterly Ambassador meetings, and participate in the annual training session.

- Quarterly Ambassador meetings (may involve travel within City limits) – 1 hour each
- Annual BetterHealth Ambassador Training – 2 hours

## Will I be expected to fulfill my BetterHealth Ambassador duties during work hours?

Yes, most duties can be handled during working hours.

## **Does being a BetterHealth Ambassador involve travel?**

Yes, in some instances, quarterly meetings will take place onsite. The onsite meetings will be held with the intent to connect more on a personal level.

## **When do the quarterly meetings take place?**

Please see page 8 for the 2025 BetterHealth Ambassador schedule.

## **If I am eligible and chosen to be a City of Albuquerque BetterHealth Ambassador, how long will I stay in the role?**

We ask that you commit to being an ambassador for the entire 2025 calendar year. You will have the opportunity to re-apply to share in another term.

Is there a limit to how long I can be a BetterHealth Ambassador? BetterHealth Ambassadors may engage as long as they remain active in their role.

## **What if my situation changes and I am unable to stay in this role?**

If you must opt out, we ask that you find a replacement representative from your location and assist your successor in the transition.

## **What does ‘Without Conflict of Interest’ mean? For example, can I be a BetterHealth Ambassador if I work part-time as a weight-loss consultant?**

The primary purpose of a BetterHealth Ambassador is to communicate and promote the City of Albuquerque’s BetterHealth Wellness Program and associated activities. The “Without Conflict of Interest” requirement prohibits BetterHealth Ambassadors from using their role as representatives of the City of Albuquerque to encourage or sell wellness or fitness-related products to co-workers. Our role is to encourage employees to pursue well-being, which means leading a balanced and healthy lifestyle in ways that best meet their needs. For example, you can be a BetterHealth Ambassador and still work as a weight-loss consultant, but it is not appropriate for you to encourage, sell, or promote any health and fitness programs or services, nutrition supplements, essential oils, or other products to fellow employees.

## **Can I find the information in this toolkit online?**

Yes. This document also can be found online under the ‘BetterHealth Ambassador’ section at <http://www.cabq.gov/betterhealth>.

## **I have some additional questions. Whom can I contact?**

For more information, please contact the Wellness Coordinator, Jenna Archuleta, at 768-2921. You may also email questions to [BetterHealth@cabq.gov](mailto:BetterHealth@cabq.gov).

## BetterHealth AMBASSADORS Roles & Responsibilities

- Be a City of Albuquerque employee in good standing.
- Serve as a point of contact for BetterHealth wellness activities and programs in your department.
- Participate in the BetterHealth Ambassador Training Session.
- Choose to participate in wellness initiatives during the year that enhances your well-being.
- Check in with people in your department and share positive feedback and opportunities to improve with fellow Ambassadors and BetterHealth staff.
- Conduct routine sweeps of posted BetterHealth flyers at your work location and remove anything not up to date.
- Provide constructive feedback on BetterHealth programs and practices and identify solutions to barriers.
- Engage in quarterly BetterHealth Ambassador meetings. Meetings will be held in March, June, September, and December.
- Encourage an influential or impactful colleague to join in as a well-being leader.
- Assist your successor in the transition.

## 2025 Quarterly Meeting Calendar for BetterHealth Ambassadors

Date	Location	Time
<b>Tuesday, March 11</b>	Virtual (ZOOM)	<b>1:00-2:00 pm</b>
<b>Tuesday, June 10</b>	Virtual (ZOOM)	<b>1:00-2:00 pm</b>
<b>Tuesday, September 16</b>	Virtual (ZOOM)	<b>1:00-2:00 pm</b>
<b>Tuesday, December 9</b>	City Hall	<b>1:00-2:00 pm</b>
<p style="text-align: center;"><b>If meetings are held in City Hall, parking will be validated.</b>  <i>**Please note these dates may be subject to change**</i></p>		

## 2025 Focus

The BetterHealth Program strives to collaboratively create a supportive, health-conscious work environment and provide initiatives to improve all elements of well-being, including career, social, financial, physical, emotional, and community.

As the definition of wellness expands, so does the role of leadership. Our focus is to increase leadership support, enhance cohesiveness among existing wellness teams, and create the supportive health environment at work that is necessary for employees to thrive. To this end, the engagement of City leaders in their well-being is a crucial element in the program's overall success.

In addition to leadership engagement, the 2025 City of Albuquerque BetterHealth Program will focus on achieving the four program goals below. All related initiatives are described in this section. You will receive updates about new programs and initiatives as they become available.

## BetterHealth Goals

- 1) Provide valued, tangible employee benefits by delivering whole-person programs to prevent, detect, and reduce modifiable risk factors for cardiovascular disease, diabetes, and cancer. Supported behaviors include:
  - ✓ increased movement and physical activity
  - ✓ nutritious and balanced eating habits
  - ✓ cessation of unhealthy substances
  - ✓ manageable stress
  - ✓ sleep
  - ✓ personal growth
  - ✓ community service
  - ✓ financial empowerment
  - ✓ social connection
  
- 2) Empower employees with healthy work environments and lifestyle practices that enable them to achieve their best possible health, creating a health-conscious work environment.
  
- 3) Build wide support, collaboration, and organizational alignment
  
- 4) Evaluate and continuously improve initiatives

### -SIX ELEMENTS OF- **WELL-BEING**



# BetterHealth Employee Wellness Programs

## One-Day Events

### Annual Employee Health and Benefits Fair

The BetterHealth program annually hosts a Health and Benefits fair in the Convention Center for employees and their families. Approximately 1,000 people attend! Health screenings and flu shots are available. Benefits representatives answer medical, dental, vision, life insurance, deferred compensation, flexible spending accounts, and retirement questions. In addition, community organizations and businesses promote their products and services.

Exhibitors use giveaways to attract participants to their booths. Instead of candy giveaways, the BetterHealth Program requires healthier alternatives. Employees can win great raffle prizes donated by exhibitors. Two hours Paid Leave – Other (PLO) is approved for employees to attend this event with their supervisor's prior approval.

In 2016, 2017, 2018, 2019, 2020 (virtually), 2021, 2022, 2023, and 2024 Ambassadors greeted employees at the Health Fair entrance. In 2025, Ambassador greeters will be utilized again. Ambassadors may also provide information at the Class of 2025 Ambassador recruitment table.

### Annual Health Academy

The Healthy Academy is a two-hour educational event designed to educate employees to improve their overall well-being. Catered food is provided! Two hours Paid Leave – Other (PLO) may be awarded for employees to attend this event. Family members are also invited.

Ambassadors may volunteer to greet participants and distribute materials.

**Date:** June 26, 2025

**Location:** Albuquerque Museum in Old Town or through a Zoom Webinar

**Time:** 11:30am – 1:30 pm

### Run for the Zoo and Walk with us too!

The BetterHealth Program pays entry fees for the first 450 benefits-eligible employees who register for the annual Run for the Zoo in May 2025, along with a team t-shirt. BetterHealth Ambassadors initiated this campaign in 2017. Ambassadors may volunteer to assist with team photos on event day.

## Assessment & Screening

### Biometric Screenings

Biometric screenings are offered at designated open enrollment meetings and the Annual Health & Benefits Fair, which include lipid panels, A1c testing, and initial results review. Components may include assessing blood draw, blood pressure, body mass index (BMI), and waist circumference. Completely confidential.

### Flu Shots

The BetterHealth program hosts flu shot clinics at 20+ worksite locations every fall. This service is available to employees, spouses, and dependents. Getting vaccinated reduces the risk of spreading influenza to others. Other vaccines may be offered if timely and appropriate.

### Health Check (Personal Health Assessment)

Through the Wellness at Work online platform, a Health Check is offered to all City of Albuquerque employees enrolled in a City Health Plan. A **\$25** Gift Card from the BetterHealth Program is offered once every fiscal calendar year for completing the confidential online assessment. Individual responses are never disclosed, but aggregate data is reviewed for program planning.

### Mobile Health Center

Services through the Mobile Health Center are offered to employees and family members who are enrolled in the City of Albuquerque's Health Plans. \$0 Co-Pay!

Medical services range from preventive wellness exams to urgent care. Walk-in visits are seen based on the availability of healthcare providers. View the monthly schedule at <http://www.cabq.gov/betterhealth>.

## BetterHealth

### BetterHealth Ambassadors

In 2025, 57 selected employees from various work departments will share their enthusiasm, communication skills, and motivation to inspire their co-workers (including Directors, Managers, and Supervisors) to be part of the City of Albuquerque's organization-wide wellness initiative.

### BetterHealth Clinic

As a City of Albuquerque employee or an employee of one of the participating entities, you have access to the City's onsite medical clinic. This clinic, located in the basement of City Hall, offers low-acuity urgent care, wellness check-ups, care maintenance, telehealth visits, and some primary care functions. The clinic is open Monday through Friday, 8am to 12pm and 1pm-5pm. To schedule an appointment, call 505-602-9355.

### BetterHealth Program Emails, Posters, and Newsletters

- 1) Email blasts are sent to Ambassadors, all HR Coordinators, and employees on the BetterHealth Email Distribution List to promote every BetterHealth program. Ambassadors and HR Coordinators are asked to get the word out by forwarding information to employees. Ambassadors are highly encouraged to customize emails and the email subject lines and remind colleagues that Ambassadors are there to help and answer any BetterHealth program questions.
- 2) Posters with BetterHealth event information and health messages are distributed regularly to Ambassadors and department contacts with a request to post. Ambassadors may consider developing a wellness bulletin board for the posters.
- 3) JohnnyBoards are customized frames that include BetterHealth flyers. Each month new flyers are posted in restrooms, above water fountains, and near time clocks at 16 locations where most field employees work. Facilities include the Solid Waste Administration building; Eagle Rock; Cerro Colorado; Montessa Park Convenience Center, Montessa Park; Parks and Recreation; Yale, Daytona, and Alvarado Transit Centers; Pino Yards; Balloon Museum; Don Reservoir Convenience Center; DMD Satellite Offices; City Hall and 4th Street Fueling Station.
- 4) A monthly well-being newsletter is distributed by email to Ambassadors and HR Coordinators with a request to share with employees. This newsletter is produced by a reputable resource and includes health tips, informative articles, and recipes.

### E-web & City of Albuquerque Website

Wellness program announcements are posted on E-web (<http://eweb.cabq.gov>) and the City of Albuquerque website, <https://www.cabq.gov/betterhealth>.

### Fresh Option Produce <https://www.surveymonkey.com/r/CABQPRODUCE>

The Fresh Option program is designed to deliver and encourage healthy snacks at meetings and celebrations. The program is available to BetterHealth Ambassadors at all locations.

#### Ways to use Fresh Options

- a) Wellness educational workshops.
- b) BetterHealth program orientations and celebrations such as department challenges or to integrate well-being into celebrations.
- c) Staff days or retreats that include wellness initiatives, such as library staff day.
- d) Staff meetings or training with at least one wellness announcement.

Scan below to make a request!



## Health Education Presentations, Workshops & Video Links

Ambassadors may request a presentation for their department or work location. Requests are evaluated on a case-by-case basis. Coordination may include the following:

- Reserving conference rooms.
- Setting up audiovisual equipment.
- Inviting co-workers to attend with an email and flyer.
- Reporting results.

Please request workshops at least three weeks in advance (use the Ambassador Training Request Form on 44). Upon receiving requests from Ambassadors, BetterHealth staff will contact presenters, check their availability, and finalize the dates. Presentation times and days are flexible to accommodate various CABQ work schedules.

Educational video web links are included in the workshop list. Ambassadors may host a group viewing at any time or send a web link to employees and encourage them to watch the video when they have time.

Preparation for group showings includes reserving a conference room with a computer, monitor, Internet, and speakers. Then play the video.

Workshops and videos are great opportunities to use the Fresh Option Produce benefit.

Remember to discuss your workshop plans with your supervisor, obtain your supervisor's approval before announcing workshops and invite supervisors to participate.

## Skill Builders

A variety of well-being skill builders are available for you to promote within your department. A new skill builder will be available through Wellness at Work each month. 2025 Topics include:

- a) January: Conscious Consumption
- b) February: Managing Body Positivity
- c) March: The Power of Protein
- d) April: The Psychology of Money
- e) May: Nutrition for Mental Health
- f) June: More Mobility
- g) July: Brain Health
- h) August: Urban Gardening
- i) September: Detoxification and Clean Living
- j) October: Body Neutrality
- k) November: The Real Scoop on Sugar
- l) December: Compassion Fatigue

Participants may submit their completed skill builders through Wellness at Work to earn points.

## Wellness at Work Online Platform

The Wellness at Work Online portal is designed to help employees create personalized health improvement plans. The online platform houses the Health Check, health journeys, mini-challenges, buddy support, and more! Available to benefits-eligible employees, spouses, and domestic partners insured under the City's insurance plans.

## Physical

### Cooking Show

The virtual Cooking Show inspires participants to bring fun back to the kitchen and shares some health-conscious food preparation methods.

### Desk to 5K

The Desk to 5K is a training program designed to progress participants through increased intensity and distance toward completing a 5k distance. The program is tailored for all fitness levels and is designed to assist participants in being active in a fun, social, and non-competitive atmosphere.

### Dinner with a Dietitian

This program teaches people and their caregivers how to cook for optimal health based on a chosen topic, either Diabetes or Hypertension. It offers lifestyle tips for managing the diseases. Participants will receive weekly emails that include an instructional video, recipes, and a grocery list for the meal of the week plus additional educational handouts.

### Eating with Purpose

A 6-week non-diet, weight-neutral, mindfulness-based program that empowers employees to take charge of decisions about eating, physical activity, health and self-care. It guides participants through the innovative mindful eating cycle to gain greater awareness about what, how and why you eat, and offers practical strategies for a balanced lifestyle.

### Good Measures

The Good Measures healthy habits programs are at no cost to eligible City of Albuquerque and government entity employees, spouses, domestic partners, and dependents 16 and older.

Good Measures programs can help you:

- Prevent or better manage diabetes
- Get optimal nutrition for a healthy pregnancy
- Lower blood pressure, blood sugar, and cholesterol and improve heart health
- Improve a health condition with food choices
- Eat to boost your immune system, have more energy, and feel better
- Lose or manage weight

## Gym Membership Benefit

Discover your new favorite way to stay healthy! Get access to gyms, studios, online workouts, and grocery delivery with one monthly membership.

Fitness Networks: 19,000 Gyms and boutique studios with unlimited access to all tier locations

Digital Solutions: 23,000+ on-demand & livestream fitness classes through web, app and TV plus AI workout builders

Perks: Groceries and household essentials delivered directly to the members' door thru Shipt and/or Walmart+. Discounts on travel, restaurants.

Registration: Employees who elected to participate in our new Gym Benefit now have access to the OnePass Member Portal.

### One Pass Enrollment for Eligible Dependents

When adding eligible dependents to One Pass, each member must:

- Create their **own** account in the same manner as the policy holder
- Dependents can use their SSN or the member number on their new medical insurance card.

Please **Do Not Use** “Add a Family Member”. This section allows the addition of non-eligible dependents, friends and family to enroll for a **fee** at a **reduced rate**.

You can start the registration process by visiting [onepassselect.com](https://onepassselect.com)

#### [Registration Instructions](#)

**Questions?** Members can contact One Pass Select Customer Support at **1-877-515-9364** Monday through Friday 8 a.m.–9 p.m.

Members can also chat with a support representative via the member portal.

The gym benefit will be offered to employees and dependents age eighteen and older through One Pass Select. On or after July 2, 2024, please log onto the One Pass page and create an account for each dependent enrolled in the gym.

[One Pass home page](#) contains a search option to search for gyms. [For more information review our One Pass guide.](#)

## H3 Series: Healthy Heart Habits

Learn about your heart health and self-monitor your Blood Pressure in this interactive challenge! The program launches with a 1-hour training where you'll learn all about healthy heart habits and the importance of blood pressure, followed by education on how to use a blood pressure monitor. You'll then have a 4-week opportunity to track your own blood pressure and explore your trends. A final one-on-one session with a health coach will assist you in setting goals to keep you moving forward!

## Physical Activity Challenges

Accessed through the Wellness at Work portal, these are individual or team-based challenges aimed to sow seeds of camaraderie and accountability with social features like buddies, teams, team chat, and an interactive dashboard.

## Self-monitoring Blood Pressure Stations

Eighty+ self-monitoring blood pressure stations are available in various City and Entity locations. Ambassadors may request a new self-monitoring blood pressure station if they don't have one at their worksite. Blood pressure monitoring is encouraged for all employees and adult family members, regardless of whether they have high blood pressure.

## Tobacco Cessation Program

A comprehensive tobacco cessation program is available to employees, spouses and domestic partners. The program uses evidence-based principles to help people quit using all types of tobacco. The tobacco cessation program is available as needed through Quit for Life ([www.quitnow.net](http://www.quitnow.net); 1-866-784-8454).

## Emotional

### Behavioral Health Services

Behavioral Health Services available to the City of Albuquerque include online applications, psychiatrists, psychologists, nurse practitioners, therapists, psychiatric social workers, registered nurses, and behavioral health technicians.

Services are available in various settings, including individual, group, video, and text therapy.

See Page 27 for a full list of behavioral health services available to APD employees.

### Employee Assistance Program (EAP)

The City of Albuquerque EAP serves employees and family members living in the home and provides five confidential counseling sessions at no cost. Employees and family members may work with counselors to reduce stress and improve health behaviors, such as quitting smoking, eating healthier, and losing weight. Call 768-4613 for an appointment. EAP is part of the Risk Management Division, Department of Finance and Administrative Services.

## NOOM

Noom is a psychology-based program that empowers you to make healthier choices. Powered by behavioral science, technology, and human coaches, Noom helps people meet their health and wellness goals—from weight management to diabetes prevention to stress reduction.

## Nurture Your Mental Well-being

Optimal mental health is more than simply the absence of illness, it's the optimization of circumstances that allow all to thrive in all areas of well-being. Just as physical fitness provides us with an increased ability to respond to life in all its richness, mental well-being can be supported to increase positive emotions and to be more responsive, less reactive. Join us to learn about fundamental skillsets that support mental well-being to include mindset, sleep, mood, physical health, connection, and habits.

## Mindfulness Based Stress Reduction

Learn all the critical tools of mindfulness and meditation through a clinically proven program in stress reduction through the expertise of Michelle DuVal. The program teaches participants a variety of different mindfulness practices including those for greater rest and relaxation, focus and concentration, also breathing meditation, eating meditation, walking meditation, and more.

## Revitalize Through Rest Series

Why do we resist rest when it's what we may need the very most? Inspired by *The 7 Types of Rest* by Dr. Saundra Daulton-Smith and *Rest: Why You Get More Done When You Work Less* by Alex Soojung-Kim Pang, this restorative series explains the science of rest resistance and challenges the culture of extreme overwork. Although we may not be able to control our workload, we will explore how prioritizing rest goes beyond optimizing sleep and how to capitalize on active pursuits that will equal restoration in seven key areas of life.

## Personal Growth

### Healthy & Whole Holiday Thrive Challenge

This individual challenge offers tips, ideas and support to help employees feel their best during the holiday season. By participating in this challenge, you are giving yourself the gift of health!

### Wednesday Wellness Webinar Series

The Wellbeing Webinars are designed to give participants the tools, knowledge and support they need to improve and upgrade their wellbeing.

### Wellness At Work Healthy Habit Challenges

Individual or team-based challenges aimed to sow seeds of camaraderie and accountability with social features like buddies, teams, team chat, and an interactive dashboard.

## Financial

### Financial Forum Book Club

Money mastery can be intimidating for many. This financial forum book club will focus on a book themed in financial literacy. Readers are given the opportunity to connect in a guided discussion, and book sections are assigned in increments.

## Social

### Book Club

This wellbeing book club suggests a book title with a focus on self-development. Readers are given the opportunity to connect in a guided discussion. Book sections are assigned in increments and discussed in ways that may challenge your beliefs or enable you to lean into self-care.

### Health Coaching (1:1)

**Need inspiration and support on your wellness journey?**

Get a health coach on your side. Health coaching is at no cost to benefits-eligible employees, spouses, and domestic partners. Coaches combine special training and knowledge with empathy and compassion to help improve your accountability and results. Our experienced health coaches have advanced degrees and can help you with the following:

- set goals
- create action plans
- identify your motivation for change

- keep you on track
- manage setbacks and challenges
- celebrate victories

Connect with a health coach for help reaching your wellness goals by emailing [betterhealthcoach@phs.org](mailto:betterhealthcoach@phs.org) for more information.

### **Health Coaching (Group)**

This group health coaching option provides participants with interactive support and social motivation in a group of 10 to 20 individuals looking for a low-risk way of discovering new well-being insights. Virtual meetings offer the support of an expert health coach as well as social connection and peer support via non-judgmental communication. This environment provides innovative ways to think about behavior change and achieving wellness goals.

### **Run for the Zoo and Walk with Us too!**

Join Team CABQ to run or walk in any of the Run for the Zoo events at the BioPark on May 4th. Registration is covered for the first 450 employees who register.

## **Career**

### **Employee Learning Center**

Programs and training through the Employee Learning Center (ELC) are designed to deploy learning solutions for City Departments and City Employees. The ELC is responsible for the onboarding, development, support, and recognition of City Employees.

## **Community**

### **City Greenhouse – Community Garden**

Volunteers are needed to help the City of Albuquerque staff maintain our three greenhouses and interior plants at various locations around the city. Assist Greenhouse staff with tasks such as planting and repotting of plants; plant propagation; care and maintenance of annuals, perennials, orchids, and tropical.

## Employee Health Services & Gym Locations

The Risk Management Division manages risk for the City and its taxpayers and manages the Employee Health Services. The department also promotes the health and safety of City employees.

Several work locations have onsite gyms for their employees, including the Police Academy, Fire Academy, Aviation, and 911. Employee Health Services staff provide employees with free fitness and endurance testing, personal training to strengthen muscles and manage weight, office ergonomic assessments, CPR training, and more! The 4-hour CPR training includes instruction on using an Automated External Defibrillator (AED) and First Aid for adults. Upon completing the course, participants receive an American Heart Association First Aid and CPR Certification Card, valid for two years. Contact the Wellness Coordinator at 768-4623.

The **APD Gym** is located in the basement of the APD Law Enforcement Center. The gym is free and open to all city employees who complete the enrollment form and fitness assessment provided by Employee Health Services staff.

View a complete list of City Community Centers with Fitness Centers and Program Guides on Page 41 of the e-toolkit. City Community Centers are at no cost.

## Healthy Food in Offices - Nutrition Guidelines

Guidelines were developed in 2013 to demonstrate our commitment to Better Health. The availability of healthy foods at office celebrations and events can help employees make nutritious choices and influence their long-term health and wellness.

## Mother's Room in City Hall, Plaza Del Sol, Airport, and BioPark Zoo

Breastfeeding is one of the most highly effective preventive measures a mother can take to protect the health of her infant and herself, including a healthier weight. Employment is now the norm for U.S. women of childbearing age, and we know that returning to work after having a baby can be challenging. Breastfeeding is personal; however, the BetterHealth program is committed to providing onsite lactation support.

The Mother's Room in City Hall includes a private pumping area, a refrigerator to store breast milk, and a nearby sink to wash supplies. Interested employees should contact the Health and Wellness Coordinator in the Insurance and Benefits office for more information.

The private Mother's Room at the airport is located near the security screening area and is available to employees and passengers. The private room at Plaza Del Sol is on the 5th floor in the Planning Department and is open to all employees. Check-in at the Code Enforcement Division reception desk. The Mother's Room at BioPark Zoo is for BioPark employees only.

**All department HR Coordinators are prepared to identify temporary space for employees who wish to breast pump upon returning from maternity leave.**

## Take the Stairs

BetterHealth encourages employees to be physically active, including stair climbing during each workday.

## CABQ Leaders

### **Leader Well-being Training/Retreat**

This training informs and inspires leaders to lead well with well-being and provides them with resources and the confidence to implement change where needed. Building a culture of well-being and resilience where team members have a sense of trust, find meaning in their work, have authentic personal interactions, and feel supported, positively impacts their well-being. It is in the best interest of both the individual and the organization for employees to thrive in all aspects of their life and the team leader has significant influence on these drivers.



## ANNUAL HEALTH & BENEFITS FAIR

The Annual Health & Benefits Fair is scheduled for November 5, 2024. Visit over 100 wellness and benefits exhibits. All employees are eligible for 2 hours leave with supervisor's approval.

## BETTERHEALTH AMBASSADOR APPLICATION, TRAINING & MEETINGS

BetterHealth Ambassadors (BHA) are a volunteer network of employees who will share their enthusiasm, initiative and motivation to inspire others to be part of a meaningful, organization-wide wellness initiative. The program includes a 2-hour annual training and quarterly 1-hour meetings. Ambassadors agree to dedicate approximately 2 hours of their time on a monthly basis to supporting the City's Culture of Wellness.

## BETTERHEALTH CLINIC

The City of Albuquerque is proud to bring healthcare to your workplace. Employees can receive care quickly and conveniently during the workday. The onsite BetterHealth Clinic is available to City of Albuquerque employees, spouses and children covered under the City's insurance plans.

## BOOK CLUB

This virtual wellbeing book club suggests a book title with a focus on self-development. Readers are given the opportunity to connect in a guided virtual space. Book sections are assigned in increments and discussed in ways that may challenge your beliefs or enable you to lean in to self-care.

## BLOOD PRESSURE MONITORING PROGRAM

This offering empowers participants to take ownership of their cardiovascular health. The program incorporates the concepts of remote monitoring and online tracking as key features to improve blood pressure self-awareness.

## COOKING SHOW

The virtual Cooking Show inspires participants to bring fun back to the kitchen and shares some health-conscious methods of food preparation.

## DESK TO 5K

Desk to 5K is a training program designed to progress participants through increases in intensity and distance toward the desired outcome of completing a 5k distance. The program is tailored for all fitness levels and is designed to assist participants in being active in a fun, social, non-competitive atmosphere.

## DINNER WITH A DIETITIAN

This program teaches people and their caregivers how to cook for optimal health based on a chosen topic, either Diabetes or Hypertension. It offers lifestyle tips for managing the diseases. Participants will receive weekly emails that include an instructional video, recipes, and a grocery list for the meal of the week plus additional educational handouts.

## EATING WITH PURPOSE

A 6-week non-diet, weight-neutral, mindfulness-based program that empowers employees to take charge of decisions about eating, physical activity, health and self-care. It guides participants through the innovative mindful eating cycle to gain greater awareness about what, how and why you eat, and offers practical strategies for a balanced lifestyle.

## FLU SHOTS

Every fall, the City of Albuquerque hosts flu shot clinics at numerous work site locations. This service is available to employees, spouses and dependents ages 19 and older.

## GOOD MEASURES

The Good Measures approach enables individuals and families to unlock the power of food to help them improve their daily health and manage their medical conditions. Programs focus on nutritional balance: getting the right amount of nutrients based on one's unique needs. Good Measures offers highly personalized coaching and technology that enables participants to eat for better health, starting with the foods they like, can afford, and can find. Programs include: *Healthy Weight, Diabetes Prevention Program, Heart Health, and Diabetes Self-Management.*

## HEALTH ACADEMY

A 2-hour educational event designed to help employee's manage specific conditions to improve their overall health. Participants receive relevant health & wellness education as well as tools to engage in better health behaviors. Employees are given up to 2 hours administrative leave with supervisor approval.

## HEALTH COACHING (1:1)

Lifestyle habits are complex and multi-factorial, involving the interaction of genetics and environment. Our coaching program helps effectively tease out these factors and address them on an individual basis, an approach that helps employees change behaviors and produce positive outcomes. Participants will learn how to set appropriate goals, create an action plan, identify personal motivation and establish coping skills and a support system. This personalized approach to health management allows employees to work directly with a health coach in a one-on-one setting. All our health coaches have advanced degrees in their chosen field as well as a wide variety of certifications.

## HEALTH COACHING (GROUP)

Group health coaching provides participants with interactive support and social motivation in a group of 10 to 20 individuals looking for a low-risk way of discovering new well-being insights. Virtual meetings offer the support of an expert health coach as well as social connection and peer support via non-judgmental communication. This environment provides innovative ways to think about behavior change and achieving wellness goals.

## H3 SERIES: HEALTH HEART HABITS

Learn about your heart health and self-monitor your Blood Pressure in this interactive challenge! The program launches with a 1-hour training where you'll learn all about healthy

heart habits and the importance of blood pressure, followed by education on how to use a blood pressure monitor. You'll then have a 4-week opportunity to track your own blood pressure and explore your trends. A final one-on-one session with a health coach will assist you in setting goals to keep you moving forward!

## HEALTHY & WHOLE HOLIDAY THRIVE CHALLENGE

This individual challenge offers tips, ideas and support to help employees feel their best during the holiday season. By participating in this challenge, you are giving yourself the gift of health!

## LEADER WELL-BEING TRAINING

This training informs and inspires leaders to lead well with well-being and provides them with resources and the confidence to implement change where needed. Building a culture of well-being and resilience where team members have a sense of trust, find meaning in their work, have authentic personal interactions, and feel supported, positively impacts their well-being. It is in the best interest of both the individual and the organization for employees to thrive in all aspects of their life and the team leader has significant influence on these drivers.

## MINDFULNESS BASED STRESS REDUCTION

Learn all the critical tools of mindfulness and meditation through a clinically proven program in stress reduction through the expertise of Michelle DuVal. The program teaches participants a variety of different mindfulness practices including those for greater rest and relaxation, focus and concentration, also breathing meditation, eating meditation, walking meditation, and more.

## MOBILE HEALTH CENTER

Services through the Mobile Health Center are offered to employees and family members age 2 and older who are enrolled in the City of Albuquerque's Presbyterian Health Plan.

## NURTURE YOUR MENTAL WELL-BEING

Optimal mental health is more than simply the absence of illness, it's the optimization of circumstances that allow all to thrive in all areas of well-being. Just as physical fitness provides us with an increased ability to respond to life in all its richness, mental well-being can be supported to increase positive emotions and to be more responsive, less reactive. Join us to learn about fundamental skillsets that support mental well-being to include mindset, sleep, mood, physical health, connection, and habits.

## NOOM

A virtual, personalized, healthy lifestyle program delivered through your mobile phone utilizing psychology and small goals to change your habits for good! The program includes daily articles, food and exercise logging, goal specialists, and peer group support.

## OPEN ENROLLMENT EVENTS

Open enrollment takes place in May for employees to get the information they need to make informed decisions about their benefits enrollment and personal health needs.

## PERSONAL HEALTH CHECK

Benefits-eligible City of Albuquerque employees can complete the confidential online Personal Health Assessment on Wellness at Work and receive a gift card incentive from the BetterHealth Program. The Health Check incentive may be earned every fiscal year for completing the confidential assessment

## REVITALIZE THROUGH REST SERIES

Why do we resist rest when it's what we may need the very most? Inspired by *The 7 Types of Rest* by Dr. Saundra Daulton-Smith and *Rest: Why You Get More Done When You Work Less* by Alex Soojung-Kim Pang, this restorative series explains the science of rest resistance and challenges the culture of extreme overwork. Although we may not be able to control our workload, we will explore how prioritizing rest goes beyond optimizing sleep and how to capitalize on active pursuits that will equal restoration in seven key areas of life.

## RUN FOR THE ZOO AND WALK WITH US TOO!

Join Team CABQ to run or walk in any of the Run for the Zoo events whether set virtually or at the BioPark. Registration is covered for the first 500 employees who register.

## TOBACCO CESSATION PROGRAM

A comprehensive tobacco cessation program is available to employees, spouses and domestic partners. The program uses evidence-based principles to help people quit using all types of tobacco. The tobacco cessation program is available as needed.

## WEDNESDAY WEBINARS

The Wellbeing Webinars are designed to give participants the tools, knowledge and support they need to improve and upgrade their wellbeing.

## WELLNESS AT WORK PHYSICAL ACTIVITY AND HABIT CHALLENGES

Individual or team-based challenges aimed to sow seeds of camaraderie and accountability with social features like buddies, teams, team chat, and an interactive dashboard.

**For more info:** <https://www.cabq.gov/humanresources/employee-benefits/better-health-program>

# Recognition

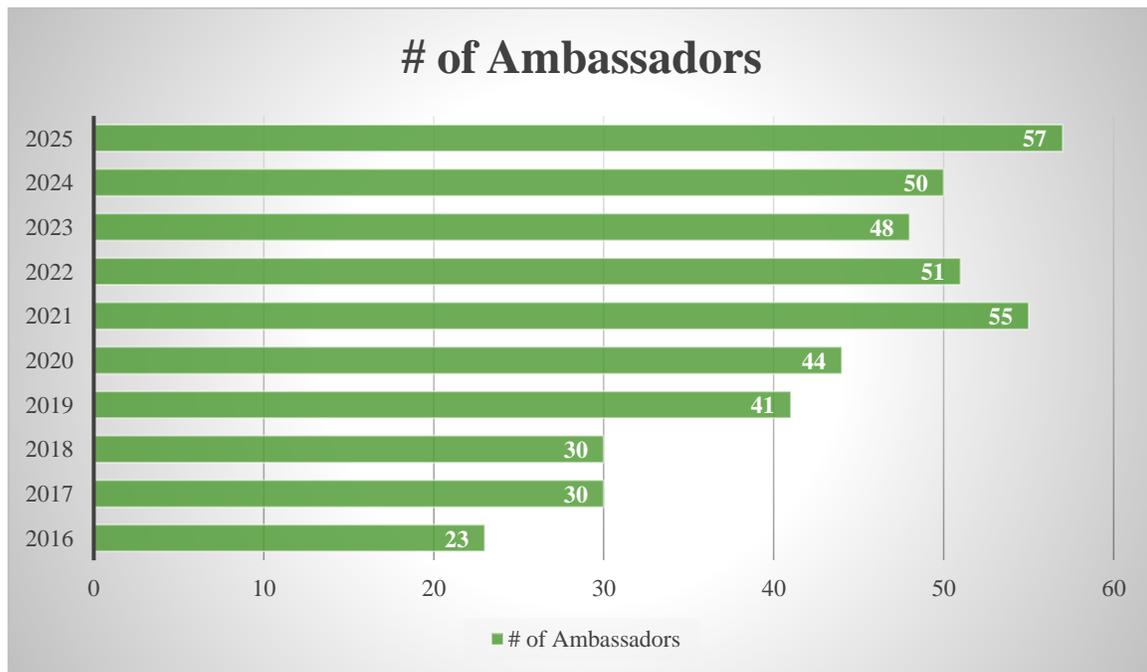
## BetterHealth Ambassador Program Evaluation & Recognition

### Employee Participation

A measure of the BetterHealth Ambassador program's success is overall employee participation. Use of the sign-in template (which can be found in the resource section on page 45) is required for all on-site activities to assist in this measure and should be returned to Jenna Archuleta ([jarchuleta@cabq.gov](mailto:jarchuleta@cabq.gov)).

### Ambassador Activities

The number of Ambassadors participating each year and the type of activities they pursue will also be tracked. The ultimate goal for the Ambassador program is to have 60 ambassadors per year, representing all work locations with more than 30 employees.



### BetterHealth Ambassador Program Progress Report

In preparation for recruiting new Ambassadors each year, a BetterHealth Program Annual Report is produced and distributed to senior leaders and department directors. The report will include Ambassador projects, participation results, and photos. For BetterHealth Ambassador-run initiatives, we ask that you use a sign-in sheet to assist in this measure and should be returned to Jenna Archuleta ([jarchuleta@cabq.gov](mailto:jarchuleta@cabq.gov)). Sign-in sheet located on page 45 of the toolkit.

# 2025 Planning Calendar

January	February	March	April	May	June
				Run for the Zoo	Health Academy



BetterHealth  
AMBASSADOR  
CITY OF ALBUQUERQUE

July	August	September	October	November	December
		Leader Training	Health & Benefits Fair		BHA applications due



**BetterHealth**  
**AMBASSADOR**  
 CITY OF ALBUQUERQUE



# APD Behavioral Health Services

Last updated: December 2021



Service	Eligibility	Cost	Must be enrolled in Presbyterian Insurance	Anonymous	Hours	Address	Email or Website	For Appointment
<b>Employee Assistance Program</b>	<ul style="list-style-type: none"> <li>Professional counselors</li> <li>Employee counseling</li> <li>Crisis intervention</li> <li>Referral services.</li> </ul> Confidential, private, covered by HIPAA.	No Cost	No	Yes	On Call 24/7 & by appointment	400 Marquette Ave NW, Albuquerque, NM 87102	Eweb/EAP	Appointment 505-768-4613
<b>COPLINE</b>	National law enforcement hotline manned by retired law enforcement officers. Provides peer support for crisis intervention and referrals to mental health professionals.	No Cost	No	Yes	24/7	Phone Hotline	www.copline.org	800-267-5463
<b>NM Crisis and Access Line</b>	A professional mental health crisis line. Masters level clinicians provide mental health services to all persons experiencing any kind of emotional crisis, mental health or substance use concern.	No Cost	No	Yes	24/7	Phone Hotline	www.nmcrisisline.com	855-662-7474
<b>Behavioral Sciences</b>	Provides access to psychological services, including consultation and treatment, needed by sworn and civilian personnel and their family members. Confidential, private, covered by HIPAA.	No Cost	No	Yes	On Call 24/7 & by appointment	1501 Broadway Blvd SE, Albuquerque, NM 87102	apdbsd@cabq.gov	505-764-1600
<b>APD Chaplain</b>	Provide a ministry of presence, support, and counsel to members of the Albuquerque Police Department and their families.	No Cost	No	Yes	On Call 24/7	400 Roma Ave NW, Albuquerque, NM 87102	apdchaplainunit@cabq.gov	768-2131 Primary Chaplain 235-0194 Backup Chaplain 270-9124 Head Chaplain 206-0449
<b>NM Solutions</b>	Provides access to psychological services, including consultation and treatment, needed by sworn and civilian personnel and their family members. Confidential, private, covered by HIPAA.	No Cost	No	Yes	By Appointment	Downtown 707 Broadway NE, Ste 500, Albuquerque, NM 87102	www.newmexicosolutions.com	Downtown 505-268-0701
						Westside 2551 Coors Blvd NW, Albuquerque, NM 87120		Westside 505-833-2300
<b>Peer Support team</b>	Private, safe, and supportive environment for law enforcement personnel. Volunteer law enforcement and civilian personnel provide emotional support for after crisis, serious illness, or injury, resources/referrals for professional assistance.	No Cost	No	Yes	On Call 24/7	1501 Broadway Blvd SE, Albuquerque, NM 87102	apdpeersupport@cabq.gov	505-967-6587
<b>Safe Call Now</b>	Confidential, comprehensive, crisis referral service for all public safety employees and their family members.	No Cost	No	Yes	24/7	Phone Hotline	www.safecallnow.org	206-459-3020



# APD Behavioral Health Services

Last updated: December 2021



Service	Eligibility	Cost	Must be enrolled in Presbyterian Insurance	Anonymous	Hours	Address	Email or Website	For Appointment
<b>Presbyterian Talkspace</b> Behavioral coaching app ages 18 and older. With Talkspace text therapy you can: <ul style="list-style-type: none"> <li>Engage with a therapist the same day that help is needed, not weeks later</li> <li>Get matched to a therapist based on your unique needs</li> <li>Develop a one-on-one relationship with the same therapist throughout your engagement</li> <li>Live a happier, healthier life</li> </ul>	Available to employee and household family members with Presbyterian Health Plan	No Cost	Yes	Yes	24/7	Remote application and desktop	<a href="http://www.talkspace.com/php">www.talkspace.com/php</a>	Download on the App Store or Google play
<b>Presbyterian Outpatient Behavioral Health Care</b> <ul style="list-style-type: none"> <li>Individual and group therapy</li> <li>Medication evaluation</li> <li>Medication management</li> <li>Psychological testing</li> </ul>	Available to employee and household family members with Presbyterian Health Plan	Applicable Copayment	Yes	Yes	Hours vary based on provider	Presbyterian 8312 Kaseman Ct NE Albuquerque, NM 87110	<a href="http://www.phs.org/doctors-services/services-centers/behavioral-health">www.phs.org/doctors-services/services-centers/behavioral-health</a>	505-291-5300
<b>Presbyterian Inpatient Behavioral Health Services</b> <ul style="list-style-type: none"> <li>Acute psychiatric stabilization</li> <li>Diagnostic evaluation</li> <li>Medication management</li> <li>Group therapy</li> <li>Psychosocial evaluation</li> <li>Family engagement</li> <li>Inpatient care for child, adolescent, adult and geriatric patients.</li> </ul>	Available to employee and household family members with Presbyterian Health Plan	Applicable Copayment	Yes	Yes	M-F 6am-7pm, Weekends/ Holidays 3pm-5pm	Presbyterian Kaseman Hospital 8300 Constitution Blvd NE, Albuquerque NM 87110	<a href="http://www.phs.org/doctors-services/services-centers/behavioral-health">www.phs.org/doctors-services/services-centers/behavioral-health</a>	505-291-2560
<b>Wellness at Work resources</b> <ul style="list-style-type: none"> <li>Online portal</li> <li>Create personalized health improvement plans</li> <li>Personal Health Assessment (PHA)</li> <li>Biometric screening results</li> <li>Workshops</li> <li>Articles and much more!</li> </ul>	Available to benefits-eligible employees, spouses and domestic partners	No Cost	Yes	Yes	24/7	Desktop application	<a href="http://www.mypres.org">www.mypres.org</a>	Access through MyPres
<b>On to Better Health</b> <ul style="list-style-type: none"> <li>Online programming for common challenges, such as trouble sleeping, feeling down, feeling tense or anxious.</li> <li>Helpful tips and videos based on your interests and needs.</li> </ul>	Available to employee and household family members with Presbyterian Health Plan	No Cost	Yes	Yes	24/7	Series of applications available remote and desktop	<a href="http://www.ontobetterhealth.com/php">www.ontobetterhealth.com/php</a>	Download on the App Store or Google play

# ABQ Area Resources Quick Guide

Updated 10/1/24

**Note:** Area code is (505) except where indicated; some organizations have hyperlinks in their name to website

## Other Resource Guides:

[Bernalillo County Resource Guide](#) – developed by Bernalillo County Early Childhood Coalition

[New Mexico Native American Resource Directory](#) – New Mexico Health Care Authority (HCA), Behavioral Health Services Division

[CABQ Dept. of Senior Affairs Quick Guide](#) (scroll down to “View the Quick Guide”)

[UNM Center for Development and Disability \(CDD\) Disability Resource Directory](#)

[sharenm.org](#)--SHARE New Mexico resource directory

[ABQcrg.org](#)--ABQ Coordinated Resource Guide (currently being updated—this 10-1-24 Quick Guide will be posted on it)

For community events posted by BCHVWG Coalition:

<https://padlet.com/communityeventsbchvwg/community-events-84uc30q49xh50oar>

**Cell Phone Program:** The federal subsidies for phones ended June 30. You may still order one free online at Assurance Wireless, but it may take 2-4 weeks to receive in the mail:

**Assurance Wireless**--Shellie-call/text (505) 977-1122 (M-F 9-5)

To meet in person --\$10 for same day phone activation with her (phone is free and phone service free for at least 1 year)

She is at Storehouse on Wednesday & Friday, 9 to noon.

Or call Marcos (Shellie's brother): 747-246-9126

If your Assurance phone was lost or stolen, call Assurance Customer Service, 888-321-5880

## Victims/Survivors/Overcomers of Violence

[Family Advocacy Center](#) (FAC) – any violence, inc. stalking  
-- M-F 8 am – 5 pm, 625 Silver SW (2<sup>nd</sup> floor) ..... 243-2333

[Domestic Violence Resource Center](#) (in Family Advocacy Ctr)  
-- (Calls are taken 24/7—walk-ins 8 am – 5 pm) 248-3165

[National DV phone no.](#) (24 hours) ..... 800-799-7233

[Rape Crisis Center](#) (2 offices: walk-ins M-F 8-5 at both):  
--625 Silver SW (2<sup>nd</sup> floor, Family Advocacy Center) 266-7711  
--9741 Candelaria Rd NE (near Eubank) ..... 266-7712

--**Rape Crisis Center's** 24/7 hotline ..... 266-7711

[StrongHearts Native Helpline](#) (24/7) for Native women impacted by DV, dating or sexual violence ..... 844-762-8483

**Emergency trafficking hotline**--all ages ([NM Dream Ctr](#))  
--505-504-1301

**Life Link trafficking hotline:** 505-GET-FREE (505-438-3733)  
victims of trafficking call or text (and info/resource line)

[Enlace Comunitario](#) (Domestic Violence) ..... 246-8972

--English & Spanish DV crisis intervention and legal support, therapy, support groups, case management

[Casa Forteleza](#) (sexual violence) (bilingual Spanish) 910-4031  
2340 Alamo SE, #124 (Call or walk in M-F 8:30am - 5pm)

**First Nations Community Healthsource** (FNCH) programs:

--[Human Trafficking](#) (case management) 375-8518 (office)  
or call or text 697-0712 (cell no.) – not a crisis hotline

--VOCA (for victims of crime) – call (no text) 515-3922 or 375-8514

[The Arc of NM](#) – victim advocates for sexual assault, 883-4630  
domestic violence or crime victims with intellectual or developmental disabilities; email address is: [advocate@arcnm.org](mailto:advocate@arcnm.org)

## Domestic Violence Shelters (call 24/7)

**S.A.F.E. House** (in Albuquerque) ..... 247-4219

**Haven House** (in Rio Rancho) ..... 896-4869

**Valencia Shelter for DV** (in Valencia County) ..... 864-1383

## Other Crisis Hotlines/Helpines

**Poison Center/Medication Info** ..... 800-222-1222

**988 Suicide and Crisis Lifeline:**

Call or text 988 if feeling sad or angry or not feeling safe

--Veterans (x1 or text 838255), Espanol (x2), LGBTQI+ <25 (x3)

or chat: [chat.988lifeline.org](https://www.988lifeline.org) (for yourself or if you're worried about a loved one who may need crisis support)

**NM Crisis & Access Line** ([nmcrisisline.com](https://www.nmcrisisline.com)) 855-662-7474

--or [chat.988lifeline.org](https://www.988lifeline.org) -- 24/7 counseling + treatment referrals

--Download the NMConnect app at [nmcrisisline.com](https://www.nmcrisisline.com)

--**NM 5-Actions program** see [nmcrisisline.com](https://www.nmcrisisline.com) for info

**NM Warm Line** (peer mental health support) 855-466-7100

--call 7:00 am -11:30 pm; or text 6:00 pm – 11:00 pm 7days/week

**Veterans Crisis Line** – call 988 (ext. 1) or text 838255

(this is for veterans, military service members and relatives)

**UNM Psychiatric Emergency Services** (24/7) ..... 272-2920

**NMDOH Helpline:** 833-796-8773 (833-SWNURSE)

**Agora** warmline 6:00 am to 12:00 pm ..... 277-3013

**Adult Abuse/Neglect Hotline** ..... 866-654-3219

**Child Abuse/Neglect Hotline** (CYFD) ... 855-333-SAFE(7233)

[CABQ Dept. of Senior Affairs](#) info line ..... 764-6400

**Aging & Disability Resource Ctr** ([NMAITSD](#)) 800-432-2080

**Equality New Mexico** (LGBTQ advocacy [eqnm.org](https://www.eqnm.org)) 224-2766

**Postpartum Support Int'l**, call or text 800-944-4773

--or text en Espanol: 971-203-7773

**Trans Lifeline** ..... 877-565-8860

**Trevor Lifeline:** 866-488-7386 or text START to 678-678

\*\*\*\*CALL 311 for info about any City of ABQ services\*\*\*\*

**City of ABQ Dept. of Senior Affairs** (age 60+) 764-6400

See [cabq.gov/seniors/senior-services](https://cabq.gov/seniors/senior-services) for services & Quick Guide

## CABQ Health & Social Services Centers

**Food** (walk-ins **M/W/F 10 am - 12** and **Tues & Thurs 1 - 3 pm**)

(call 311 to find out your center for food box)

**Rent & utility assistance** (call 311 to find out your center)

**Clothing** (appointment only at John Marshall and Ruth

Adams—anyone who lives in Albuquerque can call)

**Diapers** (no walk-ins, call first any of the 4 centers below)

**Alamosa Center**, 6900 Gonzales SW ..... 836-8800

**Los Griegos Center**, 1231 Candelaria NW ..... 761-4050

**John Marshall Center**, 1500 Walter SE ..... 848-1345

**Ruth Adams Center**, 7525 Zuni SE ..... 767-5700

See [cabq.gov/health-housing-homelessness/health/health-social-](https://cabq.gov/health-housing-homelessness/health/health-social-services)

[services](https://cabq.gov/health-housing-homelessness/health/health-social-services) for listing of on-site agencies at each center

## FREE MEAL SITES

--Albuquerque Indian Center, 105 Texas SE (& Zuni)  
Mon to Fri: Breakfast (9:00 - 10:00 am); Lunch (12 - 1:00 pm)

--All Nations Wellness & Healing Center, 6416 Zuni SE  
Mon to Fri: Breakfast (8:00 - 9:30 am); Lunch (12 - 1:30 pm)

--See "Homeless Services" section for other free meals

--Also: City of ABQ multigenerational centers and senior centers and Bernalillo County senior centers offer free or donation-based lunches (\$2 suggested) for seniors 60+, low-cost lunches for ages 50-59; also, low-cost breakfasts Monday-Friday 8-9 am at all sites. See [cabq.gov/seniors/senior-services/senior-meals](http://cabq.gov/seniors/senior-services/senior-meals) and [bernalillo.gov/community-services/community-health-outreach/senior-meals](http://bernalillo.gov/community-services/community-health-outreach/senior-meals)

Also-home-delivered meals for homebound seniors (764-6400)

## Food Assistance

(Also see CABQ Health & Social Services centers above)

Roadrunner Food Bank (no walk-ins) ..... 349-5340  
--see [rffb.org](http://rffb.org) (click on Find Help tab) or call to find a nearby pantry

Storehouse, 106 Broadway SE (Wed/Fri/Sat 9-12) 842-6491  
--also diapers; dog food (3<sup>rd</sup> Friday of the month)

Rio Grande Food Project 600 Coors SW W/F/Sat 9-11 831-3778  
--Note: both Storehouse and RGFP assist with water bills

Salvation Army, 4301 Bryn Mawr Dr. NE ..... 872-1171, x2  
--food boxes, gas bill assistance, sometimes electric or rent assist

City of ABQ Dept. of Senior Affairs ..... 764-6400  
--home-delivered meals for homebound seniors  
--see "Free Meal Sites" above (city and county meals for seniors)

St. Felix Pantry, 4020 Barbara Loop SE--Rio Rancho 891-8075  
--Thurs-Saturday, 9am to noon (for any New Mexican residents)

ECHO Food Bank (age 60+) 300 Menaul NW #226 (east side)  
--Mon-Thurs, 7:30am-4:30pm (call 242-6777 if you can't find it)

Silver Horizons (age 50+) (food, household bills) ..... 884-3881

Meals on Wheels (no income or age requirements) 823-8060

God's Warehouse, 8011 Central NE (on Tennessee)  
--Food boxes 3<sup>rd</sup> Friday of the month, 11:30 am (or when truck arrives)  
Note: food is given to food outreach ministries Mon & Thurs, 11:30 am (or when truck arrives)

The Rock at Noon Day (boxes), 2400 2<sup>nd</sup> St. NW (Fri 12:30 pm)

Veterans Integration Center (VIC) ..... 296-0800  
--Food pantry for any low-income veterans: 10am-2pm on Fridays

Animal Humane, 615 Virginia SE-pet food Sun & Thurs 10-12pm

## Housing

HUD Subsidized/Tax Credit housing: [resources.hud.gov](http://resources.hud.gov)

AHA (Alb. Housing Authority) -- [abqaha.org](http://abqaha.org) ..... 764-3920

Bernalillo County Housing Dept.-- [bernalillo.gov](http://bernalillo.gov) ..... 314-0400

Albuquerque Homeless Helpline: phone (505) 768-4357;  
text (505) 600-2835 or email: [768-help@nmceh.org](mailto:768-help@nmceh.org)  
(NMCEH is NM Coalition to End Homelessness)

Good Shepherd Center ..... 243-2527 x100  
2 men's residential programs:

--Fresh Start Substance Use Recovery Program (stay 6 months)  
Apply Wed or Fri, 9-11 am at 218 Iron SW, or call (x100)

--Reentry Program for homeless men (stay 90 days)  
Call for info ..... 243-2527 x100

Housing Program: Rapid Rehousing (may be a waitlist)  
--Apply in person Mon, 9:30-11:30 am at 614 2<sup>nd</sup> SW

Goodwill Supportive Services for Veteran Families  
Info at [goodwillnm.org/veteran-housing](http://goodwillnm.org/veteran-housing) 881-6401 x1842

Heading Home see [headinghome.org](http://headinghome.org) ..... 344-2323

--See "Overnight Shelters" for info on AOC Men's Shelter  
--Family Housing Navigation Center: -- no self-referrals;  
to refer a homeless family, complete online referral form at  
[gatewayservicescabq.com](http://gatewayservicescabq.com)

--Gateway Center: to refer an individual woman-identifying adult  
or a family (1 or 2-parent) -- complete online referral form at  
[gatewayservicescabq.com](http://gatewayservicescabq.com) -- no self-referrals

HELPMN/CPCL ..... 445-4291  
--special needs low-income housing assistance for ages 18-62;  
must be referred by case manager; disability verification by doctor

Oxford Houses - sober living for men & women (+ young child)  
--ABQ houses: 605-591-0993; Las Cruces: 575-361-2071  
see [Oxfordvacancies.com](http://Oxfordvacancies.com) (search by zip or state)  
--(look at the vacancies website, but you can call any house  
directly--there may be a vacancy even if not indicated to be one)

Salvation Army Men's Rehab Program (call M-F 8-5) 242-3112

Steelbridge residential programs (Bible-based, men & women)  
--214 Coal SW, walk in or call Mon-Thurs 9am-1pm 346-4673

TenderLove Community Center (appt only Tu-Fri) 349-1795  
--recovery/transitional housing for women with children; housing  
stability/rapid rehousing (see [tenderlovecommunitycenter.org](http://tenderlovecommunitycenter.org))

Veterans Integration Center (VIC) call M-F 8-4:30 296-0800  
Transitional housing and rapid rehousing for homeless veterans;  
food pantry for any low-income veterans: 10am-2pm on Fridays

Vizionz-Sankofa, housing stability assistance ..... call 832-7141  
eviction prevention, relocation services, landlord mediation;  
classes: basic computer, job readiness, life skills, financial literacy

## Drop-In Centers

### New Day Drop-In Center for ages 16-22

142 Truman St. NE (north of Central) -- Tues-Fri 12-5 pm

### The Harbour—a NM Dream Center drop-in center for ages 14-21

--126 Gen. Chennault NE Wed/Th/Fri 2 to 8 pm) 900-3833

see [nmdreamcenter.org/the-harbour](http://nmdreamcenter.org/the-harbour)

--or call/text 24/7 NM Dream Center hotline: (505) 504-1301

### ABQ Center for Hope & Recovery ([ACHRnm.org](http://ACHRnm.org)) 246-2247

913 2nd St. NW (M-F, 9 am – 4 pm)

Peer-run drop-in center, peer case management and peer support; Pathways Navigators; daily groups (in-person and virtual), job search assistance

### All Nations Wellness Center 6416 Zuni SE ..... 717-2704

--Mon to Fri: Breakfast (7:30 - 9am); Lunch (12 - 1:30pm)

--walk-in or call; phone use; Job help M-F 9-12

### The Living Room on CARE Campus, 5901 Zuni SE (south side)

--a new peer support drop-in for people in every stage of recovery, also concerned family members are welcome – staffed by CPSWs

--drop-in hours are Monday-Friday 7am – 7 pm

### NM Reentry Center (for any justice involved adult) 389-5458

--Call or walk in Mon to Fri, 8 am – 4 pm, 215 3<sup>rd</sup> St. SW

Peer-run organization: one-on-one peer support/case management, support groups; assistance with ID documents; job preparation/job placement; housing navigation

### Transgender Resource Center of NM ..... 200-9086

--5600 Domingo Rd. NE (see [TGRCNM.org](http://TGRCNM.org))

--walk in Mon/Wed/Fri, 1-6 pm (+ support groups); can call Mon-Fri

### WIL (Women in Leadership) Drop-In Center for all women

300 Central SW (Third Central Plaza), #1500-E (1<sup>st</sup> floor)

Hours: Monday-Friday, 9 am – 3 pm

--peer support, job readiness, other services..... 369-1731

## Family Services

(Note: See “Medical, Mental Health and Recovery” section for other organizations that serve pregnant women & mothers)

Childcare Finder: [newmexicokids.org](http://newmexicokids.org) or call 800-691-9067

### NM WIC (nutritious food + other supports) ..... 866-867-3124

--[nmwic.org/locations](http://nmwic.org/locations); for info about WIC see [nmwic.org](http://nmwic.org)

For low-income women who are pregnant or are mothers of at least one child under 5 years old

### NM Public Education Dept (PED) - [parent-portal](http://parent-portal)

(<https://webnew.ped.state.nm.us>)

--Early Literacy guides for families: [English](#) and [Spanish](#)

### ABQ Adult Learning Center ([abqalc.org](http://abqalc.org)) ..... 907-9957

Family Wellness program: Parents and children working together to improve educational, health, financial outcomes and family relationships; individualized literacy

--See “Jobs/Job Training/Education” for other ABQ-ALC services

### All Faiths Children’s Advocacy Ctr ([allfaiths.org](http://allfaiths.org)) 271-0329

--Family Wellness Program: child & family therapy; CCSS

--Adoption Services: pregnancy counseling, infant + older child adoption

### AMkids Family Services ..... 220-1258

--Home-based Family Centric Model (FCM) classes--see website: skills classes for youth ages 11-18 and their families who live within Bernalillo County; services available in Spanish; also Youth Mental Health First Aid certification (English & Spanish)

### APS Title I McKinney-Vento program ..... 256-8239 x0

--families and/or youth who are unsheltered or unstably housed (see website for eligibility and services)

--can be referred or self-refer (See [link](#) to student referral form)

### Asian Family Center, for AAPINH all ages ..... 717-2877

Direct services (see “Immigrant and Refugee Services” section)

--family workshops & youth programs; see [nmafc.org](http://nmafc.org)

### Children’s Promise Center (2 locations) ..... 554-1206

401 Alvarado SE, daycare, preschool, school age (M-F 6:30 am-) 12855 Eastridge Dr NE (M-F 7:00 am-)

### Common Spirit St. Joseph’s Children ..... 924-8000

Home visiting support services (virtual) for prenatal to age 3, only for women expecting their first child; can enroll during pregnancy up to 3 months’ old; see website: [stjosephnm.org](http://stjosephnm.org)

--free statewide; no income requirements; bilingual

### Cuidando Los Niños homeless child care ..... 843-6899

-for age 6 weeks to pre-K; bilingual Spanish; usually no wait list

### DulceSalado Consultation & Therapeutic Services 585-5024

culturally sensitive bilingual agency (statewide), provides individual, family and multisystemic therapy services (MST for ages 11-17); support groups for youth and for parents; no wait list; adoption & parenting services; Medicaid accepted for all services except for adoption services, which are self-pay

### Families ASAP (parent-run support organization) ..... 948-6371

--Provides info, support, advocacy for parents/caregivers raising children with mental health challenges; bilingual Spanish/bicultural

### Family Promise of ABQ -- transitional housing program for

homeless families (1 or 2 parents—may be a wait list) 268-0331

### The Grief Center (a/k/a Children’s Grief Center) ..... 323-0478

--counseling and support groups for children, teens, families & adults grieving the death of a loved one; also workshops

**Kassy's Kause**, bilingual for women w/perinatal or postpartum depression: individual support & online support group  
--(see [kassyskause.org](http://kassyskause.org) for resources info, inc birthing services)

**La Plazita Institute**, 831 Isleta Blvd SW (M-F 9-5) **508-1802**  
--free programs for young men & young women; traditional & cultural healing services; Pathways Navigator; garden -- see website for complete list of programs/services for youth & adults

**Locker #505** -- clothing for grades K thru 12<sup>th</sup> ..... **294-1647**  
--referrals only—no self-referrals  
--email request for referral form: [director@locker505.org](mailto:director@locker505.org)  
--serves Bernalillo, Sandoval, Valencia & Torrance Counties

**MCH Family Outreach** ..... **255-8740**  
No cost case management; parent & caregiver education, resource information, service planning and advocacy.  
--See [mch.org/locations/Albuquerque](http://mch.org/locations/Albuquerque)

**NAPPR** (all families) [nappr.org](http://nappr.org) ..... **345-6289**  
--Early Head Start; home visiting; Early Intervention (support for at risk and special needs children)

**NM Friends of Foster Children** ([nmffc.org](http://nmffc.org)) ..... **596-0519**  
--financial support to meet the needs of foster kids  
--fun activities for foster kids  
--email: [programManager@NMFFC.org](mailto:programManager@NMFFC.org)

**Open Skies Healthcare**, 707 Broadway NE, # 401 **342-5454**  
Medicaid only: CCSS for adults and children; assessments; behavioral respite services; treatment foster care

**Parents Reaching Out (PRO)** (peer support for parents of children w/disabilities or special medical needs) ..... **247-0192**  
See [parentsreachingout.org](http://parentsreachingout.org) for workshops & support groups

**PB&J Family Services** ..... **877-7060**  
--see [pbfamilyservices.org/programs](http://pbfamilyservices.org/programs) for program descriptions and online referral process (some programs allow self-referral)

**Pegasus Legal Services for Children** (bilingual) ..... **244-1101**  
--[Pegasuslaw.org](http://Pegasuslaw.org) (see description under "Legal Services")

**UNM Maternity & Family Planning Clinics** (2 locations)  
Team: doctors, nurses, nurse midwives & nurse practitioners; nutritionist, counselor, health educator  
--NW Valley-Los Griegos Health & Social Service Ctr **272-2158**  
--SW Valley-Alamosa Health & Social Service Ctr ..... **272-2154**  
Medical, nutrition and social services (bilingual Spanish), including family planning (natural family planning; birth control)

**Western Heights Learning Center** ..... **247-2079**  
--Free Home Visiting Program for pregnant women and children ages 0-5 -- in person (not bilingual)  
--call (x108) or call Sally at **401-6372**  
or email: [sally@westernheightsabq.org](mailto:sally@westernheightsabq.org)

YDI has many programs-see [ydinm.org](http://ydinm.org)-including early childhood  
General intake is [ydinm.org/need-help](http://ydinm.org/need-help) or call office: **352-3444**  
--Also see "Jobs/Job Training/Education" & "Recovery (Mental Health and/or Substance Use)" sections for YDI programs

## Immigrant and Refugee Services

**Mexican Consulate**, 1610 4th St NW ..... **247-2147**

**NM Immigrant Law Center**, 625 Silver SW, 4<sup>th</sup> Floor **247-1023**  
--hours to call: Monday, 1-5 pm; Tuesday to Friday, 9am-5pm (closed 12 to 1 Tues-Fri); call or walk in to request appointment  
--see [nmilc.org](http://nmilc.org) ("Our Services" tab)

**ABQ FaithWorks** (asylum seekers & refugees) ..... **457-1728**  
--call or email [info@abqfaithworks.org](mailto:info@abqfaithworks.org)

**Asian Family Center**, for AAPINH all ages ..... **717-2877**  
Direct services include culturally and language-specific case management, including for DV and sexual assault victims; also family workshops & youth programs; see [nmafc.org](http://nmafc.org)

**ABQ Adult Learning Center** [abqalc.org](http://abqalc.org) ..... **907-9957**  
--ESL (+ adult basic ed, family wellness, High School Equivalency)

**Casa de Salud**, integrative primary care and MAT (bilingual)  
--1608 Isleta SW (walk in or call) see website ..... **907-8311**  
--health & healing services for individuals & the whole family  
--all immigrants are welcome to walk in or call

**Catholic Charities**—see [ccasfnm.org](http://ccasfnm.org) ..... **724-4670**  
--immigration & citizenship legal assistance (including DACA)  
--refugee support for refugee families after 90-day government program ends ([ccasfnm.org/refugeesupport](http://ccasfnm.org/refugeesupport))  
--ESL, citizenship and other classes (see Jobs/Job Training/Education section)

**Encuentro NM**, 907 4<sup>th</sup> St. SW ([info@encuentronm.org](mailto:info@encuentronm.org)) **247-2920**  
--classes: ESL, citizenship, home health aide certificate program en Espanol, computer training, financial literacy, intro to Small Business, elderly food & nutrition; offers child care while learning

**Enlace Comunitario** (Domestic Violence) ..... **246-8972**  
--English & Spanish DV crisis intervention and legal support, therapy, support groups, case management

**First Nations** (FNCH), 5608 Zuni SE ..... **262-2481**  
--register at Zuni Medical Clinic: all immigrants can walk in or call

**Lutheran Family Services** (asylum seekers & refugees) **933-7032**

**WINGS (Walking in Grace) Program for Survivors of Torture** (a program of Las Cumbres Community Services) ..... **819-1643**  
--immigration legal services, mental health & physical health care coordination; social services and community integration

**Vizionz-Sankofa**, refugee support services ..... call **832-7141**

## Legal Assistance

**NM Legal Aid** (civil matters) **Mon-Th 10 am-1 pm 243-7871**

**Public Defender**, 505 Marquette NW (PNC Bank) **369-3600**  
(or talk to a Public Defender **3<sup>rd</sup> Friday** of the month **10 am – 5 pm** at the International District Library, 7601 Central SE)

**Metro Court** (ext. 1 for warrant status) ..... **841-8151**  
--**Outreach Court** (homeless only--misdemeanors) **841-8142**

**APD Evidence, 823-4600**, to claim possessions after discharge from MDC (but first call **768-2020** for APD case no.(or 798-7000 for Sheriff's case no.)—police reports available at 400 Roma NW

**Christian Legal Aid** (homeless only) walk-in 1<sup>st</sup> & 3<sup>rd</sup> Wed at noon at The Rock at Noon Day, 2400 2<sup>nd</sup> St. NW (volunteer attorneys)

**NM Immigrant Law Center**, 625 Silver SW, 4<sup>th</sup> Floor **247-1023**  
--hours to call: Monday, 1-5 pm; Tuesday to Friday, 9am-5pm (closed 12 to 1 Tues-Fri); call or walk in to request appointment  
--see [nmilc.org](http://nmilc.org) ("Our Services" tab)

**Pegasus Legal Services for Children** ..... **244-1101**  
(bilingual) for children, youth and their caregivers-[Pegasuslaw.org](http://Pegasuslaw.org)  
--Kinship Guardianship (Pegasus Legal Services) for grandparents and other relatives raising children  
--Youth Law Project (youth emancipation, paternity, child custody and timesharing, and Child Support)

**Senior Citizens Law Office** (seniors age 60+) ..... **265-2300**

## Jobs/Job Training/Education

**NM Workforce Connection Center**, 501 Mountain NE **843-1900**  
--walk-in help with job search, weekly on-site employer events  
--classes every Friday onsite for Computer Basics training (9-11 am) and Resume Writing (1-3 pm) (or get 1-to-1 help any time from an instructor to write your resume)

**ABQ Adult Learning Center** [abqalc.org](http://abqalc.org) ..... **907-9957**  
1201 San Mateo SE, Walk in or call Mon-Thurs, 12:30-3:30 (or register online) – services are in-person or virtual  
--English as a Second Language (ESL)  
--High School Equivalency (HiSET/GED preparation)  
--Adult Basic Education (reading, writing and basic math)  
--Career Pathway services—one is Basic Solar Installer classes + certification  
--Family Wellness: individualized literacy for adults and children

**ABQ Center for Hope & Recovery**, 913 2nd St NW **246-2247**  
--employment assistance and drop-in center (walk-in or call)

**Catholic Charities** ..... **724-4670**  
Call Monday through Friday 8:00 am to 5:00 pm.  
Free adult ed/training classes (GED/HiSET, ESL, Citizenship, other); Spring, Fall, Summer terms; Spring term starts in January and registration opens in December, but GED/HiSET, ESL & -----

**Career Pathways** classes may be joined thruout the term **CNM** (Student Services Ctr: 900 University Blvd. SE) **224-3000**  
>100 associate degrees & certificates; ESL, Basic Education, High School Equivalency; support programs for prospective or current students who are or were in the foster care system (**FOSTER** -----

**CNM**), or who are or were involved in the criminal justice system (**FIRST**). Also, if you or one of your clients is interested in CNM but wants help getting started, submit the **Community Partner Referral Form** and someone from the CNM Student Recruitment and Outreach Team will be in touch within 48 business hours.  
(\$100 scholarship available for prospective students who apply for CNM via FOSTER, FIRST or Community Partner Referrals)

**NM DVR (Dept. of Vocational Rehabilitation)** ..... **383-2500**  
111 Lomas Blvd NW (Suite 422 in US Bank Building)  
Adults w/ disabilities can walk in or apply online: [dvr.state.nm.us](http://dvr.state.nm.us)  
--click on "Online Referral" -- you should get a call back in 2 weeks or less. See "**NMDVR At A Glance**"

**Goodwill**, 5000 San Mateo NE ..... **314-1816**  
--Walk-ins: Monday to Friday, 8:00 am to 5:00 pm  
See [goodwillnm.org](http://goodwillnm.org) for all programs: click on appropriate tab: "Find jobs" or "Find Classes" or use links below:  
--Job prep and **job search**; employment; **seniors (55+)**  
**employment**;  
--**GoodSkills classes**: employment & life skills (some are virtual)  
--**Supportive Services for veterans & families** (jobs, housing)  
--**Homeless veterans' reintegration program** (jobs & support)

**Gordon Bernell Charter School** ..... **916-8618**  
Walk-ins welcome Monday to Friday 10am-2pm at 2821 4<sup>th</sup> St. NW  
High school diploma + adult ed in-person or online  
--Age 16-21: high school diploma  
--Adults age 22+: literacy + HiSET (high school equivalency)  
Classes also in MDC: persons currently or previously at MDC can further their education

**HELPNM/CPLC** ..... **265-3717**  
--Classroom training and educational assistance (some assistance for certification programs) – in-person or virtual  
--Paid work experience (480 hours)  
--Rental assistance (limited)

**Job Access program** (transportation for low-income) **724-3623**  
--for jobs, job training, child care if timely bus service is unavailable  
--see [riometro.org](http://riometro.org) (Job Access) for eligibility and details

**New Day Life Skills Academy** ([ndnm.org](http://ndnm.org)) ..... **260-9912**  
Classes: In-person at the Academy (2820 Ridgecrest SE) and at Drop-in Center, 142 Truman St. NE  
--**Life Skills Classes (ages 16-22)** -- in-person  
--**Resiliency Group (ages 16-22)**--in-person (drop-in center)  
--**Life Skills Coaching (ages 12-21)** (see [ndnm.org](http://ndnm.org) for info)  
--**Kaleidoscope Recovery Program** (A-CRA): support group for ages 16-24 (abstinence not required); also offers 12-step (AA & NA); contact is Juno Doty (505-274-6311; [jdoty@ndnm.org](mailto:jdoty@ndnm.org))

--also a group for adults (CRAFT) who support young people ages 16-24 experiencing challenges with substances

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**NMCAN** – skill building and community building ..... **217-0220**  
for young people ages 14-26 including those in or transitioning out of foster care, or who have faced homelessness or are juvenile justice involved. Call or email: [info@nmcn.org](mailto:info@nmcn.org)  
--see [nmcn.org](http://nmcn.org) for info & referral form for self or other youth

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**TenderLove Community Center** (call Tu-Fri) ..... **349-1795**  
--fashion design classes, computer training, GED prep, life skills, job prep, culinary arts (nutrition classes),  
(see [tenderlovecommunitycenter.org](http://tenderlovecommunitycenter.org))

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**YDI Independent Futures Program** for youth 16-21 **212-7405**  
who are staying in Bernalillo County and are homeless, at risk of homelessness, couch surfing or precariously housed  
--youth can self-refer or be referred (call for info)  
--employment assistance and/or education, life skills, CCSS/case management, individualized service planning

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**Vizionz-Sankofa** ..... **832-7141**  
Classes: basic computer, job readiness, life skills, financial literacy

**Educational/Training websites:**

[GCFglobal.org](http://GCFglobal.org)--short videos: computer, learn typing + improve typing speed, math, reading, job prep, GED/HISET prep, internet, financial literacy, social media, languages—click on “All Topics”

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**Khan Academy** - [khanacademy.org](http://khanacademy.org)—math+other online learning + [khanacademykids.org](http://khanacademykids.org) – many languages (app is English only)

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[Duolingo.com](http://Duolingo.com) – language learning (English & other languages)

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[Irlen.com](http://Irlen.com) – visual processing help for children with special needs

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**NM Public Education Dept (PED):** [parent-portal](http://parent-portal)  
--Early Literacy guides for families: [English](http://parent-portal) and [Spanish](http://parent-portal)

## Resources -- Physical and/or Cognitive Disabilities

**Note:** Community Outreach for the Deaf (COPD) has closed

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**Adelante Development Center** ([goadelante.org](http://goadelante.org)) .... **341-2000**  
For people with mental and physical disabilities & seniors  
--day & residential programs & employment  
--Compadres senior day program (seniors 55+)  
--**Back in Use**--recycled assistive devices ..... **341-7171**  
(wheelchairs, walkers, canes, hospital beds & adaptive equipment)  
Call for self or other person in need  
--**GiveABQ**—home and office furniture (referral only) **341-4483**  
--**Benefits Connection Center** (help seniors & people with disabilities apply for govt benefits—leave message) **273-5222**

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**ARCA** (adults & families)--[arcaopeningdoors.org](http://arcaopeningdoors.org) ... **332-6700**  
Wraparound services for individuals with intellectual and/or developmental disabilities—see website for details; including residential services

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**ARC of NM** (adults & families)--[arcnm.org](http://arcnm.org) ..... **883-4630**  
These services for people **with intellectual or developmental disabilities:** [Representative payee services](http://arcnm.org), [guardianship](http://arcnm.org);  
victim advocates for sexual assault, domestic violence, or crime victims (call or email: [advocate@arcnm.org](mailto:advocate@arcnm.org) to connect with one)

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**NM Aging & Disability Resource Ctr/NMALTSD** 800-432-2080

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**NMTAP office** (Technology Assistance Program) **841-4464**  
assistive/adaptive technology--see website: [tap.qcd.state.nm.us](http://tap.qcd.state.nm.us)

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**NM Brain Injury Resource Center** (walk in or call) **292-7414**  
--3150 Carlisle NE (Suite 208); email: [info@braininjurynm.org](mailto:info@braininjurynm.org)  
M-F 9-12 & 1-4 pm; for support groups see [BrainInjuryNM.org](http://BrainInjuryNM.org)

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**Independent Living Resource Center (ILRC)** ..... **266-5022**  
--independent living services+referrals to resources - [ILRCnm.org](http://ILRCnm.org)

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**NM DVR (Dept. of Vocational Rehabilitation)** ..... **383-2500**  
111 Lomas Blvd NW (Suite 422 in US Bank Building)  
Adults w/ disabilities can walk in or apply online: [dvr.state.nm.us](http://dvr.state.nm.us)  
--click on “Online Referral” -- you should get a call back in 2 weeks or less. See “[NMDVR At A Glance](http://dvr.state.nm.us)”

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**NM Commission for the Blind (CFB.state.nm.us)** **841-8844**  
[Irlen.com](http://Irlen.com) – visual processing help for children with special needs  
**Parents Reaching Out (PRO)** (peer support for parents of children w/disabilities or special medical needs) ..... **247-0192**  
See [parentsreachingout.org](http://parentsreachingout.org) for workshops & support groups

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**UNM CDD** (Center for Development & Disability) ..... **272-3000**  
--see [UNM CDD website](http://unmcdd.org) for many family-centered programs and services for children with disabilities: clinical evaluations; autism; early childhood; other  
--CDD resource library, 2300 Menaul NE ..... **272-0281**  
(calling first encouraged but not required)

## Medical, Mental Health and Recovery

(also see “Drop-In Centers” section)

### Acronyms:

--MAT is Medication-Assisted Treatment for addiction to opioids (may also be for alcohol and/or other substances)

--SUD is Substance Use Disorder

--IOP is Intensive Outpatient Program

--CCSS is Comprehensive Community Support Services (comprehensive case management)

UNMH directory (hospital & clinics) ..... 272-2111

VA Medical Center, 1501 San Pedro Dr. SE ..... 265-1711 x0  
--homeless or unstably housed veterans can call 256-2784  
or walk in at Building 96: Mon-Fri 8:30 am - 3 pm

ABQ Center for Hope & Recovery ([ACHRnm.org](http://ACHRnm.org)) 246-2247  
913 2nd St. NW (M-F, 9 am – 4 pm)  
Peer-run drop-in center, peer case management and peer support;  
Pathways Navigators; daily groups (in-person and virtual), job  
search assistance

Casa de Salud (bilingual Spanish), 1608 Isleta SW 907-8311  
--call or walk in—Integrative primary care, inc. alternative healing;  
transgender care; Behavioral Health (MAT), needle exchange +  
Narcan (see [casadesaludnm.org](http://casadesaludnm.org)) (all immigrants are welcome)

Central Desert Behavioral Health Hospital ..... 243-3387  
1525 North Renaissance NE (psychiatric inpatient—call first)

Duke City Recovery Toolbox (MAT), 912 1<sup>st</sup> St. NW 224-9777

First Choice (several medical clinics—see [fchc.com](http://fchc.com)) 768-5450

First Nations Community Healthsource ..... 262-2481  
Zuni Clinic (medical), 5608 Zuni SE, M-F 8-7; Sat 8-12  
--Dental Clinic, 262-6547, 8am – 7pm; Sat 8am-12  
--Homeless Outreach Program (walk-in): M-F 8-6; Sat 8-12  
Truman Clinic, 625 Truman St. NE (medical)  
--Traditional Wellness (separate building): 515-3919, M-F 8-5  
Central Clinic (pediatrics & prenatal) ..... 7317 Central NE  
--Mon-Th 8am – 6pm, Fri 8am – 5pm  
All Nations Wellness Center, 6416 Zuni SE ..... 717-2704  
--Mon to Fri: Breakfast (8:00 – 9:30 am); Lunch (12 - 1:30 pm)  
--walk-in or call, job help M-F 9-12

NewView Healing, 4213 Montgomery NE, #C-4213 498-3807  
--Adolescent IOP; individual & group therapy; peer support

Sage Neuroscience Center (appointment only) ..... 884-1114  
--behavioral health and integrated care; medical outpatient detox;  
--Acute Psychiatric Outpatient Program; IOP (adult & adolescent)

Turning Point Recovery Center (call first, 8am-9pm) 217-1717  
-- MAT; IOP; inpatient or outpatient detox and treatment;  
counseling; detox (wait list); wellness center; men's & women's  
residential treatment

[Turquoise Lodge](#) (inpatient and outpatient treatment) 841-8978

Oak Street Health -- Medicare only primary care-call 431-0214

Southwest CARE Center ..... 780-4040 x3  
4710 Jefferson NE (call first for appointment); no waitlist for:  
Hep/HIV/PrEP/PEP (waitlist: primary care & gender affirming)

UNM Truman Health Services (HIV/Hepatitis C/Transgender care)  
--801 Encino Pl NE, #F (call first); walk-in is only for HIV  
and Hep C testing M/Tu/W/F 9-4 & Thurs 1-6:30 ..... 272-1312

UNM Milagro Program – for pregnant women actively using or  
with history of using drugs or alcohol ..... 463-8293

[Lovelace G.R.A.C.E.](#) – for pregnant women actively using or with a  
history of using substances ..... 727-6238  
Call this number or walk into a Lovelace OB-GYN to make an  
appointment or to request G.R.A.C.E. navigation

Planned Parenthood (women's health care) ..... 265-9511 x1  
Call for in-person or online appointment, with or without insurance;  
birth control, STD testing, abortion, and other services  
(note, the location on San Mateo was closed; currently the only  
ABQ clinic is at 4630 Eubank NE)

Birthright of Albuquerque ..... 262-2235  
--support services for pregnant women & mothers of newborns

La Luz Women's Center, ABQ and Rio Rancho ..... 620-3894  
--support services for pregnant women & mothers of newborns  
DOH Resource Guide for HIV/Hepatitis/STD: [nmhivguide.org](http://nmhivguide.org)  
BC Health Council opioid resource website: [LittleThingsNM.org](http://LittleThingsNM.org)

### Recovery (Mental Health and/or Substance Use)

See above section “Medical, MH & Recovery” for other listings  
--MAT is Medication-Assisted Treatment for addiction to  
opioids (may also be for alcohol and/or other substances)  
--SUD is Substance Use Disorder  
--IOP is Intensive Outpatient Program  
--CCSS is Comprehensive Community Support Services  
(comprehensive case management)

CARE Campus Detox for alcohol & other drugs (intake 24/7)  
--5901 Zuni SE (first come, first served--call or walk in) 468-1555

UNM Mental Health Center, 2600 Marble NE ..... 272-2800

UNM ASAP, 2600 Yale SE, outpatient clinic (MAT) 994-7999  
-- walk in or call; ext 1 for info; ext 4 for intake; ASAP now serves  
adults & adolescents age 14+ (there is no more UNM STAR)

City of ABQ's Substance Use Disorder Treatment voucher:  
--called the P.A.T.H. program--for non-Medicaid only individuals  
who are very low-income & meet other criteria.  
--For eligibility & list of providers, see [cabq.gov/health-housing-homelessness/health/substance-abuse](http://cabq.gov/health-housing-homelessness/health/substance-abuse)

**Albuquerque Health Services** (MAT)—Methadone (or scripts for Suboxone)  
--112 Monroe NE—open M-F 5:30 am – noon ..... **260-9917**  
--172 Montano Rd NW (& 2<sup>nd</sup> St.)—M-F 5:30 – 11 am **344-4427**  
--1209 Isleta SW—M-F 5:30 – 11:30 am ..... **873-1973**  
--1558 Stephanie Rd. SE-Rio Rancho M-F 5:30-11 am **896-5517**

**Centro Savila** (South Valley and I.D. locations) ..... **312-7296**  
--Benefits enrollment (over the phone—call 312-7296 to request)  
No walk-ins. Refer self or other person by calling or online form:  
--Case management & support groups (bilingual Spanish)  
--mental health therapy, individuals, couples, families (bilingual)  
--**seeking safety group**  
--**Strengthening Families Program (SFP)**  
--**grief group** (Spanish speaking grieving individuals or families)  
--**women's support group** Spanish speaking victims--violent crime

**Choice Recovery Path** – outpatient addiction treatment  
Apply online - helps people build the tools they need to make changes in their lives (utilizing Progress Board & toolkit)

**Christian Counseling Professionals** **856-0300** or **445-0771**  
3 locations: 210 Alvarado SE, 4770 Montgomery NE, #C-114 and 8205 Spain Road NE #106  
--counseling & CCSS – walk in or call Mon-Fri, 8 am to 4 pm (can be faith-based if requested)  
--IOP—90 day program: individual session + 3 hr substance abuse group—IOP hours are Mon, Tues, Thurs, 10am-1pm

**The Community Lighthouse** (see [TCLhnm.com](http://TCLhnm.com)) **273-6300**  
3301 Candelaria NE #B (at Carlisle)--**Mon-Fri 8 am to 7 pm**  
--community support services (CCSS) (bilingual) for children, teens and adults, ages 2-65 (on Medicaid)  
---EMDR  
---Experiential Play Therapy (EPT) for children 3-11  
-- Functional Family Therapy (FFT); child therapy; teen therapy; therapy for parents; in-person or telehealth therapy (virtual)

**Courageous Transformations** ..... **800-7092**  
3301 Los Arboles NE (just west of Carlisle) wrap-around services  
--outpatient SUD treatment, MAT (Suboxone, Methadone, Vivotrol); therapy for individuals, couples and families, peer support (Certified Peer Specialists), Hep C & HIV treatment (can be faith-based if requested)

**DulceSalado Consultation & Therapeutic Services** **585-5024**  
culturally sensitive bilingual agency, provides individual, couple and family therapy services – see description in “Family Services”

**Engender, Inc.** – Telehealth only counseling/therapy **242-4400**  
individual/couple/family for anyone in New Mexico;  
flexible hours Monday to Saturday; IOP for ages 18+ for SUD

**Faith Works Counseling**, in-person or telehealth (virtual)  
Location: 4110 Wolcott NE, Ste B (no walk-ins) **844-692-3099**  
book an appt. online (not faith based unless requested by client)  
--individual, couples and family therapy  
--MST (multisystemic therapy) in-home for ages 11-17

**Full Circle Recovery** (allows MAT) - no wait list .... **865-4140**  
--telehealth (virtual) or in person; call for appointment  
--mental health & substance use; IOP (adult & adolescent); CCSS  
**The Grief Center** (a/k/a Children's Grief Center) ..... **323-0478**  
--Support groups for children, teens, families & adults grieving the death of a loved one; also workshops (see [griefnm.org](http://griefnm.org))

**Haven Behavioral Hospital** ..... **254-4511**  
--for Inpatient Psychiatric and SUD treatment, call **254-4502**  
--for Outpatient services including IOP and PHP, call **254-4564** (these are structured outpatient programs), in-person & virtual, day & night groups available

**High Desert Healing**, (see [hdhnm.com](http://hdhnm.com)) ..... **717-1332**  
--Telehealth & in person; MAT; individual (may be a wait list) & group therapy; CCSS (case management); guided meditation groups; also see YouTube [mind & body therapy videos](http://mind & body therapy videos)

**Hipocampo** bilingual Spanish counseling ..... **209-9227**  
for Spanish speaking individuals and families  
+ diabetes prevention & management  
--Call or go to [bit.ly/AdmisionHipocampo](http://bit.ly/AdmisionHipocampo)

**Hope Forward Therapy**, 2521 San Pedro NE ..... **633-4107**  
--CCSS (case management) – no wait list; bilingual Spanish  
--adult, couples & family therapy; can be faith-based if requested  
--Circle of Security parenting group (in-person or virtual)  
--grief support group (twice a month) and individual grief support

**Ideal Option (MAT)** – no wait list, low barrier - 2 phone numbers:  
--**877-522-1275** to refer self; or  
--**844-464-3325** (24/7) to refer a client for same day or next day to begin outpatient detox services, MAT (medication assisted services), peer support for SUD (substance use disorder) and Alcohol Use Disorder. Contact Katrina at **505-390-2425** with any questions.

**Krossroads Integrative Health and Recovery Solutions**  
400 Gold SW (Simms Bldg), 12<sup>th</sup> & 13<sup>th</sup> floors ..... **715-4610**  
Call for appointment; in-person or telehealth  
CCSS (12<sup>th</sup> flr); MAT, psych eval, IOP, individual & group therapy (satellite office for IOP and SUD counseling is on Carlisle)

**The Living Room** on CARE Campus, 5901 Zuni SE (south side)  
--peer support drop-in staffed by CPSWs for people in every stage of recovery; family members are also welcome  
--drop-in hours are Monday-Friday 7am – 7 pm

**Meridian Behavioral Health**, 3908 Carlisle NE ..... **639-5916**  
-- individual therapy and CCSS for adults and youth (age 12+); IOP for adults (SUD); bilingual (Spanish) available  
--see [meridianbxhealthinc.com](http://meridianbxhealthinc.com)

**A New Awakening Rio Rancho** –locations in ABQ & Rio Rancho:  
3321 Candelaria NE – west of Carlisle (881-2793) and  
1207 Golf Course Rd SE (994-4100): Mental health &/or substance abuse therapy for adults, adolescents & families  
– call for an appt.

(A different BH organization called **A New Awakening** in downtown ABQ is currently referral only from CYFD, courts, pre-trial or probation personnel)

**New Mexico Solutions**, 707 Broadway NE #500 268-0701 x0 and 2551 Coors NW; call for appointment; therapy for children and adults, couples, families, individual and group (including PSR); CCSS (case mgt); Carelink (care coordinator), and ACT team

**Open Skies Healthcare**, 707 Broadway NE, # 401 345-8471  
Medicaid only; CCSS for adults and children; assessments; behavioral respite services; treatment foster care

**Rio Grande Counseling** (telehealth 7 days/week) .... 246-8700  
--individual adult therapy (telehealth) and IOP (group video chat)  
**Serenity Mesa** -- transitional living for youth (14-21) 877-3644  
with SUD; [healingaddictionnm.org](http://healingaddictionnm.org) (info@serenitymesa.com)  
--inpatient detox (may be a waitlist)  
--also, rental assistance program for youth ages 17-24

**Serna Solutions**, 6000 Uptown Blvd., #140 ..... 305-4949  
(bilingual available); Rio Rancho office: 4101 Barbara Loop SE  
--mental health and/or SUD therapy in-person or virtual (all ages; currently no wait list); IOP; CCSS  
--Family Empowerment Project for family members (for FEP call 420-3377 or email family@sernasolutionsllc.com)  
--Youth Empowerment Project (YEP) program for ages 12-24 and their families (for YEP info call 230-4949)  
--can refer yourself or someone else online  
--training for professionals, offering CEUs

**Southwest Pueblo Consultants and Counseling Services**  
Counseling all ages: individuals, couples, families 241-9316  
--in person or virtual

**The Balanced Path**--call or text M-F 12 -6 pm ..... 234-1174  
Telehealth only therapy for adults & teens (individuals, couples & families), including CBT, Trauma-informed. No wait list.

**Umoja Behavioral Health**, telehealth and in-person 633-8173  
Culturally responsive counseling & peer support services;  
Open to all youth, teens & adults, including LGBTQIA+ & BIPOC;  
Call or email info@umojawellness.com, or email individual therapist after reading about them on the "Meet Our Team" page.  
No wait list.

**YDI Community Engagement Team** (24/7) ..... 910-6357  
--short-term peer case management, crisis intervention and stabilization for all ages, including in a crisis such as DV or unsheltered.

**AA:** call (24/7) 266-1900 or Espanol: 266-3688  
--see [albuquerqueAA.org/meetings](http://albuquerqueAA.org/meetings)  
or walk in at 1921 Alvarado NE (M-F 9-6; Sat/Sun 9-3);

**NA:** 800-798-6649 (24/7) or see website for [Albuquerque NA](http://AlbuquerqueNA)

**SMART Secular Recovery** in-person+online [smartrecovery.org](http://smartrecovery.org)  
**Refuge Recovery** (online) [refugercovery.org](http://refugercovery.org) (Buddhist inspired)

**NAMI Albuquerque** 256-0288/**NAMI New Mexico** 260-0154

**Overeaters Anonymous** ([OA-cnmi.org](http://OA-cnmi.org)) ..... 261-3553

**PeopleWorks-NM** ([peopleworksnm.org](http://peopleworksnm.org)) ..... 990-4186  
for people who have a gambling problem and/or their family  
--Free—online or in-person (privacy respected)

**Al-Anon** for family members: 262-2177

**Adult Children of Alcoholics** (ACA)—in-person and virtual

**Parents of Addicted Loved Ones** (PAL) see [PALgroup.org](http://PALgroup.org)  
--virtual meetings only – see website for online meeting times

**Have Inpatient Treatment for ABQ Area Residents** (all accept Medicaid & some have outpatient services):

**Central Desert Behavioral Health Hospital** ..... 243-3387  
1525 North Renaissance NE (psychiatric inpatient—call first)

**Haven Behavioral Hospital** ..... 254-4502  
--Psychiatric inpatient & outpatient services; also SUD

**Turning Point Recovery Ctr** ([turningpointrc.com](http://turningpointrc.com)) 217-1717  
--detox, inpatient or outpatient treatment—call first

**Turquoise Lodge** (inpatient and outpatient treatment) 841-8978

**VA Medical Center**, 1501 San Pedro Dr. SE ..... 265-1711 x0

**Located outside of Albuquerque:**

**Santa Fe Recovery Ctr**, Santa Fe [sfirecovery.org](http://sfirecovery.org) 471-4985  
--& their **Four Corners Detox Recovery Ctr** (Gallup) 413-3447

**Carlsbad LifeHouse**, Carlsbad ..... (575) 725-5552  
--medical detox; 28-day adult residential treatment for men and women + women with children; Medicare also accepted

**Peak Behavioral Hospital**, Santa Teresa ..... 575-589-3000

**New Mexico Behavioral Health Institute**, Las Vegas 454-2100  
(State Owned psychiatric hospital)

**New Mexico Rehabilitation Center**, Roswell ... 575-347-3400  
(State Owned BH inpatient residential; also physical rehab)

## OVERNIGHT SHELTERS for Unhoused

### Gateway West (Westside Emergency Shelter):

for Adult Men & Women (no families); up to 2 pets

Open 24/7 (3 meals/day) & drops off daily in ABQ

#### Pickups for individual adults:

--NE corner of Indian School Rd & 1<sup>st</sup> St NW (3, 4, 5, 6, 7, 8 pm 7 days/week);--HopeWorks, 1201 3<sup>rd</sup> St. NW (3:15 pm Mon-Fri may arrive earlier)

--First Nations, 5608 Zuni SE (on Palomas) (6:00 pm 7 days/wk)

--God's Warehouse, 8011 Central NE (6:15 pm 7 days/wk),

Or call 839-9193 after 8:00 pm for info on pickups

**Gateway East** – To refer a family or a woman (woman-identifying adult), use the online referral form at [gatewayervicescabq.com](http://gatewayervicescabq.com)

### AOC Men's Shelter/Heading Home (715 Candelaria NE)

--(no walk-ins)-best time to call is 8 am, 7 days/wk ... 344-4340

**Good Shepherd Center** (men only), 218 Iron SW (check in 5-6pm)

**Barrett House** (women & children--boys <18) (no walk-ins)

--call 8 am-5 pm (waitlist) not DV – leave message 243-4887

**Joy Junction** (women & families (1 or 2 parent), limited # of men)

--4500 2<sup>nd</sup> St. SW (call first—you can call 24/7 and they will run a criminal background check) ..... 877-6967

### Youth Shelters (also see "Drop-In Centers")

**Amistad Shelter**, ages 12–17 (24 hours 7 days/wk) 877-0371

**New Day Shelter**, ages 11–17 (24 hours 7 days/wk) 938-1060

**Casa Q** (24/7 for LGBTQ+ youth ages 14-17) ..... 872-2099

**The Harbour Drop-In** – a daytime drop-in center for ages 14-21

--126 General Chennault NE ..... 900-3833

--Wed/Th/Fri 2 to 8 pm); see [nmdreamcenter.org/the-harbour](http://nmdreamcenter.org/the-harbour)

or call/text 24/7 NM Dream Center hotline: (505) 504-1301

### Domestic Violence Shelters (call 24/7)

**Safe House** (in Albuquerque) ..... 247-4219

**Haven House** (in Rio Rancho) ..... 896-4869

**Valencia Shelter for DV** (in Valencia County) ..... 864-1383

## Homeless Services

**Albuquerque Homeless Helpline:** phone (505) 768-4357; text (505) 600-2835 or email: [768-help@nmceh.org](mailto:768-help@nmceh.org)

(NMCEH is the NM Coalition to End Homelessness)

**ABQ FaithWorks ID clinic** to assist unhoused or transitionally housed people needing to obtain IDs or birth certificates:

Tuesdays, 10 am–12 pm, at Immanuel Presbyterian Church, 114 Carlisle SE (n. of Central), and Wednesdays, 10 am-12 pm at Central United Methodist Church, 201 University NE. (n. of Lomas)

**APS Title I McKinney-Vento Program** for homeless students or unstably housed students or in transitional living 256-8239 x0

**Albuquerque Healthcare for the Homeless (AHCH)** 1217 1<sup>st</sup> St. NW (Hours: Mon/Tu/Th/Fri 8:00-4:00; Wed 7:30-12)

**Medical Clinic & Behavioral Health Clinic** (walk-in) 242-4644

**Pharmacy** (clients only): Mon & Thurs 8am-4pm; Wed 8-12

**Dental Clinic** (call or walk in for appointment) ..... 242-8288

**Resource Center/case management** (7:30-4 walk-in) 843-7611

--sign in for showers begins at 7:30 am

**ArtStreet** has open studio hours for all: Mon & Tues, 11 am - 4 pm

--Thurs 10-1 weekly pottery group; Fri 12-2 rotating media group; other groups each Wed/Thurs/Fri

## First Nations Community Healthsource

**Zuni Clinic** (medical), 5608 Zuni Road SE ..... 262-2481

---Mon to Fri 8am – 7pm; Sat 8am–12

---Dental Clinic, 262-6547, 8am – 7pm; Sat 8am–12

---Homeless Outreach Program (walk-in): M-F 8-4; Sat 8-12

**Truman Clinic**, 625 Truman St. NE (medical)

---Traditional Wellness (separate building): 515-3919, M-F 8-5

**Central Clinic (for families only)**, 7317 Central NE

---Pediatrics & prenatal: Mon-Th 8am – 6pm, Fri 8am – 5pm

**All Nations Wellness Center**, 6416 Zuni SE ..... 717-2704

---Mon to Fri: Breakfast (8:00 – 9:30 am); Lunch (12 - 1:30 pm)

---walk-in; phone use; Job help M-F 9-12

**Good Shepherd Center**, 218 Iron SW 243-2527 x100

Mon/Tues/Wed/Fri meal for all (2-3 pm); Sat Lunch: 11:30 - 12

-Mail service for unhoused men & women Mon-Fri, 2-3:30 pm

-Clothing (men only) Mon/Tues/Wed/Fri, 9-11 am

-Overnight shelter (for men only with ID) – check in 5-6 pm

-Respite care (men only): referred by healthcare provider

--2 men's residential programs -- see "Housing" section

--Housing program (Rapid Rehousing for single homeless adults, men and women--waitlist)--see "Housing" section

**Heading Home** (see Overnight Shelters) 344-2323

**HopeWorks** ..... 843-9405

**Day Shelter**, 1201 3<sup>rd</sup> St. NW, open Mon-Fri, 7 am – 3 pm

Meal 10 am - 12 pm; phone use, showers (8 am - 2 pm);

Clothing 8 am – 12 pm; Mail & long-term storage 12 - 2 pm

Peer navigator: help with IDs, Medicaid, SNAP; referrals to case

management; resource tables on a weekly basis;

Behavioral Health case managers

**Steelbridge** ..... 346-4673

**Resource Center** for homeless & low income, 2021 2<sup>nd</sup> St NW

Open Monday to Friday, 8 am-4 pm for clothing and food boxes (and to drop off donations)

**Residential programs** for men and for women (Bible-based)

--214 Coal SW, walk in or call Mon-Thurs 9 am-1 pm)

**The Rock at Noon Day**, 2400 2<sup>nd</sup> St. NW (north of I-40)

Tues-Fri, 9 am – 1 pm: Breakfast 9-9:30, Lunch 12-12:30pm;

Showers 9:00-10:30 am; clothing 9–11 am; Mail 9–12:30 pm

Laundry Service first come, first served, beginning 9 am;

Computer lab Tuesdays & Thursdays 9-11 am

**Weekend Hours:**

2<sup>nd</sup> & 4<sup>th</sup> Saturdays: 9 am–1 pm, Breakfast and Lunch.

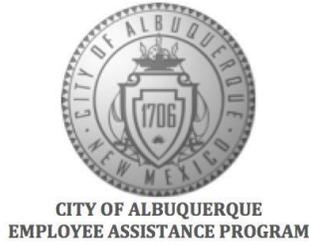
3<sup>rd</sup> Sat. and 2<sup>nd</sup>, 3<sup>rd</sup>, 4<sup>th</sup> & 5<sup>th</sup> Sundays: 9am–1pm, lunch at 12

**God's Warehouse**, 8011 Central NE (on Tennessee)

Open Tuesday and Friday 3-5 pm for meal and clothing

Other meals: Mon, Wed & Thurs around 4 pm (outside the fence on Wednesdays); Saturday/Sunday meal with 4 pm church

--Food boxes 3<sup>rd</sup> Friday of the month, 11:30 or when truck arrives



## [CABQ EMPLOYEE ASSISTANCE PROGRAM \(EAP\)](#)

We provide **FREE** and **CONFIDENTIAL** counseling services for Employees and their immediate family members.

CABQ Employee Assistance Program telephone:  
**(505) 768-4613**

CABQ Employee Assistance Program Email:  
**eap@cabq.gov**

Emergency On-Call Counselors (After-Hours and on Weekends):  
Call the main number at **(505)768-4613** and your call will be forwarded to our dedicated crisis line

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### [Who is Eligible?](#)

Employee counseling, crisis intervention, and referral services are offered for both employees and qualifying dependents living in the home. Professional counselors offer assistance with concerns about relationships, grief, parenting, work issues, depression, anxiety, stress, and everything else life may toss your way.

### [Other Services Offered](#)

We provide CPR, AED training, basic first aid, stress management, violence prevention, conflict resolution, and more.

### [Important: Confidentiality](#)

**Your privacy is protected by strict confidentiality laws and regulations.** The details of your discussions with our staff may not be released to anyone without your prior consent. Participation with employee health services and the EAP will not jeopardize your job or career.



## Welcome to The City of Albuquerque's Employee Learning Center

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

Our Mission is to continuously transform the corporate culture of the City of Albuquerque by empowering employees to be fully engaged in their work.

Training is a benefit that every employee can use and is available at our facility, your site and online to all City employees! Take advantage of this benefit today!



### Programs and Training for Employees

#### Programs:

- ◆ The Entrepreneurial Mindset Program, EMP: 4 week program
- ◆ The Supervisory Development Program, SDP: 8 week program
- ◆ The Pre-Management Development Program, PMDP : 12 month program

#### Workshops:

- ◆ Communication Skills for Employees: CABQ Charm School
- ◆ Personality Type Training
- ◆ Leadership Training
- ◆ Customer Service Training
- ◆ Mindfulness Workshops
- ◆ Custom Workshops: We can design classes for you!

#### Mandatory Training Courses:

- ◆ Anti-Harassment and Equity Training
- ◆ Ethics Training
- ◆ Cyber Security Training
- ◆ Defensive Driver Training
- ◆ Kronos, Talent Management, PeopleSoft Training, New Employee Orientation

#### Services:

- ◆ Tuition Assistance for going back to school
- ◆ Career and Personal Coaching Services for moving up at the City

Call 768-3200 to get more information or to schedule training today!

# Community Recreation Class/ Program Guide



Basketball/  
Open Gym



Fitness  
Classes



Art  
Classes



Pickleball



Language/  
GED



Senior  
Programs &  
Meals



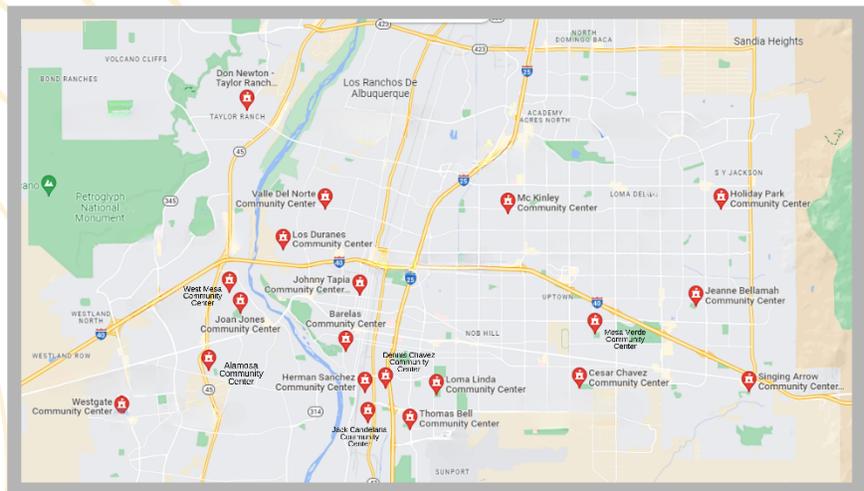
Music  
Classes



Youth  
Programs



Follow us on  
Facebook, Instagram  
& Twitter!



# Community Recreation Community Center Guide



Alamosa  
Community  
Center



Barelas  
Community  
Center



Cesar  
Chavez  
Community  
Center



Dennis  
Chavez  
Community  
Center



Don Newton-  
Taylor Ranch  
Community  
Center



Heights  
Community  
Center



Herman  
Sanchez  
Community  
Center



Holiday Park  
Community  
Center



Jack  
Candelaria  
Community  
Center



Jeanne  
Bellamah  
Community  
Center



Joan Jones  
Community  
Center



Johnny Tapia  
@ Wells Park  
Community  
Center



Loma Linda  
Community  
Center



Los Duranes  
Community  
Center



Mesa Verde  
Community  
Center



Singing  
Arrow  
Community  
Center



McKinley  
Community  
Center



Thomas Bell  
Community  
Center



West Mesa  
Community  
Center



Westgate  
Community  
Center



**ONE**  
**ALBUQUE**  
**RQUE** youth &  
family services

# Run Fit

# 2025

## EVENTS CALENDAR

WWW.IRUNFIT.ORG

EVENTS	DATE
Sweetheart Run	February 2
NM Super Bowl Run	February 9
Bosque Burque Run	February 23
Albu-Quirky Run	March 2
NM Shamrock Shuffle Run	March 16
Chocolate and Coffee Run	March 30
Albuquerque Half Marathon	April 5
Craving Cookies Run	April 27
Viva Vino Run	May 17
Polly's Run	May 31
Cherry Garcia Run	June 15
Red-White and Blue Run	July 4
Lavender Run	July 13
Chunky Monkey Run	July 20
Lickety Splitz Run	July 26
Sunflower Run	August 24
NM Chips and Salsa Half Marathon	September 14
TyRUNnosaurus Run	September 21
Sandia Mountain Shadows Trail Run	October 5
La Llorona Ditch Witch Run	October 12
Great Pumpkin Chase	October 25
NM Enchantment 15K	November 1
ASRT Rad Dash	November 8
Duke of Dough Donut Run	November 16
NM Hobbler Gobbler Thanksgiving Run	November 27
Kringle Jingle Run	December 6
NM Farolito "Trail of Lights" 5K	December 13



**BetterHealth**  
**AMBASSADOR**  
CITY OF ALBUQUERQUE

Use this form to request a training for your location or department. You can work with other BetterHealth Ambassadors or worksite contacts to make the training available to a larger amount of employees.

# Training Request

Ambassador Name: \_\_\_\_\_

Location: \_\_\_\_\_

Training session you are requesting: \_\_\_\_\_

*Please submit this form at least 3 weeks prior to your requested training. Please make an effort to have a 8 attendee minimum when requesting a training.*

*Consider an incentive request or Fresh Option Produce order to enhance your offering! Use this link, <https://www.surveymonkey.com/r/3ZWT69T>*

Or Scan the QR Code



Date: \_\_\_\_\_

Time: \_\_\_\_\_

Room: \_\_\_\_\_

How many people do you expect to attend? \_\_\_\_\_

Parking instructions for facilitator and other important information about your facility, such as security:

*(Please provide full address including city and zip)*

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# BetterHealth Sign-In Sheet

**Event:**

**Date:**

Department:

Ambassador:



**BetterHealth**

CITY OF ALBUQUERQUE AND  
PARTICIPATING GOVERNMENT ENTITIES

*Better you.*

Employee Name



**BetterHealth**  
**AMBASSADOR**  
CITY OF ALBUQUERQUE

**Submit this form to:**  
jenna archuleta • jrarchuleta@cabq.gov

# INCENTIVE REQUEST FORM

Ambassador Name: \_\_\_\_\_

Location: \_\_\_\_\_

Brief description of how incentive will be used: \_\_\_\_\_

\_\_\_\_\_

**INCENTIVE:**

- Nalgene Water Bottles:** How many: \_\_\_\_\_
  
- Pens:** How many: \_\_\_\_\_
  
- Drawstring Backpacks:** How many: \_\_\_\_\_
  
- Spark Adventure:** How many: \_\_\_\_\_
  
- Jump Ropes:** How many: \_\_\_\_\_
  
- BetterHealth Sticky Notes:** How many: \_\_\_\_\_
  
- Starbucks Gift Cards:** How many: \_\_\_\_\_

*\*\*All items are approved case-by-case and while supplies last*



# My “25 for 2025” List

MY WORD OF THE YEAR IS

1	
<input type="checkbox"/>	
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