


Mayor Timothy M. Keller

**EC-22-142**  
**CITY OF ALBUQUERQUE**  
**Albuquerque, New Mexico**  
**Office of the Mayor**

**INTER-OFFICE MEMORANDUM**

August 26, 2022

**TO:** Isaac Benton, President, City Council

**FROM:** Timothy M. Keller, Mayor 

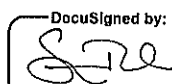
**SUBJECT:** Age-Friendly Quarterly Update for May, June and July 2022

The Department of Seniors was directed by Resolution No. R-21-221 to provide quarterly updates regarding the Department's efforts to determine the internal staffing capacity and needs for implementing and executing the Age Friendly Action Plan; to build relationships and investment from community groups and organizations across the city; and to work across city departments to identify policy or programmatic change opportunities to meet the needs of Albuquerque's aging population.

TITLE/SUBJECT OF LITIGATION: Age-Friendly Quarterly Update for May, June and July 2022

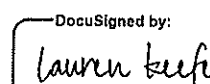
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Katarina Sandoval  
Chief Operations Officer

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
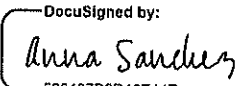
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Lauren Keefe  
City Attorney

8/31/2022 | 3:05 PM MDT

Date

Recommended:

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Anna M. Sanchez  
Director

8/31/2022 | 10:46 AM PDT

Date

## **Cover Analysis**

### **1. What is it?**

The DSA Age-Friendly Quarterly Report covers the time period of May, June and July 2022 and includes internal staffing capacity, needs for implementing and executing the Age-Friendly Action plan, build relationships and investment from community groups and organizations across the City and work across city departments to identify policy or programmatic change opportunities to meet the needs of Albuquerque's aging population.

### **2. What will this piece of legislation do?**

Report the status of the Department of Senior Affairs' efforts to support the aging population from May 2022 to July 2022.

### **3. Why is this project needed?**

This update is in response to Resolution No. R-21-221 to provide quarterly reports to the City Council regarding the Albuquerque Age-Friendly Action Plan and to direct the City of Albuquerque's Department of Senior Affairs to plan and identify ways to support Albuquerque's aging population.

### **4. How much will it cost and what is the funding source?**

None.

### **5. Is there a revenue source associated with this contract? If so, what level of income is projected?**

There is no revenue source associated with this legislation. This legislation is for informational purposes only.

### **6. What will happen if the project is not approved?**

N/A

### **7. Is this service already provided by another entity?**

No.

# CITY of ALBUQUERQUE

## TWENTY FOURTH COUNCIL

COUNCIL BILL NO. R-21-221 ENACTMENT NO. \_\_\_\_\_

SPONSORED BY: Klarissa J. Peña

1 RESOLUTION

2 APPROVING THE ONE ALBUQUERQUE AGE-FRIENDLY ACTION PLAN AND  
3 DIRECTING THE CITY OF ALBUQUERQUE'S DEPARTMENT OF SENIOR  
4 AFFAIRS TO USE THE AGING POPULATION STUDY TO IMPLEMENT THE  
5 PLAN

6 WHEREAS, the development of new programs and initiatives aim to  
7 improve the quality of life and support healthy aging for current and future  
8 older adult cohorts; thereby, strengthening and affirming the City of  
9 Albuquerque's commitment to making Aging a Top Priority; and

10 WHEREAS, adopting this Resolution furthers FY/21 Goal #1 on Human and  
11 Family Development aimed at providing people of all ages the opportunity to  
12 participate in the community and economy, and are well sheltered, safe,  
13 healthy, and educated; and

14 WHEREAS, it is projected, Bernalillo County's older adults will account for  
15 over 40% of the County's population in 2030; and

16 WHEREAS, it has been declared, poor health, economic instability and food  
17 insecurity of emerging older adults' cohorts is negatively impacting how we  
18 are aging as a society; and

19 WHEREAS, it is reported, ageism and workplace discrimination also  
20 negatively impact our aging experience and reduce our ability to earn and  
21 save for retirement; and

22 WHEREAS, the City heavily relies on volunteer labor from the community in  
23 order to provide regular meal service for seniors at community center and  
24 senior center facilities; and

25 WHEREAS, adopting this Resolution furthers FY/21 Goal #1 Priority  
26 Objective #3 aimed at creating a marketing and volunteer recruitment strategy

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1 targeting individuals 50 years of age or older, including recent retirees and  
2 low-income seniors, to increase the number of volunteers in the Department  
3 for innovative opportunities such as addressing senior challenges, promoting  
4 age-friendly initiative and utilizing skills and specialized expertise to improve  
5 services offered by the Department; and

6 WHEREAS, it is suggested that one of the most effective ways cities can  
7 prepare for serving their growing older adult population and become more  
8 resilient is to adopt an age-friendly initiative; and

9 WHEREAS, adopting this Resolution furthers FY/21 Goal #1 Priority  
10 Objective #4 aimed at developing age-friendly policies that focus on the eight  
11 domains of livability and creating partnerships with a variety of stakeholders,  
12 including internal City departments and external businesses and  
13 organizations, to improve existing and/or create new age-friendly initiatives;  
14 and

15 WHEREAS, there have been many City Councils around the nation that  
16 have adopted Age-Friendly Action Plan Resolutions, including Tucson and  
17 Phoenix Arizona, and Seattle Washington; and

18 WHEREAS, the City of Albuquerque was designated an age-friendly  
19 community by AARP and the WHO in February 2021; and

20 WHEREAS, the Age-Friendly Action Plan focuses on three key areas: 1)  
21 Age-Forward Economic Development, 2) Age-Inclusive City Design, and 3)  
22 Resilient Networks for Healthy Aging; and

23 WHEREAS, as part of being designated an age-friendly community by  
24 AARP and the WHO, the City of Albuquerque will need to re-evaluate its Age-  
25 Friendly Action Plan every 3-5 years to ensure continued progress toward new  
26 age-friendly strategies and to adapt the plan to the changing needs of the  
27 community; and

28 WHEREAS, adopting an Age-Friendly Albuquerque Action Plan will allow  
29 the Department of Senior Affairs and City Council to assess how new age-  
30 friendly strategies are being implemented; and

31 WHEREAS, to continue the momentum behind this initiative, City Councilor  
32 Klarissa Peña commissioned the Department of Senior Affairs in 2020 to

1 conduct a comprehensive study aimed at identifying strategies and  
2 recommendations for implementing the Plan; and

3 WHEREAS, Councilor Peña’s comprehensive study furthered FY/21 Goal #1  
4 Priority Objective #6 aimed at preparing and planning to provide services for a  
5 growing aging population; and

6 WHEREAS, in October 2021, the Department of Senior Affairs presented the  
7 findings and recommendations from their Aging Population Study to the City  
8 Council; and

9 WHEREAS, one of the key recommendations from the Study was to  
10 encourage collaboration and partnerships with the Department of Senior  
11 Affairs and other City Departments to lead future Action Plan strategy cycles;  
12 and

13 WHEREAS, one of the key recommendations from the Study was for the  
14 Department of Senior Affairs to designate a team whose primary focus is  
15 advocacy and engagement aimed at building strong relationships among  
16 community businesses, organizations, and other City departments to raise  
17 awareness of aging issues; and

18 WHEREAS, the creation of this new team will also ensure enhancement of  
19 age-friendly programs and policies throughout the City, while allowing City  
20 departments to maintain their primary focus on implementing their respective  
21 programs; and

22 WHEREAS, the new team will also need to manage, assess, and expand  
23 existing programs and services along with special programming for the Age-  
24 Friendly Initiative.

25 WHEREAS, the new team will be responsible for community engagement,  
26 data collection, and quality control evaluation in accordance with the Age-  
27 Friendly Action Plan; and

28 WHEREAS, the Department of Senior Affairs will explore opportunities for  
29 establishing partnerships with the University of New Mexico and Central New  
30 Mexico Community College to develop innovative solutions through “think  
31 tanks” between students and older adults to address important issues facing  
32 the growing older adult population for Albuquerque; and

1 WHEREAS, the Department of Senior Affairs will also explore opportunities  
2 for creating and offering age-bias awareness programs to implement policies  
3 and practices that aim to change current bias around aging; and

4 WHEREAS, AARP New Mexico and Senior Affairs are currently in  
5 conversation on how to partner in creating age-bias awareness programming;  
6 and

7 WHEREAS, as part of the FY21 Budget Cycle, the Department of Senior  
8 Affairs will be hiring a Strategic Planning Manager who will be responsible for  
9 leading the new team's efforts in evaluating the department's internal and  
10 external capacity, coordinating community engagement and advocacy, data  
11 collection, and program and service delivery evaluation; and

12 WHEREAS, the Department of Senior Affairs is in the preliminary stages of  
13 defining the department's strategic path for services and programs beyond  
14 the Area Agency on Aging grant funding; and

15 WHEREAS, in order to ensure the long-term implementation of the Age-  
16 Friendly Action Plan, the Department of Senior Affairs will need to assess its  
17 internal staffing capacity to implement the strategic plan, work with other City  
18 Departments to assess their own policies and programming as related to  
19 meeting the needs of Albuquerque's aging population, and most importantly  
20 collaborate with local community groups and organizations who are already  
21 working to address the needs of Albuquerque's aging population.

22 BE IT RESOLVED BY THE COUNCIL, THE GOVERNING BODY OF THE CITY  
23 OF ALBUQUERQUE:

24 Section 1. The City Council will formally approve the One Albuquerque  
25 Age-Friendly Action Plan.

26 Section 2. The Department of Senior Affairs will formally create an  
27 advocacy, engagement and quality control team to help implement the Age-  
28 Friendly Action Plan.

29 Section 3. The Department of Senior Affairs will work with the new team to  
30 focus on three key areas: 1) building relationships and investment from  
31 community groups and organizations working across the city, 2) assessing  
32 the Department of Senior Affairs' current internal capacity to determine  
33 staffing needs for implementing and executing the Age-Friendly Action Plan,

1 and 3) working across City Departments to identify any particular policy or  
2 programmatic change opportunities as related to meeting the needs of  
3 Albuquerque's aging population.

4 Section 4. The Department of Senior Affairs and the new team will keep City  
5 Council informed about the Department's most recent efforts by providing  
6 them with quarterly updates in the form of Interoffice Memorandums as well  
7 as Annual Reports. While quarterly Interoffice Memorandums will be used to  
8 update City Council on the internal work efforts of the Department of Senior  
9 Affairs, the Annual Reports will include policy and/or programmatic  
10 recommendations that could impact other departments' work, such as  
11 amendments to the Integrated Development Ordinance or priority projects in  
12 the Capital Improvement Plan.

13 Section 5. The Department of Senior Affairs and the new team will regularly  
14 meet with various City Boards and Commissions to evaluate and review  
15 policy and programming that relates to meeting the needs of Albuquerque's  
16 aging population in order to incorporate their most recent efforts into the  
17 Interoffice Memorandums and Annual Reports. These Boards and  
18 Commissions include but are not limited to the Americans with Disabilities  
19 Act Advisory Council, Older American's Act Advisory Council, Senior Affairs  
20 Advisory Council, and the Mayor's Youth Advisory Council.

21 Section 6. The Department of Senior Affairs and the new team will continue  
22 to develop 1) the age-friendly asset inventory and 2) community partner age-  
23 friendly commitment statements. The age-friendly asset inventory provides  
24 the City a comprehensive list of age-friendly programs and services from  
25 private, public and non-profit and partners. The inventory is created from  
26 community partners and City department commitment statements. With these  
27 statements, community partners sign a commitment supporting an age-  
28 friendly Albuquerque and list their age-friendly resources, services, and  
29 programs. This inventory can grow to become an important database of City  
30 and community-based aging resources and can assist Albuquerque's aging  
31 network, including the Bernalillo County Area Agency on Aging, in growing  
32 alternative points of service for older adults.



1       Section 7. The Department of Senior Affairs will work closely with the  
2       Office of Neighborhood Coordination, Office of Civic Engagement, and the  
3       Office of Equity and Inclusion to identify best practices for coordinating  
4       equitable outreach to community members and organizations and other  
5       stakeholders.

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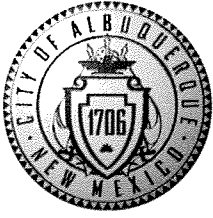
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# City of Albuquerque


## Department of Senior Affairs

Timothy M. Keller, Mayor

### Memorandum

August 5, 2022

**TO:** City Council

**FROM:**  Anna Sanchez, Director, Senior Affairs

**SUBJECT:** Department of Senior Affairs - Quarterly Update

In accordance with Resolution No. R-21-221, the Department of Senior Affairs (DSA) is providing this quarterly update regarding the Department's efforts to determine the internal staffing capacity and needs for implementing and executing the Age Friendly Action Plan; to build relationships and investment from community groups and organizations across the city; and to work across city departments to identify policy or programmatic change opportunities to meet the needs of Albuquerque's aging population.

#### **Building the Advocacy, Engagement and Quality Control Team:**

The Strategic Program Manager position has been filled by Agnes Vallejos, MBA. The search to fill this position was extensive and it was determined that Ms. Vallejos possesses the experience, education and expertise to lead this initiative, as she has been a leader in the aging field for over 17 years and has served the city as the Social Services Division Manager since 2019.

The creation and filling of the Strategic Program Manager position for DSA, and the realignment of supervision to include the Data Analyst II position, as well as newly created positions of an Outreach Coordinator and an Advocate Specialist, will assist the Department overall on work in relation to Resolution No. R-21-221.

During the past year, DSA established an 18-member Age Friendly Action Committee which is comprised of community members and DSA staff. This Committee, led by the Strategic Program Manager, meets monthly with members representing varied organizations, including the UNM Retirees Association, NM NEW, Senior Dot One, The Medicare Corner, AARP New Mexico, SAGE NM, Area Agency on Aging, APD and also includes small business owners, non-profit leaders and retired professionals.

**Building Relationships and Investments:**

Through the work of the Age Friendly Action Committee, 54 community partnerships were established to support the work of the initiative. Examples of these community partnerships include local and national non-profit organizations (Adelante, Alzheimer's Association, Mandy's Farm, Homewise, Catholic Charities, Equality New Mexico), private or for-profit companies including healthcare, insurance, funeral, companies and insurance companies (Comcast, BCBS NM, The Medicare Corner, Albertsons, Molina, Meals on Wheels). The committee is keeping partners and other ambassadors, well informed on the progress of the Age Friendly Action Plan and to equip them with targeted and useful information to expand their advocacy to make ABQ more Age Friendly.

Additionally, DSA is currently working with Richard Duncan, Executive Director of the RL Mace Universal Design Institute, made possible through a partnership with the AARP NM State Office, to develop a "scorecard" of available housing choices and limitations for our older adults. This technical assistance will aid DSA in contributing towards the work of Mayor Keller's Strategic Housing Initiative workgroup to address the housing considerations for Albuquerque's growing older adult population.

In partnership with the Department of Workforce Solutions, Veterans Affairs, as well as the City Human Resources Department, DSA worked collaboratively on efforts surrounding recruitment, education on the City's hiring process and emphasizing the need to employ older adults. Two job fairs were held at senior centers, and a pilot "return-ship" program tested at Manzano Mesa Multigenerational Center was designed to replicate a typical young adult internship. This back-to-work pilot program presented an alternative opportunity for an older adult returning to the workforce to update and build on the skills they already have.

DSA, in consultation with the City's Economic Development Department, has launched efforts to support Albuquerque's local economy by empowering older adults with skills and knowledge on how they may continue to have economic impact within the community. A series of free workshops, geared toward older adult entrepreneurs, a result of the inaugural Senior Artisan Fair, will launch education and learning labs on starting a business, including securing start-up financing, how to sell in a technological, transactional world and assisting older adults with resume writing and exploring life's "third chapter" to continue to earn money.

**Building Recommendations:**

DSA has steadily met with the City's Planning Department on their efforts of the Community Planning Area (CPA) assessment process and devising ways to engage more older adults in the conversation. This work includes targeted, intentional programming at centers to engage participants in community walks/assessments and tabling events designed to solicit older adult feedback from the neighborhood being assessed. The work with Planning has allowed the

Department to identify opportunities for increased engagement and advocacy around issues related to the IDO - particularly affordable housing initiatives.

The Strategic Program Manager has connected with Department of Family and Community Services in support of their work to provide supportive and affordable housing options. Bringing an Age Friendly lens is beneficial to both departments; for example, a recent recommendation was made to include a Universal Design checklist in Requests for Proposals to developers, which allows consideration for what an aging population may need in order to find suitable housing.

**Conclusion:**

Our next council report will include an update on the Department's Strategic Plan. The Department's leadership has engaged Social Innovation Strategies Group to refine the strategic direction of the department. This work was initiated in June 2022 and will continue through the fall.