

# Albuquerque Center for Hope and Recovery Senior Peer Case Management Program

Albuquerque Center for Hope and Recovery (ACHR) largely serves Latino/a communities and individuals in recovery. The Senior Peer Case Management Program **serves individuals ages 55+ who have behavioral health needs**. However, their **primary focus is seniors, individuals ages 65+**. This includes individuals in recovery or with active substance use disorders.

ACHR staff have lived experiences with co occurring disorders in behavioral health and/or substance use. Certified Peer Support Workers also have lived experiences with an aging adult or supporting aging adults in their lives.

**Staff leverage their shared, lived experiences** and training in peer case management to provide wraparound supports for seniors they serve.

**Certified Peer Support Workers provide wraparound support**, including, but not limited to the following:

- |                               |                         |
|-------------------------------|-------------------------|
| • Housing                     | • Disabilities          |
| • Income                      | • Employment            |
| • Mobility                    | • Education             |
| • Mental Health               | • Health Coverage       |
| • Safety                      | • Community Involvement |
| • Food Insecurity             | • Legal                 |
| • Life Skills                 | • Substance Use         |
| • Family and social relations |                         |

Behavioral health is important to community members and providers alike. Because behavioral health can impact all walks of life, generations, and people, Bernalillo County is continually working to ensure there is a strong continuum of care for individuals living with behavioral health conditions, along with their families. This document was produced by Apex Evaluation, contractors for the Behavioral Health Initiative to evaluate the Senior Peer Case Management Program.



## Senior Peer Case Management Program Services:

- Wraparound case management
- Referrals
- Goal setting
- Resource navigation
- Home visits
- Social support



## Other ACHR Programs:

- Peer Support
- Case Management (Pathways)
- Addict2Athlete (A2A)
- Job Development



## Contact Information:

- 505-246-2247



## Location:

- 913 2<sup>nd</sup> Street NW, Albuquerque, NM 87102



*Albuquerque's little brown casita of hope.*



# Why is this work important?

According to the 2020 census, approximately 1 in 5 people living in New Mexico are 65 or older<sup>1</sup>. Demand for care for seniors is increasing. There are many causes of stress for seniors such as physical health problems, loss of friends and family, and decreased financial security. Peer support workers offer an alternative method of behavioral health care for independent seniors.

**Roughly 1 in 5 people living in New Mexico are 65 or older.**

## Program Goals



*For seniors ages 55 and older living in Albuquerque to have improved mental and physical well-being.*

- Members improve their quality-of-life
- Members achieve independent living for as long as safely possible
- Members build the knowledge and know-how to help themselves navigate local resources for support

## What makes this program unique?

**Staff use self-disclosure and lived experiences to connect with members.**

Staff know what it is like to 'be in their shoes'. If not, they can find other staff in the building who have similar experiences.

**Peer support is high-touch, personal work.**

Peer support workers do not have timelines or expectations. They meet members where they are at and work alongside members.

**Participation is flexible.**

There are no consequences for missed or late meetings, but communication goes a long way. Members will never be closed out.

## Lessons learned along the way

**"Seniors are stronger than I thought. . ."**



- ACHR staff in reflecting about lessons learned working with seniors



**'It's important to celebrate the little victories.'**

- Paraphrasing of another staff's reflection on best practices for working with seniors

<sup>1</sup> US Census Bureau. *QuickFacts New Mexico*. Retrieved March 15, 2023, from <https://www.census.gov/quickfacts/fact/table/NMWAGE775221#AGE775221>.