

Specialized Family Services Inc.

# FY2025 ANNUAL REPORT

**MISSION**

Alta Mira Specialized Family Services Inc. supports individuals with intellectual and/or developmental risks, delays, or disabilities and their families to optimize quality of life.

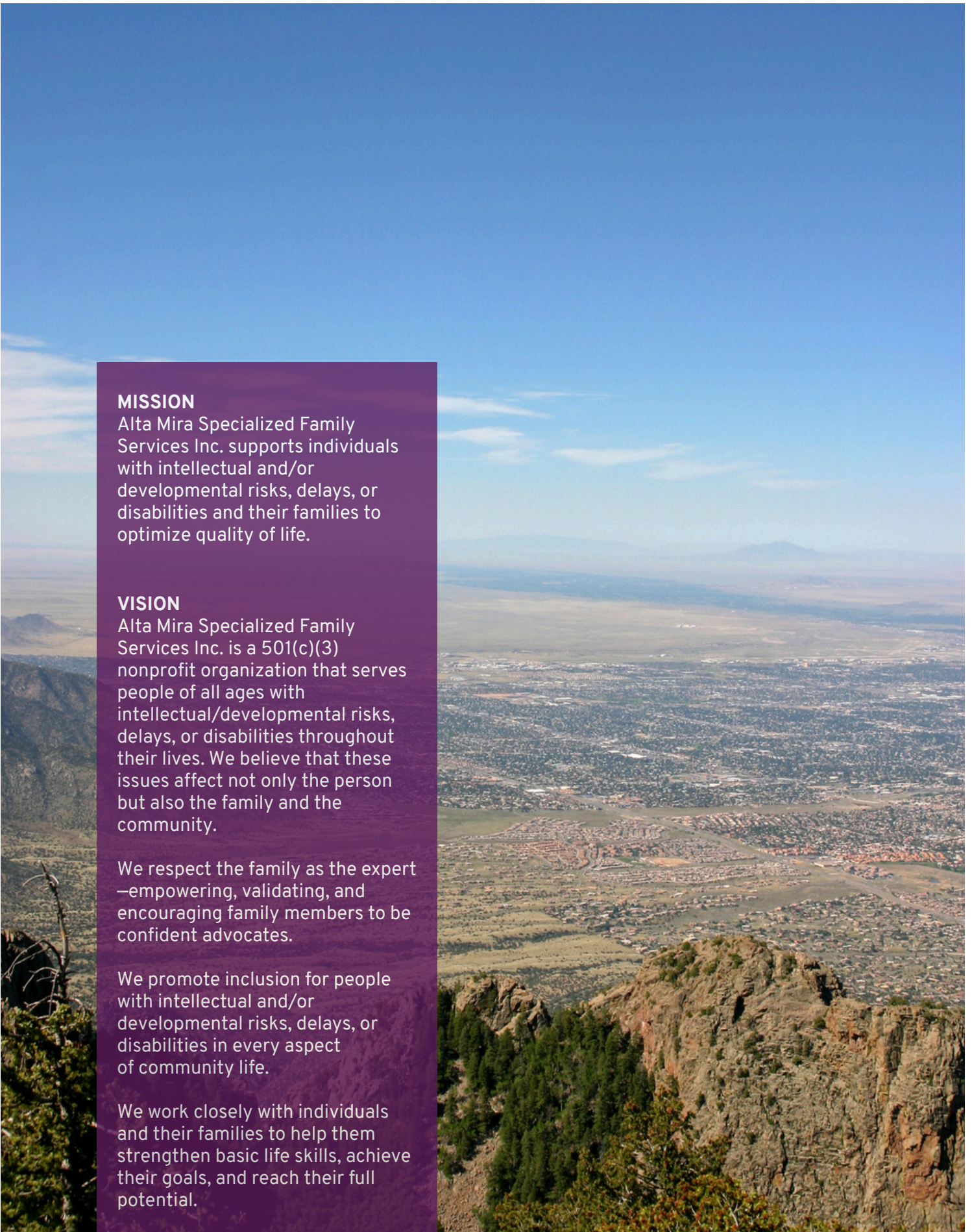
**VISION**

Alta Mira Specialized Family Services Inc. is a 501(c)(3) nonprofit organization that serves people of all ages with intellectual/developmental risks, delays, or disabilities throughout their lives. We believe that these issues affect not only the person but also the family and the community.

We respect the family as the expert —empowering, validating, and encouraging family members to be confident advocates.

We promote inclusion for people with intellectual and/or developmental risks, delays, or disabilities in every aspect of community life.

We work closely with individuals and their families to help them strengthen basic life skills, achieve their goals, and reach their full potential.



# A MESSAGE FROM THE EXECUTIVE DIRECTOR

As we look back on Fiscal Year 2025, I'm filled with gratitude and pride for what we accomplished together. It was a year of growth, strong partnerships, and a deep commitment to our mission of improving the quality of life for individuals with developmental disabilities and their families.

Because of your support, we served 575 infants, toddlers, and their families through Early Intervention. These early connections matter. For many families, Early Intervention is the first place they turn for support, and it helps lay the groundwork for everything that comes next in a child's development. Along with those families, we also supported 584 participants through our IDD waiver and respite services, providing both residential and community-based supports across the greater metro area. The need for these services remains clear: they are essential, they change lives, and we will keep advocating for the funding and recognition they deserve.

This past year also brought important improvements to our facilities. We made several upgrades and repairs that help ensure our spaces are safe, accessible, and comfortable for the people we serve. One of the highlights was the Grand Reopening of our Respite Home, which we celebrated alongside Representative Liz Thomson and many of our community partners. This home means a great deal to the families who rely on it and to our organization. I'm incredibly grateful to everyone who helped bring it back to life.

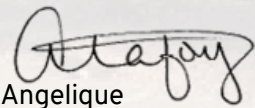
We also had some great opportunities to bring our community together. Our Drives for IDD event at Topgolf was a big success and a lot of fun. We also launched a new partnership with Matchbox International Gathering of Friends, connecting with a passionate group of diecast collectors who were genuinely excited about our mission. These events helped raise awareness and support, but just as importantly, they strengthened the sense of community behind our work.

Our agency was also honored to receive Gold Status again at the 10th Annual Family Friendly Business Award ceremony. This recognition reflects our commitment to supporting our staff and building a workplace that values flexibility, inclusion, and balance. I also had the opportunity to represent our organization at the Governor's Developmental Disability Provider Summit and the Governor's Early Childhood Summit, both important conversations focused on strengthening support for individuals with disabilities and families across our state.

It was a full and meaningful year, and none of it would have happened without the people who stand beside us. To our participants, families, contractors, donors, staff, board members, and community partners, thank you for believing in this work and in the people we serve.

As we head into Fiscal Year 2026, we are especially excited to celebrate our 40th anniversary. Your support is the reason we are still here, still growing, and still doing the work that matters. I cannot wait to see what we accomplish together next.

With sincere thanks,



Angelique



**ANGELIQUE TAFOYA**  
EXECUTIVE DIRECTOR



## EARLY INTERVENTION

Alta Mira Specialized Family Services Inc.'s EI Program provides early intervention services to children who have, or are at risk for, developmental delays or disabilities. Services are provided at no cost to families and are typically provided on-site with the child and caregiver, either at their home or in their childcare setting.

Alta Mira operates under a core belief that parents and caregivers are the most powerful agents of change in a young child's life. Alta Mira provides early intervention services to children by building the capacity of the most important adults in the child's life, which allows intervention to happen during daily routines.

These critical services are provided for children from birth to age 3 as part of the free federally-mandated New Mexico Family Infant Toddler Program (FIT):

- Family Service Coordination
- Developmental Instruction
- Occupational Therapy
- Physical Therapy
- Speech and Language Therapy
- Social Work
- Family-driven Support

Alta Mira also offers two distinct parenting classes for families in our program and the community. *The Circle of Security™* is an early intervention program designed for parents and children. The parent-child relationship often lays the groundwork for our children's future relationships. In addition to providing a basic framework for understanding your child's emotional needs, this program will guide you on a reflective journey regarding your own upbringing, enabling you to make intentional choices about the way you care for others. *Parenting with Love and Logic®* is a parenting approach that empowers parents, teaches children to take responsibility, and prepares young people for the real world—with its many choices and consequences.



# FAMILY SUPPORT SERVICES

Through our FSS program, we support individuals with IDD throughout their lives by offering personalized services that foster independence, skill development, and community inclusion. Our services include:

**Family Living Supports (FLS)** is a 24-hour residential option for adults 18 and older who need extra support. Individuals live in a safe, family-style home where they build daily living skills, grow independence, and work toward their personal goals—preparing them for greater independence in the future.

**Customized Community Supports (CCS)** help individuals build independence by strengthening relationships and connections in the community. Supports are personalized to each person's goals and preferences, focusing on real-life skills like communication, self-advocacy, decision-making, and community participation. **CCS** helps people connect with others, build confidence, and take part in everyday community life.

**Mi Via In-Home Living Supports** help adults 18 and older build everyday skills while staying safe and independent at home. **Mi Via**—meaning “My Path”—is a self-directed program that puts individuals in charge of choosing their services and supports within an approved budget. Supports focus on daily living skills like personal care, household tasks, and managing things like meals, money, and health needs, all tailored to each person's goals.

**Customized In-Home Supports (CIHS)** help individuals build independence and strengthen everyday living skills while remaining in their own home or a family home. Supports are personalized and provided as needed, focusing on things like daily activities, health and safety, meal preparation, household tasks, and money management. **CIHS** is designed for individuals who need some support—but not full-time care—and allows them to help design and manage the supports that work best for their lives.

**Respite Care** offers short-term support for children and adults, giving families and unpaid caregivers time to rest and recharge. Care includes help with daily activities like personal care, meals, and safe supervision, as well as opportunities for play, recreation, and community involvement. **Respite Care** supports health, safety, and independence—and families can help choose the provider who best fits their needs, including trusted family members or friends.



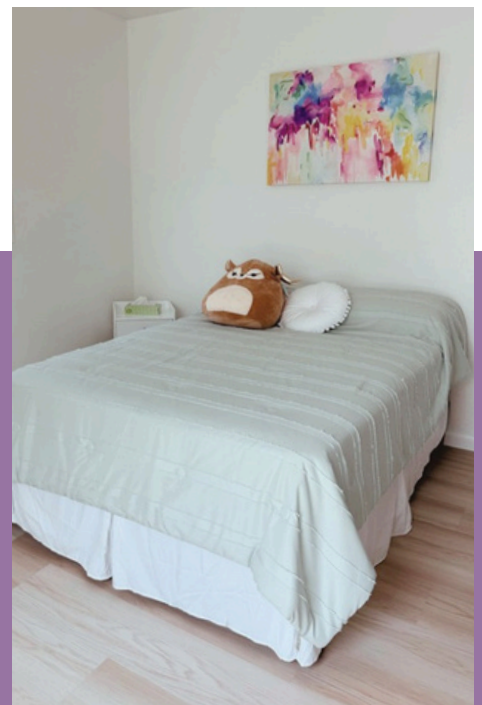


## RESPITE HOME

Alta Mira supports the health and overall well-being of participants and their families through innovative services like our Respite Home—the only program of its kind in New Mexico. Nestled in Albuquerque’s Northeast Heights, this fully accessible home offers short-term, temporary care in a safe, comfortable, and welcoming environment, staffed by our highly trained Family Support Services team.

Since opening its doors in 1991, the Respite Home has truly lived up to its reputation as a “home away from home.” Participants enjoy meaningful social connections, engaging activities, and community outings, all while spending time with peers in a setting that feels familiar and supportive.

At the same time, caregivers are given something just as important: the chance to rest, recharge, and tend to their own personal or family needs. Families rely on the Respite Home for planned breaks, travel, and unexpected emergencies alike—making it not only a preventive health support, but a trusted lifeline that helps families stay strong and supported.





## OUR IMPACT

*An Alta Mira participant for over three decades, Jessica has also served on our Board of Directors and continues to lead as a self-advocate. Her voice represents the power of experience, inclusion, and advocacy and we're honored to share her story:*

“

My name is Jessica Pinto. I have been receiving services from Alta Mira for 30 years. Alta Mira has such an understanding and supportive group of people! I am never afraid to call my service coordinator or nurse to ask questions if me and my family living provider need help with anything. Alta Mira really listens to me and they are always supportive of whatever I would like to do. My nurse at Alta Mira as well as my service coordinator always go above and beyond to support me!

Alta Mira has also been a lifesaver when my dad needed surgery. I am someone with cerebral palsy and I need a lot of physical help. When my dad needed surgery, he could not assist me with my physical needs. Which is why I was so grateful to have Alta Mira's Respite Home to stay at during the six weeks while my dad was not able to help me. I even talked to Alta's Mira's Executive Director Angelique Tafoya so much during that time and she was always there to listen to me and advocate for me!

I have been with other agencies for other services, and they can't even hold a candle in comparison to Alta Mira! With the other agencies, I felt like I was never being heard and they were just doing what they thought was best for the agency and not for the client. That is not the case with Alta Mira because they have always put the client first and they always will! There is a reason why I have been with Alta Mira for 30 years and it is because they are phenomenal!

Sincerely and with great admiration,  
Jessica Lynne Pinto

”

Supporting Families,  
Realizing Dreams

# 2025 Impact Report



## 1,159

participants served across 4 counties



## 72

number of employees



## 362

number of contractors

### Early Intervention

## 3,398

hours of developmental instruction

## 7,907

hours spent on service coordination

### Family Support Services



## 179,623

hours of respite care provided

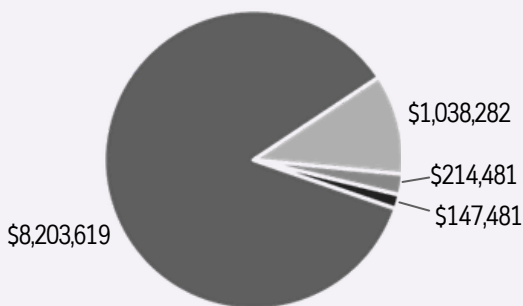
## 982

meals served at our Respite Home

## 1,081

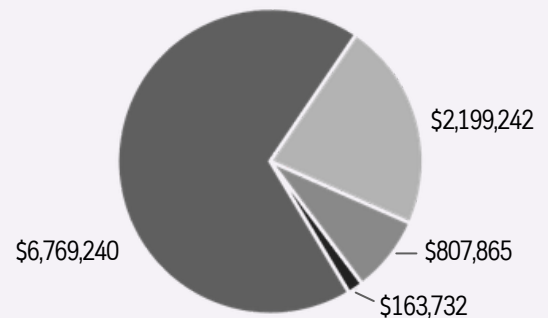
staff, contractors, participants, and natural supports trained

### Agency Revenue



- Medicaid and Medicaid Waiver
- NM State General Funds
- Contributions and Fundraising
- Other Income

### Agency Expenses



- Family Support Services
- Early Intervention
- Administration
- Fundraising

# BOARD OF DIRECTORS, FY2025

**Margaret “Peggy” Graham,**  
**President**

PBWS Law Firm

**Shawna Gonzales,**  
**Treasurer**

First Choice Community  
Healthcare

**Alexis Holguin**

University of New  
Mexico

**Renea Calhoon,**  
**President-Elect**

Haverland Carter

**Natalie DeBassige**

Physician, Presbyterian  
Health Services

**Kerry de Vore**

Flow Science, Inc.

**Cindy Hernandez,**  
**Secretary**

Retired

**John DuBois**

Rio Grande Credit Union

**Pamela Clark**

Retired



Margaret  
“Peggy” Graham,  
*President*

While my time with Alta Mira’s Board of Directors has come to a close, I want to express my gratitude and appreciation to the Board, staff and families of Alta Mira. As a parent of a special needs child, I know firsthand how daunting a new diagnosis can feel and how challenging it can be to find quality services for your child. Alta Mira has spent decades rescuing families from that frustration and challenge by providing exceptional services from birth to late in life, with their early childhood development services through family and Mi Via support.

It has been my privilege and honor to work with these amazing people and lead this organization as the Board Chair for 2024-2025. There are always exciting and forward thinking new opportunities coming from Alta Mira and I cannot wait to see what the future holds for the organization, the staff and the families they serve.

## ADMINISTRATIVE STAFF

**Angelique Tafoya**

Executive Director

**Fedelina Armijo**

Family Living Program Manager

**Dawn Bodenner**

Marketing & Communications Director

**Ermanda King-Begay**

QA/QI Manager

**Anna Chmielenko**

Human Resource Director

**Rachelle McCann**

Early Childhood Service Coordinator Manager

**Bobby Jones**

Operations Director

**Sean Murphy**

FSS Program Manager/Training Manager

**Annalisa Ratuita**

Family Support Services Program Director

**Deanna Vick**

Early Childhood Direct Service Provider Manager

**Katie Wylie**

Early Childhood Program Director

# CHARITABLE CONTRIBUTIONS

Anonymous Donors

Amanda Ruggles

Amy Halloran

Angela Ward

Annalisa Ratuita

Anne Nokes

Arun Rodrigues

B&D Industries, Inc.

Bank of Albuquerque (BOK Financial)

Bruce's Corvette & Auto Service

Cassandra DeCamp

Charles Wiersma

Cynthia Hernandez

Damon Maddox Management LLC

Darlene Fattorusso

David Edward Durovy

David Gallegos

Double Eagle Real Estate

Gabriel & Ruth Rodriguez

Georgi Jasenovec

Gigi Chinisci

Jiann-Cherng Su

Jim & Vicki Gallegos

Julie Pederson

Kerry de Vore

Le Luong

Lucero Financial Planning

Matchbox Collectors International

Gathering of Friends

Matthew Brown

Montech Inc.

New York Life Insurance Company

Pamela & Richard Bradshaw

Peggy & Kevin Graham

Play to Learn Inc.

Poms & Associates Insurance Brokers

S. Scott Obenshain

Sarah Bitner

Shari Friedman

Shawna Gonzales

Sheila & Stephen Tarte

Smith's Inspiring Donations

Sylvia Hettman

Wells Fargo Foundation

Tammy Ayer

Terry Ozima

Titan Development

United Way of North Central New Mexico

Victoria Getts

Walmart Inc.

“YOUR  
GREATNESS  
IS NOT  
WHAT YOU  
HAVE,  
IT'S WHAT  
YOU GIVE.  
—ALICE HOCKER”



Specialized Family Services Inc.

## Our Contact Information



(505) 262-0801



[www.AltaMiraNM.org](http://www.AltaMiraNM.org)



Follow us on social media!