

## **Mt. Carmel Veterans Service Center**

### *Impact & Evaluation FY 2025*

At Mt. Carmel Veterans Service Center, lasting change begins with accountability — we measure what matters most to those we serve. Through ongoing data collection, evaluation, and client feedback, we ensure that every program — Behavioral Health & Wellness, Transition & Employment, and Military, Veteran & Family Services — delivers measurable results and meaningful impact.

With headquarters in Colorado Springs and outreach across the Pikes Peak Region and Southern Colorado, Mt. Carmel serves as a statewide resource for military-connected individuals through programs like the Veterans Business Outreach Center (VBOC).

### **Our Approach**

- **Continuous improvement:** Staff track services and outcomes in real time using secure databases, allowing for rapid response and program adjustments.
- **Defined success metrics:** We evaluate measurable goals — including employment placement, housing stability, mental-health outcomes, and family well-being.
- **Client-centered innovation:** Feedback and satisfaction surveys guide improvements, ensuring services remain culturally responsive and accessible.
- **Collaborative accountability:** We share results with funders, partners, and the public through reports, audits, and national platforms like Charity Navigator and Candid.

### **Results at a Glance (FY 2025)**

- **24,000 unique clients served since 2016**, impacting over **124,000 veterans and family members**.
- **Over 1,100 veterans, service members, and spouses** received career support in FY 2025, with **545 job placements** averaging **\$37/hour** and **96% retention**.
- **650 Behavioral Health & Wellness clients** received care through more than **4,000** therapy and screening sessions; **3,734 suicide-prevention screenings** completed, **437 individuals connected to immediate care**, and **97% reported improved well-being**.
- **723 veterans and families** received housing, case management, and emergency financial assistance and **209** individuals received **financial coaching**.
- **127 volunteers** contributed **1,173 hours** of service, valued at over **\$40,000**.
- **Mt. Carmel partners with more than 200 community agencies** statewide to deliver coordinated, wraparound services through our Colorado Springs campus and outreach offices in Pueblo, Trinidad, and Alamosa.
- Mt. Carmel provides consistent food assistance through its on-site pantry and community partners, with bi-weekly distributions in Colorado Springs and monthly

events in Pueblo and Trinidad — delivering more than 20,000 meals and food boxes to veterans and families each year.

- Every **\$1 invested in Mt. Carmel yields more than \$2 in community value.**

## Learn More

- **Download the Theory of Change (2025)** – Learn how Mt. Carmel’s model moves clients from crisis to stability.
- **View the FY 2025 Annual Report** – Explore program outcomes and financial transparency.
- **Explore Mt. Carmel on Charity Navigator** – See our 3-Star rating and performance metrics.
- **Visit our Candid (GuideStar) Profile** – Access verified data and impact documentation.