ANNUAL REPORT 2026





A DECADE OF DEDICATED SERVICE

10 YEARS
Mt. Carmel
VETERANS SERVICE CENTER

SERVING THOSE WHO HAVE SERVED





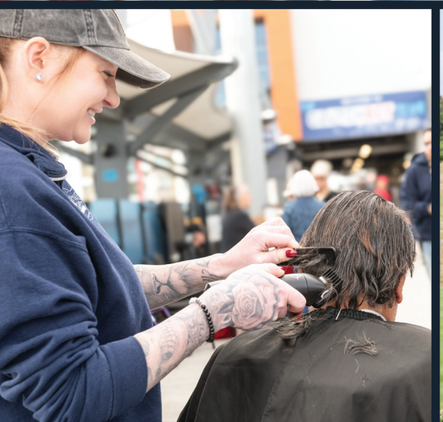














2026 BOARD OF TRUSTEES



GINA CIMINO
CHAIRMAN OF THE BOARD AND TRUSTEE



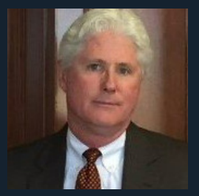
GREG GARCIA
VICE-CHAIRMAN OF THE BOARD AND TRUSTEE



GARY FENTIMAN



TERRANCE MCWILLIAMS



TIM LAMB

2026 BOARD OF MANAGERS



JIM HANNON
CHAIRMAN OF THE BOARD



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KEITH WATTS



ROSS WHITE



LINDA URRUTIA-VARHALL

10 YEARS
Mt. Carmel
VETERANS SERVICE CENTER
SERVING THOSE WHO HAVE SERVED

SERVING THOSE WHO HAVE SERVED



JIM HANNON

Dear friends, community members, donors, ambassadors, partners,
and the entire Mt. Carmel team,

As we celebrate the tenth anniversary of Mt. Carmel Veterans Service Center, I find myself reflecting on what has been accomplished over the past decade and, more importantly, on the people whose lives have been touched along the way. Through it all, one simple truth remains unchanged: military members, veterans, and their families are at the heart of everything we do.

When Mt. Carmel was first envisioned, it was a bold idea born from a very real need. Jay Cimino imagined a place where veterans, service members, and military families could walk through one front door and immediately connect with the support, resources, and hope they deserved. It was an ambitious vision, but one that resonated deeply with me from the very beginning. I was honored to support that vision long before our doors officially opened in 2016 because it was practical, mission-focused, and centered on serving people.

Great ideas, however, only become lasting institutions through exceptional leadership. We have been extraordinarily fortunate that Colonel (Ret.) Bob McLaughlin has led Mt. Carmel from its inception. Under Bob's steady leadership, that original vision has grown into one of the nation's premier veteran service organizations. His unwavering commitment, integrity, and passion have inspired an extraordinary staff whose dedication is evident every single day. Together, they have created a culture where every veteran and family is treated with dignity, respect, and genuine compassion.

It is equally important to recognize that Mt. Carmel's success belongs to many people. Our dedicated staff, volunteers, ambassadors, community partners, and generous donors all play an indispensable role. Just as in the military, success is never the result of one individual–it comes from talented people working together toward a common mission. Because of that collective commitment, thousands of veterans, service members, and families have found the assistance, encouragement, and opportunities they needed to move forward.

As awareness of Mt. Carmel continues to grow over the next decade, more people will walk through our doors seeking help. That is exactly why we exist. It also means that the continued support of this remarkable community will be more important than ever. The work ahead will require the same qualities that built Mt. Carmel from the beginning: vision, collaboration, generosity, discipline, and an unwavering commitment to those who have worn our nation's uniform and to the families who serve beside them.

Ten years ago, Mt. Carmel was a bold idea supported by committed people. Today, it is a proven force for good, changing lives every day. I have every confidence that our finest years are still ahead.

Thank you for believing in this mission, for investing in those who have served our nation, and for helping ensure that Mt. Carmel remains a place where every veteran, service member, and military family can walk through our front door and know they have found a community that stands beside them.



Jim Hannon, Col., USAF (Ret.)
Chairman of the Board of Managers
Mt. Carmel Veterans Service Center

SERVING THOSE WHO HAVE SERVED



BOB MCLAUGHLIN

A Decade of Service, Partnership, and Purpose

As we celebrate ten years of serving the military and veteran community, I am filled with gratitude and immense pride for all that we have accomplished together. This milestone is more than an anniversary, it is a reflection of the dedication, compassion, and shared commitment of the many people who have made the Mt. Carmel Veterans Service Center a place of hope, support, and opportunity for military members, veterans, and their families.

For the past decade, we have had the privilege of standing alongside those who have sacrificed so much in service to our nation. Supporting military veterans and their families is both an honor and a responsibility. Their resilience, courage, and commitment inspire us every day, and they remind us why our mission matters.

None of our success would have been possible without the extraordinary people who bring our mission to life. To our dedicated staff, thank you for your professionalism, compassion, and unwavering commitment to those we serve. To our Board of Managers, thank you for your leadership, wisdom, and steadfast governance. To our community partners, thank you for believing in our mission and working alongside us to expand opportunities and strengthen the network of support available to veterans and their families. And to our volunteers and donors, your generosity of time, talent, and resources has made a lasting difference in countless lives.

Over the past ten years, one lesson has remained constant: meaningful service is built on values, and lasting impact is built on trust. Trust is earned through integrity, accountability, and keeping our promises. It is the foundation of every relationship we build and every hero we have the privilege to serve.

As we look to the future, we do so with optimism, confidence, and a renewed commitment to excellence. While the needs of our military community will continue to evolve, so too will our determination to innovate, collaborate, and serve with compassion. Together, we will continue building stronger partnerships, creating new opportunities, and ensuring that veterans and their families receive the respect, care, and support they have earned.

General George C. Marshall said, "There is no limit to the good you can do if you don't care who gets the credit." Those words reflect the spirit of the Mt. Carmel team and partners. Over the past decade, we have shown what is possible when people unite around a shared purpose. I am excited about what comes next and deeply grateful to everyone who has been part of this amazing journey.

Thank you for your trust, your partnership, and your service.



Robert F. McLaughlin
COL, U.S. Army (Ret.), Executive Director
Mt. Carmel Veterans Service Center

A Decade of Dedicated Service

10 Years Home: Mt. Carmel Marks a Decade of Service, Stability, and Hope

Ten years ago, Mt. Carmel Veterans Service Center opened its doors with a simple but ambitious idea: create a place where military members, veterans, and their families could find impactful support, productive relationships, and effective pathways forward. A decade later, that vision has grown into one of Colorado's most trusted nonprofits, a place where over 47,000 unique clients have found support through integrated services, strong partnerships, and a culture built on meeting people where they are.

Mt. Carmel's story began with the late Jay Cimino, whose vision for helping veterans took shape in Colorado Springs after his work to address a shortage in health and wellness services in Trinidad with the development of Mt. Carmel Health and Wellness Center. He then asked retired Army Colonel Bob McLaughlin to help build a Veterans Service Center whose mission was to provide programs and services to military, veterans and their families. Together they created a nonprofit rooted in service, trust, and the belief that if they focused on people and programs, community support would follow. That belief proved true as Mt. Carmel grew to more than 40 employees, expanded into communities including Pueblo, Trinidad, and Alamosa, and developed a network of more than 600 partners working alongside the Center.

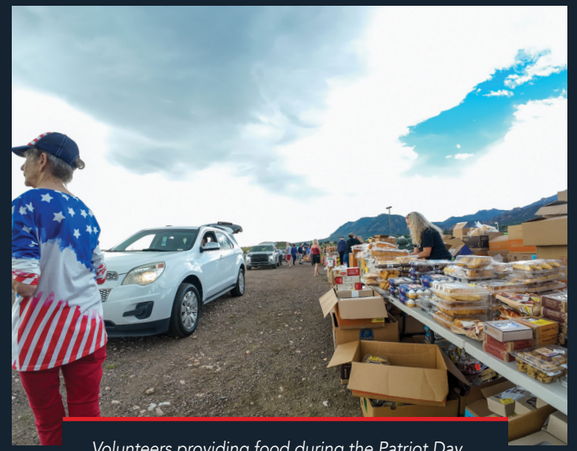


2016 Ribbon Cutting at the grand opening of Mt. Carmel Veterans Service Center; featuring Jay Cimino, Gina Cimino and Bob McLaughlin

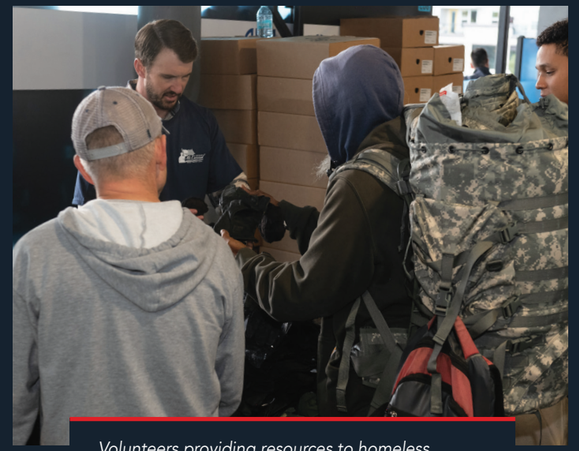
What makes Mt. Carmel distinctive is its wraparound model. Clients rarely arrive needing only one thing, and the staff look beyond the first request to understand what else may be driving the crisis, whether that means housing instability, behavioral health needs, food insecurity, or employment challenges. Instead of simply referring people elsewhere, Mt. Carmel emphasizes warm handoffs, direct connections, and ongoing relationships so that one has to navigate the system alone.

That model comes to life through four primary pillars: Military, Veteran, and Family Services, Behavioral Health, Transition and Employment, and the Colorado Veteran Business Outreach Center. Together, those programs allow Mt. Carmel to meet both urgent needs and long-term goals, from keeping food on the table to helping veterans build new careers or launch businesses.

At the heart of the first decade is trust. McLaughlin says the organization has become a cornerstone in the community because people know Mt. Carmel will do what it says it will do for military members, veterans, and families. That trust has helped the Center serve 47,244 unique clients as of March 31, 2026, and it has helped turn Mt. Carmel from a startup idea into a home base for southern Colorado's military-connected community.



Volunteers providing food during the Patriot Day Give Back, September 12, 2025



Volunteers providing resources to homeless veterans at the El Paso County Homeless Veteran Stand Down, October 21, 2025

> *Meaningful service is built on values, and lasting impact is built on trust. Trust is earned through integrity, accountability, and keeping our promises.*
>
> *- Bob McLaughlin*



Colonels Kim "KC" Campbell and Samantha "Combo" Weeks speaking at the Hoedown for Heroes on November 14, 2025



Pueblo Salute to Heroes, January 16, 2026

Turning Service into Opportunity

Transition & Employment

For many veterans and military spouses, the hardest part of service begins after the uniform comes off. Under the leadership of John Dix, Mt. Carmel's Transition and Employment department helps clients navigate that moment by translating military experience into civilian opportunity.

The department includes three programs: Veteran Service to Career for veterans more than two years separated, Veteran Integration for service members one year before to two years after transition, and a Mil Spouse program that serves military spouses of all eras and their adult children ages 18 to 26. Across those populations, the work includes résumé development, federal résumé support, mock interviews, LinkedIn training, seminars, and hiring events designed to connect job seekers with real employers.

Dix says one of the most rewarding moments is watching a veteran realize that they do have valuable skills; they simply need help translating them into terms civilian employers understand. That reframing can be transformative for people who leave military life unsure of what comes next. Since the department began more than nine years ago, Mt. Carmel has helped over 5,100 people find their next opportunity, whether through employment or education and training that has opened a path to a new career as of March 31, 2026.

Like every other department, Transition and Employment operates within Mt. Carmel's wraparound model. A client may arrive asking for a better job, only for staff to discover that eviction, court obligations, or untreated stress must be addressed first. In those cases, the handoff to Military, Veteran, and Family Services (MVFS) or Behavioral Health is necessary, allowing the client to stabilize before taking the next career step.



John Dix, Director of Transition and Employment



Interview preparation courses at Mt. Carmel Veterans Service Center



Mark Shuster

T&E Success Story

Mark Shuster: Former Client, Current ambassador

Retired Marine Mark Shuster knows firsthand how disorienting life after service can be. After 27 years in the Marine Corps, much of it spent on active duty in the 1990s, his first transition out left him without the structure, purpose, and sense of identity he had known for decades. At that time, he recalls, there were few organizations dedicated to helping service members find their footing as they left the military, and it was easy to feel lost.

Years later, in 2017, Shuster and his wife relocated from Southern California to Colorado Springs for her job. Once again, he found himself starting over in a new community where he didn't know anyone. He had experience in real estate and was comfortable with networking, but he still faced a familiar, concrete need: rebuilding his professional reputation and finding meaningful employment in a place where he had no existing connections.

Looking for a way to earn a job and reestablish himself, Shuster attended the Military Veterans Employment Expo that summer. There, he met staff members from Mt. Carmel Veterans Service Center. That introduction became the turning point. They didn't just point him toward a website or a pamphlet; instead, Shuster was personally connected with a network of retired military leaders who, in turn, led him back to Mt. Carmel Veterans Service Center.

Through Mt. Carmel's partnership with the expo and the broader community, Shuster's "warm handover" turned into a pathway of concrete support. He enrolled in the Prep Connect 360 course where he began refining his transition skills, building a local network, and reconnecting with a sense of purpose. He also started volunteering with Employer Support of the Guard and Reserve (ESGR) while serving in the Marine Corps Reserve, expanding his relationships with other veterans and employers. Those connections, nurtured through Mt. Carmel's programs and community, ultimately led to his first job opportunity in the region.

Today, Shuster sees Mt. Carmel Veterans Service Center as far more than a single program or referral. He points to how the organization has grown from an idea and a vision into a comprehensive hub that has helped tens of thousands of veterans and their families access what they need, whether that is employment and career guidance, navigation of veteran benefits, financial coaching, or even housing support. For Shuster personally, Mt. Carmel provided the structure and support he needed to transition into a new career in Colorado Springs and to stabilize his family's new chapter in the community.

Now proud to serve as an ambassador and volunteer, Shuster credits Mt. Carmel with making a tangible difference in his life and in the lives of countless others. In his view, everyone he meets at Mt. Carmel, staff and volunteers alike — is focused on one thing: the veteran's success.

Healing the Invisible Wounds

Health & Wellness

The Health and Wellness department at Mt. Carmel was designed to fill gaps that many military members, veterans, and families struggle to navigate elsewhere. Kirsten Belaire, one of Mt. Carmel's longest-tenured leaders, and director of the Health & Wellness department says the program took shape around barriers such as lack of insurance, unaffordable copays, discharge-related ineligibility, and the feeling among many military-connected clients that civilian providers do not understand their experiences.

Today, the department offers traditional individual, couples, family, and group counseling, along with non-traditional avenues including art therapy, tai chi, trauma-informed yoga, retreats, and a no-cost gateway process that helps find the best fit for care. Services are available to active duty, Guard, Reserve, veterans, and families regardless of discharge status, era of service, or length of service, with a mix of VA Community Care, insurance, and sliding-scale access helping reduce financial barriers.

Belaire describes some of the most powerful outcomes as clients arriving in crisis and eventually reaching a point where they are able to close care while thriving in life. At the same time, she notes that healing often intersects with other needs, because purpose, income, housing, and connection can all affect mental health outcomes.

> *That is why Mt. Carmel's model matters so much: if a client needs employment, housing, or another support alongside therapy, those services are right down the hall.*
>
> *- Kirsten Belaire*

Belaire also emphasizes that the behavioral health team is not only treating symptoms but walking with people through deep life changes. Whether the issue is suicidal ideation, relationship stress, employment struggles, or self-worth, the goal is to help people move from being stuck to being free enough to pursue their goals again. In that sense, Behavioral Health is both a clinical service and a cornerstone of the broader wraparound mission.



Kirsten Belaire, Director of Health & Wellness

A New Pathway to Care

Health & Wellness Partner Profile: Steven A. Cohen Military Family Clinic

Mt. Carmel strengthened its behavioral health support for veterans and military families in Southern Colorado and other rural and underserved locations, through a new pilot partnership with the Steven A. Cohen Military Family Clinic. This collaboration was designed to expand access to care in Pueblo by combining Mt. Carmel's trusted local presence with Cohen's specialized behavioral health services for post-9/11 veterans, service members, and military families.

Through this partnership, Mt. Carmel established a private virtual space at its Pueblo office where clients can attend appointments with Cohen Clinic providers. The model creates a practical bridge between community-based support and clinical care, helping reduce barriers that can prevent individuals from seeking treatment, including privacy concerns, transportation challenges, and difficulty navigating telehealth on their own.

"We are focusing on building up our statewide telehealth initiative, because all of our services can be provided remotely," explained Amy Moore, clinic director for The Steven A. Cohen Military Family Clinic at Red Rock.

The partnership also broadened the range of behavioral health resources available to Mt. Carmel clients. Cohen Veterans Network offers short-term therapy and related support services, including care for PTSD, depression, anxiety, trauma, grief, and family or relationship challenges. Its network also serves a broad eligible population, including post-9/11 veterans and military family members, regardless of discharge status or combat experience.

Mt. Carmel's role in the pilot centered on access and coordination. Mt. Carmel manages the dedicated room space in Pueblo and helps clients understand how to use it for scheduled sessions. Cohen Clinic providers deliver services virtually, guide clients through the clinical process, and track aggregate utilization data to help evaluate the pilot and inform future growth.

> *We want veterans all across Colorado and their family members to know that resources are available to them, whether it's because of winter weather, busy schedules, or just the day-to-day life stuff that comes up.*
>
> *- Amy Moore*

Where Stability Begins

Military, Veteran, and Family Services

Military, Veteran, and Family Services (MVFS) is often one of the first places where Mt. Carmel's wraparound philosophy becomes visible in everyday life. Shannon Olin and her MVFS team serve active-duty military, veterans, and family members, with an intentional yet flexible approach that places people ahead of technical barriers.

"If someone put on the boots and served, Mt. Carmel starts from a place of helping rather than excluding," Olin explained.

The scope of MVFS is broad by design. The department provides housing support, financial aid, food access, hygiene items, justice-involved services, and community connections, stepping in wherever basic stability has started to break down.

> *If an issue doesn't fall under the services of the Health and Wellness or Transition and Employment departments, it often comes to our team, which then figures out how to make help possible.*
>
> *- Shannon Olin*

That flexibility matters because the clients MVFS serves are rarely facing just one issue. Olin is clear that homelessness is never "just housing"; it also involves hunger, untreated medical concerns, trauma, family disconnection, and the exhaustion that comes from living in constant survival mode. Her team's job is to help stabilize the whole person or family, not simply check off a single need.

Housing support is another major focus for the MVFS team. The department hosts the annual El Paso County Homeless Veteran Stand Down, which has served roughly 130 people on average over the past three years, and uses that event as an entry point into the Transitional Homeless Initiative. Through that initiative, homeless veterans and families can be placed in temporary housing for 30 days while staff provide access to employment, health care, behavioral health, benefits, and long-term housing placement, then track their progress for a full year.

One of Olin's most compelling stories involved a client, whom they had diligently contacted for four years before he was finally ready to secure permanent housing.

"The team consistently checked on him, ensuring he had access to food, coats, and sleeping bags, and maintained a strong connection through partner organizations until the moment he was prepared to take the next step," she said.

For MVFS, this unwavering persistence is the essence of their work: staying close enough, for an extended period, to provide support and assistance whenever someone is ready to take the next step.

Courtroom Connections

MVFS Partner Profile: Veterans Trauma Court

Among the several partners helping advance the mission of Mt. Carmel's Military, Veteran, and Family Services is the Veterans Trauma Court (VTC), a program of the Fourth Judicial District of Colorado.

This specialty court was the first of its kind in the state, designed to support justice-involved veterans as they navigate the court system.

"Having contract veteran mentors from Mt. Carmel in the courtroom is a major benefit," said Judge Sam Evig of the Fourth Judicial District Veterans Trauma Court. "Providing that timely, in-person connection to resources has led to very positive outcomes."

The District Attorney's Office strongly supports the program helping screen veterans and vetting cases to best serve both the community and participating veterans while working to reduce recidivism.

The VTC team gathers information, after a veteran attends a meeting with program liaisons, to determine if a veteran has treatment needs, such as PTSD, anxiety or depression, that may be linked to their time in service.

Once accepted, the VTC team provides intensive supervision and facilitates access to treatment and support services.

"We know there are so many external factors that impact success and being able to relieve some of that pressure while providing hope, support, and a strong foundation for justice-involved veterans is central to our work," Shannon Olin said.



Interested veterans in El Paso County Criminal Justice Center being briefed on VTC program

Helping Veterans Build What Comes Next

Veterans Business Outreach Center (VBOC)



VBOC classes

The Colorado Veterans Business Outreach Center (VBOC) extends Mt. Carmel's mission into entrepreneurship, recognizing that many veterans and military spouses seek to build businesses rather than pursue traditional employment after leaving military service.

Directed by Joe Reagan, VBOC is funded through the U.S. Small Business Administration and provides tools, training, and resource navigation for individuals looking to start or grow small businesses. One of 37 centers nationwide, Mt. Carmel was awarded the program in 2023 and serves the entire state of Colorado.

The program offers support across key areas including leadership, marketing, financial planning, and access to capital. Reagan notes that one of the most common questions clients ask is how they will fund their business. In response, VBOC works closely with community lenders and partners to help entrepreneurs understand financial terminology and pursue the right funding opportunities.

In 2026, the program served more than 400 clients and helped secure over $12 million in new funding for veteran-connected businesses.

VBOC also reflects Mt. Carmel's broader economic impact. According to Reagan, veteran-owned businesses contribute approximately $22 billion to Colorado's economy; if considered as a standalone industry, they would rank among the state's largest. Supporting veterans in building strong businesses, therefore, strengthens both individual families and the broader Colorado economy.

Like the rest of Mt. Carmel, VBOC emphasizes relationships. Reagan recalls assisting an aviation business owner who had encountered a barrier with local government; because of VBOC's established trust with community leaders, the organization was able to help reopen the conversation.

"That example captures our role and vision — not just teaching business fundamentals, but helping clients navigate systems, relationships, and community networks that enable long-term success," he said.

VBOC Success Story

Carmelo Cruz, Owner of Live 2 B Healthy Senior Fitness

Carmelo Cruz did not begin with a fully formed business when he first connected with the Veterans Business Outreach Center (VBOC). Like many transitioning service members, he had an idea but needed guidance to turn it into something tangible.

Cruz was introduced to VBOC during an outreach event at Fort Carson in fall 2025. Surrounded by lenders, U.S. Small Business Administration representatives, and other resource partners, he began conversations that would ultimately shape his path into entrepreneurship.

"At the time, I was still in the planning phase," Cruz said. "I wasn't sure how to put everything together."

Through a series of meetings and workshops, VBOC team members helped Cruz build a strong foundation, most notably by refining his financial plan and connecting him with lending partners. While the organization did not do the work for him, Cruz said having experienced advisors to guide the process was invaluable.

"They helped me review everything and make sure I was on the right track," he said. "Then they connected me with lenders, and from there I was able to move forward."

Cruz also took part in several seminars offered in partnership with the Small Business Development Center, gaining additional insight that boosted his confidence as a new business owner.

Today, Cruz owns and operates Live 2 B Healthy Senior Fitness, a mobile fitness service that brings customized exercise programs directly to senior living communities. His business focuses on improving mobility and reducing fall risk among older adults, while managing all aspects of programming, from scheduling and staffing to instruction, so facility teams can remain focused on resident care.



Live 2 B Healthy Senior Fitness class

Although still early in his entrepreneurial journey, Cruz has successfully launched and operationalized his business within just a few months.

"My business is up and running," he said. "Now it's about continuing to grow and build a customer base."

For other veterans considering entrepreneurship, Cruz encourages patience and a willingness to fully engage with available resources.

"Use the benefits available to you, take your time, and attend the classes," he said. "Follow the process and the advice from the people there to help you."

Expanding the Reach

Southern Colorado

As Mt. Carmel Veterans Service Center marks a decade of dedicated service, the Southern Colorado office echoes a story of growth, grit, and unwavering follow-through. After setting its sights on the more underserved Southern half of the state in 2021, the office based in Pueblo now has outreach to veterans in Trinidad, Alamosa, the San Luis Valley, and Custer County. Along the way, the four-member Southern Colorado office has evolved into a trusted first call for veterans and families alike.

That trust has been earned one relationship at a time. When a veteran or family member reaches out, the team does more than provide information. They walk alongside that person through referrals, paperwork, appointments, and follow-up, ensuring needs are met rather than left to navigate the red tape alone.



Sal Katz Jr., Director of Rural Services for Mt. Carmel

The Helping Hands, the Pueblo office's monthly outreach event, captures that spirit. Launched with a single Care and Share mobile truck that served roughly 50 to 60 people, the effort has grown into a standing community gathering on the first Wednesday of every month. Today, about 10 nonprofit organizations regularly join Mt. Carmel onsite, collectively serving more than 300 people with groceries and connections to additional services.

"For many veterans, a simple grocery pickup becomes the first step toward broader support," explained Sal Katz Jr., director of rural services for Mt. Carmel.

Behind those touchpoints lies intensive case management work that often stretches over months. One recent example involves a Vietnam veteran and daughter, who cares for him.

When they first arrived at the Pueblo office seeking aid and attendance benefits, staff helped them assemble and submit the necessary information to the Veterans Administration, while also coordinating with the county Veterans Service Office. When the family later became entangled in what appeared to be a contractor scam related to an accessibility-focused bathroom renovation, the team stepped back in to help untangle the situation and secure support from a charitable foundation to correct the problem. Throughout, staff provided interpretation, advocacy, and steady guidance as the daughter navigated complex systems on her father's behalf.

Stories like this are not exceptions; they are how the Southern Colorado office defines its role. Serving a region with an estimated 25,000 veterans, the team relies on a grassroots and hard-earned network of service partners to stay visible and accessible.

Force Multiplier

Southern Colorado Partner Profile: The Jackson Foundation

From its earliest days, the Jackson Foundation has been known for its investment in bettering the lives of those who call the Steel City home. Today, the foundation is led by a fourth generation of Jacksons who remain steadfast in carrying forward the legacy of its founders, R.L. Jackson and his son Bob.

The Jackson Foundation's partnership with Mt. Carmel Veterans Service Center began in 2024 following a community meeting at Fellowship of the Rockies, where Sal Katz Jr. shared an overview of Mt. Carmel's mission and its work serving veterans across Southern Colorado. Inspired by that conversation, he later connected with Mary Lou Jackson to explore opportunities for collaboration. What began as a conversation quickly grew into a meaningful partnership built on trust, shared values, and a commitment to ensuring veterans receive the care and support they deserve.

> *We exist to create and provide opportunities for the citizens of Pueblo — through education, exposure to the arts, and overall community growth — while also supporting those who are underserved.*
>
> *- Patrick Jackson*

"Supporting veterans is personal for me. I served 20 years in the Air Force, so the mission to help those who have served, and their families is something that's very close to our hearts. When we saw what Mt. Carmel was doing for the veteran community, helping with everything from basic needs to transitioning into civilian life, it really resonated with us, especially as I was retiring from the Air Force," Jackson said.

Since then, the Jackson Foundation has become one of Mt. Carmel's most impactful partners. Their support has strengthened the organization's ability to expand its reach through the Pueblo office, particularly in addressing financial hardship, food insecurity, transition and employment, health and wellness, and broader community engagement.

"The Jackson Foundation's support of Mt. Carmel Veterans Service Center has been unprecedented in both leadership and direct investment in our veteran community," Sal Katz Jr. explained. "Their commitment ensures that no veteran is left behind or underserved, helping Mt. Carmel fill critical gaps where VA services may be limited or unavailable."

Beyond financial support, the Jackson Foundation's has demonstrated meaningful leadership by advocating for veterans through its support of Mt. Carmel as well as the foundations broader goal of strengthening collaboration across the community. This continued investment across the area has elevated several community-wide initiatives.

The Jackson Foundation is more than a donor, it is a trusted partner that shares Mt. Carmel's vision that every veteran deserves dignity, opportunity, and hope. Their commitment continues to make a lasting difference for veterans and families throughout Pueblo and Southern Colorado.

Financial Highlights

STATEMENT OF FINANCIAL POSITION AS OF MARCH 31, 2026

ASSETS

Cash	$534,490
Accounts receivable and accrued revenue	$318,146
Pledges receivable	$680,744
Investments	$1,068,161
Right-of-use assets	$39,965
Property and equipment	$149,908
Prepaid expenses	$25,947
TOTAL ASSETS	**$2,817,361**

LIABILITIES

Accounts payable and accrued expenses	$317,462
Lease liabilities	$43,807
Deferred revenue	$86,720
TOTAL LIABILITIES	**$447,989**

TOTAL NET ASSETS	**$2,369,372**
TOTAL LIABILITIES AND NET ASSETS	**$2,817,361**

During the last fiscal year, Mt. Carmel Veterans Service Center invested over **$3.5 million** into program expenses providing military-affiliated clients with **no cost / low cost** services in the Pikes Peak Region.



Every dollar invested in Mt. Carmel **doubles its value** in the community.

REVENUES AND EXPENSES FOR THE YEAR ENDED MARCH 31, 2026

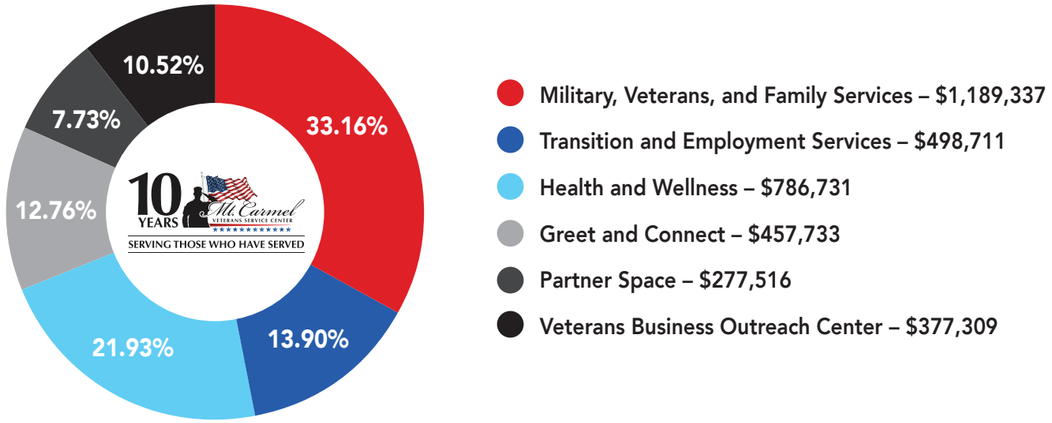
REVENUES

Grants and contributions	$3,866,183
Event and sponsorship income	$649,501
Other income	$474,036
Rental income from partners	$40,318
TOTAL REVENUES	**$5,030,038**

EXPENSES

Program services	$3,587,337
Fundraising	$836,992
Management and general	$310,723
TOTAL EXPENSES	**$4,735,052**

INDIVIDUAL PROGRAM EXPENSES



TOTAL PROGRAM EXPENSES **$3,587,337**

Source: Mt Carmel Veterans Service Center preliminary unaudited financial statements for the year ended March 31, 2026

The Art of Perspective

Mt. Carmel Podcast takes mission far and wide

Formerly known as The Veterans Voice podcast, the program has relaunched as The Vantage Point podcast to better reflect the mission to serve as an educational hub, where everyone, veterans and civilians alike, can learn about leadership, healing, innovation, and more.

"The intention of The Vantage Point podcast is to extend the reach of Mt. Carmel's services, and I'm delighted to have the opportunity to play a small part in that," explained show host Taylor Chapman, a 13-year Army Veteran who split his career between roles as an Explosive Ordnance Disposal Technician (EOD) and as a Green Beret (Special Forces Medic).

The Vantage Point aims to turn evidence-based wisdom and hard-earned experience into perspective that raises the listener's elevation.

"When you can see further, you can live better," Chapman said.

The Vantage Point has garnered 326,000 views on YouTube and over 428,000 across all platforms, averaging 1,000 views per day on days when no new content is posted.



Taylor Chapman, Host of the Vantage Point



Ted Severn being interviewed by Chapman

How a Vietnam Firefight Shaped a Commander's View on Modern Grit

Ted Severn's "Surviving Vietnam" interview on 'The Vantage Point' has reached over 12,000 viewers

Deep in the Vietnamese jungle in late 1969, monsoon rains smothered the canopy in darkness as then-Captain Ted Severn watched green tracer rounds cut through the night. His unit had just entered a "hot" landing zone when the sharp crack of AK-47 fire erupted around them.

"There was a heck of a firefight that broke out," Severn recalls. "Had my first guy wounded, then another … then the lower platoon was hit. That's when I knew — we're in deep trouble."

Pinned down and disoriented, Severn soon received a sobering message over the radio. The weather had grounded air support. No reinforcements or resupply were coming.

"He told me, 'You've got to get to the sea on your own. We can't help you,'" Severn says. "So, I told my men, 'Here's the situation — we're getting out of here by ourselves.'"

They survived by avoiding further engagement, rationing dwindling supplies, and relying completely on one another. That experience, Severn says, cemented a lifelong belief: survival depends on confronting hardship directly and trusting the people beside you.

By the time Severn assumed command of a rifle company, U.S. strategy in Vietnam was shifting toward drawdowns. On the ground, however, nothing felt diminished.

"The mission was simple," he says. "Find the enemy, fix him, and kill him. And there's a good chance somebody's not coming back."

Unlike modern deployments, Vietnam relied heavily on an individual replacement system. New soldiers rotated in constantly, often with no shared history or cohesion.

"I'd get a resupply chopper every six days, and I didn't know who was stepping off," Severn recalls.

Despite that instability and differing beliefs among his troops, including a medic who refused to carry a weapon — the shared danger forged deep bonds.

"You were a fellow soldier, a brother," he says. "You were there to save each other."

Today, Severn sees a stark contrast between those conditions and modern life, particularly the isolation driven by technology.

"The iPhone is a tremendous advantage," he says, "but you're not really connecting. It's not face-to-face. It's not real."

To counter that disconnection, Severn promotes what he calls the "Five Fs": faith, family, friends, fitness, and fire. Together, they form a framework for resilience, grounding individuals in purpose, relationships, self-discipline, and passion.

Ultimately, Severn believes modern anxiety stems from an aversion to discomfort.

Writing Your Next Chapter

Next Chapter

Among the programs offered by Mt. Carmel Veterans Service Center are a pair of programs specifically dedicated to providing lifesaving support and aid to veterans in need.

The Next Chapter program, a joint effort between UCHealth and Mt. Carmel launched in 2022, has already made a significant impact. The program was built on a simple but powerful goal: to ensure no veteran, service member or their family faces life's challenges alone after service. By bringing together healthcare professionals — who are also veterans - with other community partners, the program delivers coordinated, compassionate support tailored to help each individual as they define their next chapter.

As of June 2025, more than 80% of Next Chapter participants reported reduced suicidal thoughts, and there have been no known suicide deaths among program clients since its inception. The program remains under the guidance of Damian McCabe, the director of Behavioral Health and Military Affairs at UCHealth with Mt. Carmel's Rodger Johnson serving as Program Manager.



Damian McCabe updating those in attendance at the Pueblo Veterans Community Update

"We offer a full range of mental health and addiction services — everything from someone in a crisis who may need to come into one of our emergency rooms all the way through outpatient therapy, group or peer support-type therapy where veterans are helping other veterans," he said.

The first round of funding for the program expired in June 2025, and the state legislature reauthorized funding from a new source.

That potential funding is from the voter-backed state tax on firearms and ammunition. Proposition KK, passed in November 2024, was primarily designed to support crime victims, with $30 million of incoming sales tax supporting victim services. After reaching that initial benchmark, up to $5 million will then be forwarded toward veterans mental health services, including the Next Chapter program. While that benchmark has yet to be reached, the lifesaving program is the beneficiary of other funding.

Next Chapter received $1.5 million in Opioid Abatement funding from the Region 16 Opioid Abatement Council for a period of up to three years to serve veterans and family members who are dealing with crises as a result of the opioid epidemic across both El Paso and Teller counties.

"In addition to removing the barrier of how to pay for care, we work to challenge stigma in the veteran community by eliminating perceived obstacles that keep people from asking for help, including not knowing where or how to get started," McCabe said.

During the funding lapse, the Next Chapter team provided veterans in need with help navigating their insurance and other benefits they may be entitled to from the U.S. Department of Veterans Affairs. In addition, individuals who sought help though the emergency departments at area UCHealth facilities received care, and others with qualifying insurance coverage were seen by Mt. Carmel's behavioral health team.

Hope Lives Here

SSG Parker Gordon Fox Suicide Prevention Grant Program

Mt. Carmel established an important partnership with the U.S. Department of Veterans Affairs through the national SSG Fox grant program. The program was established to prevent veteran suicide in 2022 by working with organizations that provide non-clinical case management. Mt. Carmel is uniquely positioned with multiple wraparound services to make a significant impact in this national effort.



US Army Staff Sergeant Parker Gordon Fox

"There is no greater calling for a veteran service provider — than to prevent suicide," explained Bob McLaughlin, executive director of Mt. Carmel Veterans Service Center. "

The SSG Fox SPGP is a three-year initiative providing grants to community-based organizations nationwide that serve veterans and their families using non-clinical, evidence-informed, innovative approaches to preventing veteran suicide.

The program, established under the Commander John Scott Hannon Veterans Mental Health Care Improvement Act of 2019, provides grant funding to organizations that deliver or coordinate suicide prevention services for at-risk veterans and their families. Funded services may include outreach, education, emergency clinical care, case management, peer support, assistance in navigating VA benefits, and help accessing additional federal, state, or local resources.

Across the nation, organizations like Mt. Carmel use these funds for continuing their support for urgent needs including healthcare referrals, financial counseling, transportation, legal services, childcare, and other wraparound services aimed at improving mental health and reducing suicide risk. The funding is specifically geared toward providing services in underserved areas, including rural communities, tribal lands, U.S. territories, and regions with high populations of minority or women veterans or elevated Veterans Crisis Line usage.

This program includes outreach services based out of Mt. Carmel's Colorado Springs headquarters as well as satellite office in Teller County to help reach those who live in more rural areas of the state.



SSG Fox Outreach Coordinator Steve Fugiel

"Through this program, we have an opportunity to build stronger partnerships, improve coordination across providers, and expand access to critical, non-clinical support services," explained Dr. Lin Russell, SSG Fox Program Manager for Mt. Carmel. "When we work together, we can ensure every veteran, service member, and military family — especially those in underserved and rural communities — receives the care and connection they need, because we are stronger together."

The SSG Fox Suicide Prevention Grant Program honors Army Veteran SSG Parker Gordon Fox, a sniper instructor known for his generosity, who perished by suicide in 2020 at age 25.

Public-Private Partnership

Beacon Supporter: The El Paso County Veterans Services Office

The El Paso County Veterans Services Office is committed to providing support and assistance to Colorado residents who have served in the United States Army, Marine Corps, Navy, Air Force, Space Force, and Coast Guard.

Established under state law, the office serves as a valuable resource for veterans, their dependents, and their survivors. It provides guidance and support in navigating the complex landscape of Veterans Affairs (VA) benefits, ensuring that individuals are informed about their entitlements under both federal and state laws.

The partnership between El Paso County and Mt. Carmel Veterans Service Center has helped to expand the reach of the County Veteran Service Officers (VSOs) housed within the Mt. Carmel campus in Colorado Springs.

"This is what a successful public-private partnership looks like — collaboration that delivers real impact," said Bob McLaughlin, executive director of Mt. Carmel Veterans Service Center.

While the office works independently of the Department of Veterans Affairs, it has become a crucial liaison between veterans and the VA. Its primary mission is to provide personalized local service, simplifying the often-overwhelming process of interacting with government agencies.

"By doing so, the office aims to alleviate the burden of red tape and provide veterans and other claimants with the help they need to access the benefits they are entitled to.

- Charles Graves

El Paso County Veteran Services Division Manager



L-R: El Paso County Veteran Service Officers Rich Gagne, Sloane Allen, and Paul Arends

Civilian Volunteer of the Year: Chaplain Don Spano

At many events and gatherings held throughout the year at Mt. Carmel Veterans Service Center, one of the most faithful volunteers has been Don Spano. He started volunteering four years ago with a group from VFW Post 7829 in Monument, helping with the bi-weekly food distributions. That introduction led him to connect his dedication to giving back with his spiritual calling as an ordained minister.

"One Friday I had to go down to the office," he recalled. "I went up to the front desk and openly asked, 'If a veteran walked in and asked to see a chaplain, who would you call?' A couple of days later, I received a call asking, 'How'd you like to be our chaplain?'"

Spano retired from the Air Force in 1994 and spent the next 13 years in education, working at CSU–Pueblo and Adams State College, and finally as a social studies teacher at Challenger Middle School, before ultimately "hanging it up" in 2017. That transition allowed him to give back more fully to several nonprofit groups as well as his local church.

"Helping veterans as I'm called upon — helping them through life's changes, death in the family, depression, moral injury, and more," he said.



Spano providing the invocation for the Patriot Day Give Back



Chaplain Don Spano

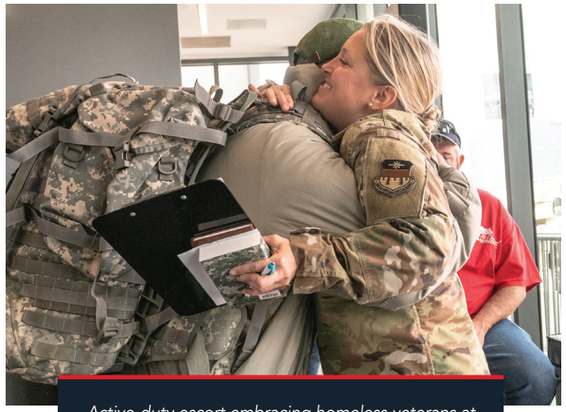


Military Volunteer of the Year: Vyschard Graham

Vyschard Graham is a dedicated military leader and community advocate originally from Saint Petersburg, Florida. Guided by his core values of family, community, and humanitarianism, he consistently demonstrates a commitment to service both in and out of uniform. Happily married to his wife, Bria, Vyschard balances his professional responsibilities with an active volunteer presence across the Colorado Springs area. He dedicates his time and efforts to supporting organizations such as Mt. Carmel, Fort Carson MWR, the Salvation Army, Gold Star Families, and various local religious foundations. In his free time, he enjoys maintaining an active lifestyle through working out and dancing, as well as relaxing with gaming and engaging in deep, meaningful conversations.



Colorado Springs Mayor Yemi Mobolade during the annual Patriot Day Give Back opening ceremony.

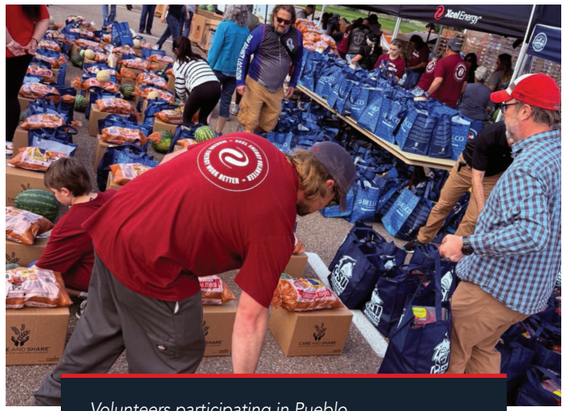


Active-duty escort embracing homeless veterans at the El Paso County Homeless Veteran Stand Down, October 21, 2025

> *Our next decade must build upon that foundation with clear purpose: sustaining the quality of programs and services our community relies on while expanding our reach to meet growing and changing needs.*
>
> *- Bob McLaughlin*



Volunteers from the Home Depot Foundation working on an improvement project at the Freedom Springs Veterans Residence Facility



Volunteers participating in Pueblo Helping Hands event

10 YEARS Mt. Carmel VETERANS SERVICE CENTER

SERVING THOSE WHO HAVE SERVED

Looking Ahead: Priorities for Mt. Carmel's Next Decade

Sustaining excellence, expanding reach, deepening partnerships, and building long-term success

As Mt. Carmel Veterans Service Center marks ten years of service, we do so with gratitude for the veterans, service members, families, partners, volunteers, donors, and community leaders who have made this mission possible. Our first decade proved what can happen when compassion, collaboration, and supportive services come together under one roof. Our next decade must build upon that foundation with clear purpose: sustaining the quality of programs and services our community relies on while expanding our reach to meet growing and changing needs.

Our Future Priorities

- **Sustain quality programs and services.** We will protect what makes Mt. Carmel effective: accessible, integrated, and responsive support for military members, veterans, and their families. That means investing in staff capacity, program quality, client experience, and the partnerships that help us deliver timely assistance in employment, wellness, benefits navigation, supportive services, and community connection.
- **Grow where the need is greatest.** As more veterans and families seek help across Colorado, we will thoughtfully expand into communities where barriers such as distance, transportation, cost, and limited local resources make support harder to access. Growth will be guided by community need, measurable impact, and our commitment to meet people where they are.
- **Build more meaningful partnerships.** Mt. Carmel's strength has always come from collaboration. In the years ahead, we will continue to deepen relationships with nonprofit organizations, government agencies, veteran-serving partners, employers, healthcare providers, educational institutions, faith communities, and civic leaders so that no veteran or family must navigate complex systems alone.
- **Ensure long-term sustainability.** To serve well for the next ten years and beyond, we must strengthen the financial, operational, and community support systems that sustain our mission. This includes diversified funding, responsible stewardship, strategic growth, donor engagement, and a continued focus on outcomes that validate the enduring impact of investing in veterans and their families.

Our future is not simply about doing more; it is about doing what matters most, with excellence, humility, and follow-through. Mt. Carmel will continue to stand in the gap where systems fall short, bringing people and resources together to strengthen lives and communities. As we enter our second decade, we invite our partners and supporters to help us sustain the quality of our work, expand our service area with intention, and ensure that Mt. Carmel remains a trusted place of hope, connection, and practical support for generations to come.

A CHAMPION

A champion is not perfect, but an ordinary person who inspires others to be the best they can be.

A champion is one who puts others first in the journey to win.

A champion prioritizes vision and passion and connects with people to lead fairly by treating everyone with respect and with a clear set of objectives.

– Jay Cimino



Jay Cimino, past president and CEO of Phil Long Dealerships and our founder, was a fierce supporter of our military and veteran community who sadly passed away in February 2024. We are proud to carry on his vision of providing wraparound services to military members, veterans, and their families.

Visit VeteransCenter.org

10 YEARS Mt. Carmel VETERANS SERVICE CENTER

SERVING THOSE WHO HAVE SERVED

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