

Mt. Carmel Veterans Service Center



One-Stop For Veterans & Military

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As we have ended a very productive 2017 and begun the New Year, I would like to thank our great staff and partners for all of their hard work in supporting Veterans and their families.

Last year we focused on customer service and improving our ability to counsel veterans and families on a myriad of needs through a variety of services. Always at the core of our efforts is to live the motto, "Beacon of Support."



I am extremely proud of our accomplishments as a veteran service organization and community collaborator, specifically, our implementation of the Service to Career Program in cooperation with the Pikes Peak Workforce Center. In this effort, we were able to implement a successful internship program, a job coaching and placement program and a very productive partnership with PrepConnect 360, helping veterans routinely transition through a highly productive seminar.

Our Veterans Family Resource Center featured more supportive services, including a Second Chance Housing Program to assist veterans with housing assistance at all levels. Of note, was the implementation of an emergency housing unit adjacent to the campus in coordination with one of our partners, Greccio Housing. This project was further sponsored by Five Star Bank and ENT Credit Union, two of our exceptional partners. It was a privilege to see firsthand that we could meet the needs of several veterans with immediate housing.

Also a great source of pride this year was our ever-expanding Behavioral Health Counseling Center. This program is very important as we are able to provide low cost/no cost counseling in an expedient manner. Our partners were able to refer many in need of these services. Our partners in this endeavor have simply been remarkable, representing several universities and colleges throughout the region. We were able to increase our services by 300%.

Staff

Col (R) Robert McLaughlin
COO

Cheryl Christie
Director of Operations

Nick Palarino
Director of Partner Development

Daniel Martinez
Director of Employment & Transition

Melodie Owens
Development Director

Keisha Lancaster
Facilities, Resource &
Event Coordinator

Kirsten Belaire
Behavioral Health Program Manager

Leslie Abrams
Administrative Assistant

Bill Miller
Controller

Nannette Cioffi
Staff Accountant

Randy Gradishar
Outreach Coordinator

Hilary Bryant
Volunteer Program Coordinator

Amber Hargrave
Supportive Services Program Manager

Katie Travis
Resource Navigator

Peer Navigators

Nicole Holling

Adam Baker

Paul Arends

HB 16-1276 Internship Program

Paul Price
Workshop Facilitator

Janet Farley
Employment Specialist

Greet and Connect

Juanita Reedy

Throughout the year, our partners have been critical in supporting veterans and their families. Thanks to all! We are especially proud to welcome the TBI Freedom program and its outstanding staff to our campus. This year, we realized our vision of making our campus a place that symbolizes great patriotism by adding our flag garden in the front of the building. The garden displays the service flags, state flag and, of course, our national colors.

Each morning as I round the corner to our great facility, I am incredibly proud of those who have served and those who continue to serve military members and their families. This magnificent garden is a source of great pride for all of us.

Quite simply, it was a remarkable year working with passionate and caring servants in support of those we serve. We will carry the momentum into 2018!

Looking toward this coming year, we will strive to improve our programs and services to support our clients on all fronts. I am especially excited about the opportunities to work with our partners as we continue to evolve to meet the needs of those who have served.

All of these efforts would not be possible without you, our supporters. As a 501(c)(3), our survival is dependent upon donations. Thank you for your support!

Bob McLaughlin
COL, US Army Ret, COO

2nd Annual Veteran's Christmas Service



Mt. Carmel Veterans Service Center held its 2nd Annual Christmas Service last month. The purpose of the service was to provide a time of reflection, celebration and fellowship for our Veterans, military and their families. In the reception following the service, we enjoyed great conversation, along with pizza and cookies.

Thanks to the Military Ministry at New Life Church and Capuchin Franciscans for putting on a great service. The date for the next service will be announced soon, and we hope you will join us.

The Holidays Can be Tough for Some

The holidays can be a stressful time for those that have hardships and financial strain. The spirit of Christmas is about bringing joy and giving to others. This year, we partnered with other organizations to assist during these difficult times.

Coordinated by Mt. Carmel's Supportive Services Team, several organizations worked together to provide a merrier Christmas to some Veterans and their families. Advance Auto of Denver provided nine bikes for four families with children ranging in age from 2-16 years old. Along with the surprise of a bike, Advanced Auto also supplied wrapped books and toys. Mt. Carmel's staff and other partners contributed to provide even more wrapped presents. Families left our Center filled with the Christmas spirit, with gifts in hand, feeling much more prepared and excited for Christmas morning.



It can be difficult to remain at a duty station instead of going home for the holidays. The University of Colorado at Colorado Springs recognizes that many soldiers face this hardship. UCCS provided packages to single soldiers at Fort Carson who remained on post for the holiday season. Mt. Carmel was provided 40 care packages to distribute to soldiers.

In partnership with 4kidzsports and the 12 Days of Christmas Campaign, 12 military families were supported with over \$1,200 in funds contributed by

local businesses and other organizations.

Thanks to all our partners, employees and volunteers for your ongoing commitment to supporting Veterans, Military and their families in our community and making Christmas wishes come true!



Exciting Program Updates

The Employment & Transition Team had a great year in 2017 and is looking forward to another in 2018!

After one complete year, Service to Career has proven to be extremely beneficial to Veterans and family members in the Pikes Peak region. The team was able to place 38 personnel in paid internships. Of the 32 that have completed their internships, 27 were offered employment. PrepConnect 360 was able to provide 173 people the skills and networking required for their job searches. Job coaching resulted in 96 participants being placed in employment and an additional 31 supported with marketable training.



At this time, we would like to wish the best of luck to Chip Underwood and Christina Martinez. Chip will be moving on to another position, and Christina will be deploying with the Air Force Reserve. We would also like to congratulate Janet Farley, as she has earned her place on the team. All three have been instrumental in the success of the Service to Career Program.

The Veterans Integration Program has assisted 198 personnel with meaningful employment. The Peer Navigators have exceeded their goal almost three months ahead of schedule!

Our Veterans Tribute Walkway is Complete!



Show your support of our Veterans or pay tribute to a loved one by having a brick or paver engraved in their honor. They will be featured as part of our Veterans Tribute Walkway on the Mt. Carmel Veterans Service Center campus.

Your contribution helps us to continue providing our essential services to Veterans and their families. Engraving ranges from \$175 - \$200 for bricks and \$700 - \$850 for pavers. They can even be personalized with military emblems.

To personalize a brick or paver, or for additional information, visit www.thatsmybrick.com/mtevsc.

Remember, as a 501(c)(3), your donation may qualify for a tax credit.



Words from Our Clients

The way they treat every Veteran as family with a real and honest desire to help. ~ **Margaret S. (12/12/17)**

The service at Mt. Carmel was great, and you have a friendly and professional staff. ~ **Richard L. (12/21/17)**

Daniel Martinez was the first person I came into contact with at Mt. Carmel. He was very professional and helpful. Even though the assistance I needed was not within Daniel's realm, he reached out to Chip and was able to get me set up with an appointment quickly. Chip, and everyone I came into contact with in the office, was extremely helpful. I am a Marine Corps Veteran. I had suffered an injury that took my career of nineteen years as a correctional officer and had to seek new employment. Due to the fact that I hadn't participated in an employment interview in over fourteen years I was feeling uncertain as to if I was presenting myself effectively. Chip set up a mock interview with himself, Robert Lehtonen, and Christina Martinez. I believe that all of their feedback was very relevant, insightful and was of great assistance to me in preparing for my interview. I truly appreciate the professionals at Mt. Carmel, and the care and concern they showed for my needs. ~ **Jeff B. (12/27/17)**

The staff was so very kind and welcoming in comparison to other places for homeless vets that I had gone to beforehand. They were so very genuine and generous. I felt like a person rather than a statistic or burden. ~ **Joe S. (12/27/17)**

They share a genuine interest in helping veterans, in my case they are helping me find a quality job. ~ **Scott P. (12/29/17)**

Cup of Joe

Did you know you can come in and get a fresh cup of Inertia Coffee at Mt. Carmel Veterans Service Center? Every day, Inertia Coffee provides two carafes of their signature roasted coffee, and all donations go directly to support Veterans and their families. Just this month, we have received \$50 in daily donations from folks who are here for appointments or simply visiting to learn more about Mt Carmel.

Inertia Coffee started in 2015 exclusively as a local coffee roaster providing fresh roasted beans to local cafés and farmers markets. In 2016, they expanded to open their first coffee shop in Colorado Springs, which was followed shortly after by their 2nd location and first drive-thru in May of 2017. The support they receive from the local businesses and military community here is how they continue providing delicious coffee with the best service and experience possible.

So if you get a chance, stop by Mt. Carmel for a delicious cup of Inertia Coffee, but even better, visit Brian and Jo Derheimer (Navy Veterans) at their coffee shop. They are located at the following locations:

Café and Roastery
406 S. 8th Street, Suite B

DRIVE-THRU
1807 N. Union Blvd



Veteran-Owned Coffee Roaster

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*Please note, Mt. Carmel Veterans Service Center is registered with Amazon under its original name, Mount Carmel Center of Excellence.

Help Support Veterans, Military and Their Families Today!

Please consider supporting our local area Veterans and their families by donating to Mt. Carmel Veterans Service Center. Your contribution will allow us to continue to support these heroes in the following critical areas:



Employment &
Transition Support



Job Placement &
Internships



Non-Clinical Case
Management &
Resource Navigation



Behavioral Health
Counseling

[Visit www.VeteransCenter.org to Donate](http://www.VeteransCenter.org)

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