

MT. CARMEL VETERANS SERVICE CENTER

The Mt. Carmel Behavioral Health Program provides low or no cost care to veterans and their families without restriction. It provides traditional and alternative therapies with a focus on suicide prevention, trauma recovery, and regaining wellness following military service.

CSHF 9 Grants since 2016

- 5 program grants to support the initial development of the behavioral health program and its core activities
- 3 capacity building grants to support strategic planning, Telehealth delivery, and process improvement
- 1 COVID-19 technology mini-grant

“The transition from military back into civilian life is a really vulnerable time for a lot of people. We want to help people amplify their lives in a good way.”

- MILESTONES**
- ✦ Expanded from one full-time staff in 2016 to four full-time staff and a team of ~20 people providing behavioral health care to veterans
 - ✦ Became an educational site to train interns & licensure candidates
 - ✦ Expanded from 2 to 8 clinical offices and added a lobby waiting area
 - ✦ Evolved from basic talk therapy to a variety of alternative therapies
 - ✦ Began Telehealth services, providing services throughout Colorado
 - ✦ Created the Gateway Program to thoroughly assesses client needs and research community services to warmly hand clients over
 - ✦ Accredited with eight insurance companies, including Medicaid



IMPACT

- * Served more than 4,000 clients with behavioral health needs and conducted more than 3,385 suicide prevention screenings.
- * Increased caseload from 20 clients per week in 2016 to the current caseload range of 125-150 clients per week.
- * 100 graduate interns have received practicum training, trauma-informed behavioral health training and hands-on experience for credentialing at Mt. Carmel.
- * An outside program evaluation found that the behavioral health program was performing well above average in quality of client care, with 97.8% of clients rating at 4 and 5 stars (out of 5).
- * A social return on investment analysis (SROI) found that for every \$1 invested in the behavioral health program, the community value is nearly \$2 in return.

SUPPORT FROM CSHF

There are a lot of funders that won't pay for salaries. And it's frustrating, because by paying my salary, you have a team of people working under my license who are able to serve veterans. Often funders just want to pay for programming. But, for us, the people are the program... The continued willingness of CSHF to fund us, and fill those gaps is huge.

We would not be where we are today, without CSHF's support all these years. They are a solid, core partner to us. They genuinely have a mission and purpose to support and make change for the better in our community.

Because of that [strategic planning] grant, we had a very frank conversation with our partners, and we would not have the program we have today had we not had that conversation.

