

Reaching Dreams

RESILIENCE,
DETERMINATION
AND PERSEVERANCE:
MEET VONDERICK,
NAPRICE AND MICHELLE
AND DISCOVER HOW
OUR SERVICES ARE
IMPACTING LIVES.

BRIGHTER TOMORROWS

*Tailored Care Management is helping
Sierra Turner look toward a promising
future and reach goals she never
thought possible*

PAGE 8


Monarch

A MONARCH PUBLICATION FOR THE COMMUNITY, PEOPLE WE SUPPORT AND THEIR FAMILIES

Table of **CONTENTS**



Page 5

This state-of-the-art, orange and white Mobile Integrated Care Clinic will launch in Bertie, Gates, Halifax, Hertford, Nash and Northampton counties. Read about life-changing mental health and substance use disorder services available.



Susan Eudy's days as a community specialist are busy and she tries to incorporate activity into her time with people supported. Here, Susan, left, takes advantage of fresh air and tries out stretch bands with Doty, center, and Wendy Pipkin.

Page 3

LIFE-CHANGING SERVICE *Our Wilmington Psychosocial Rehabilitation program is serving individuals with severe and chronic mental illness. Discover how this peer-led service is unique and helping people heal.*

2

VISION OF HEALING *Over three years ago, Naprice Cathcart knew she needed help and reached out to Monarch. Learn how our services are helping her thrive.*

4

SNACKS WITH A SMILE *Our New Horizons Snack Shop, located in the Davie Government Center in Mocksville, is helping people with intellectual and developmental disabilities learn life skills and how to manage a business. Check out how customers receive snacks and a smile!*

12



Reaching Dreams is the official Monarch publication for the community, people we support and their families.

OUR MISSION

We are committed to supporting, educating, and empowering people with developmental and intellectual disabilities, mental illness, and substance use disorders to choose and achieve what is important to them.

OUR VISION

We will lead the way in the state to creatively support people with disabilities in growing toward their potential, reaching their dreams, and making their own informed choices about where they live, learn, work, play and worship. Through partnerships and relationships with our community, we will offer a variety of innovative quality services and supports and will promote advocacy, awareness, education, training, employment and residential opportunities.

EXECUTIVE EDITOR

Peggy S. Terhune, Ph.D., MBA, OTR/L,
President/Chief Executive Officer

MANAGING EDITOR

Melissa Tanferno, *Communications Manager*

CONTRIBUTORS

Laurie Weaver, MS, *Vice President of Marketing and Philanthropy*
Yesenia Howell, MHA, *Senior Manager Community Outreach*
Carol Shinn, MBA, *Grants and Foundation Manager*
Brian Gott, *Public Relations Manager*
Jeff Dudley, *Website Manager*

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INSIGHTS

Peggy S. Terhune, Ph.D., MBA, OTR/L
Monarch President/CEO



The stories of people we support who are thriving illustrate a resilience and desire to heal. We are proud of our legacy of helping people with intellectual and

developmental disabilities, mental illness, substance use disorders, and traumatic brain injuries live the life they want.

We are currently taking a close look at aligning our services and positioning ourselves to not only be a leader in delivering life-changing services but to be a place of hope and help for people in need. We know people are facing challenges on a variety of levels and we want to be able to assist in the most effective ways possible.

Mental health and other disability services are entering a new era. We are expanding, improving and evolving so that we are best situated for what lies ahead. Those efforts are supported by our recent reaccreditation and receipt of the Joint Commission's Gold Seal of Approval®. This renewal indicates our continued commitment to the highest national standards for safety and quality of patient care.

As our executive leadership and Board of Directors position our company to take on current and new challenges, we are focused on ensuring that the people supported and treated at Monarch continue to receive the highest quality care.

Recently, Bob Goodale, one of our Board members, was attending a meeting for people grieving following the death of a loved one. He was impressed when several of the participants shared that they had reached out for help through Monarch's Behavioral Health

Urgent Care (BHUC) located in Raleigh. It also made me happy to hear this and to know that our work continues to impact lives as we grow and change to adapt to new health care trends.

“MENTAL HEALTH AND OTHER DISABILITY SERVICES ARE ENTERING A NEW ERA. WE ARE EXPANDING, IMPROVING AND EVOLVING SO THAT WE ARE BEST SITUATED FOR WHAT LIES AHEAD.”

— PEGGY S. TERHUNE

Our executive leadership and Board of Directors are positioning our company to take on current and new challenges we face with the same resilience the people we support display. We are strategically planning with key needs in mind and targeting partnerships and opportunities to improve access to care and extend our reach in new ways.

In this issue you will not only read success stories about people we serve, but services that include our Mobile Integrated Care Clinic which will serve Bertie, Gates, Halifax, Hertford, Nash and Northampton Counties (page 5). We have entered this service in partnership with Trillium Health Resources. Tailored Care Management Services, which provide integrated, collaborative care and have been offered in Stanly, Wake and Forsyth counties through pilot programs, will be available starting in December to Medicaid beneficiaries through the state's Tailored Plans across North Carolina (page 8).

We are excited to plan for our future as we have done for over six decades. I hope you enjoy reading the latest news in this issue that highlights the people we serve, staff and our services!

PEER-LED WILMINGTON PSYCHOSOCIAL REHABILITATION (PSR) PROGRAM OPENS IN NEW HANOVER COUNTY

Brittany Pape, BSW, CADC, QP, the program manager for Monarch's new peer-led psychosocial rehabilitation (PSR) program in Wilmington, knows firsthand of recovery partnered with the healing power of a peer who has gone through similar life experiences.

Psychosocial rehabilitation programs facilitate opportunities for individuals with chronic mental illness to reach their optimal level of independent functioning in society and improve their quality of life. The Wilmington peer-led PSR model is managed by staff who themselves continue to heal from mental health diagnoses.

Most recently working as a substance use disorder counselor, Brittany is excited about the opportunity and believes her mental health experiences bring a unique perspective. "What better way to understand than through someone else's direct experience. Peers can offer a higher level of empathy and understanding," she reasons.

The PSR is a place of no judgement in hopes to reduce the stigma often associated with reaching out for help to navigate a mental illness, Brittany shares: "We will create an environment of trust, caring and kindness by helping to bring education about mental health diagnoses and the ability to help individuals work toward their goals."

In her recovery, Brittany believes connecting with others sharing similar experiences allowed her to feel that she wasn't alone. "Pursuing recovery allows me to better understand the disease of addiction and mental health, and this community as a whole," she says.

Vice President of Operations, Enhanced Services, Shannon Atkinson, MSW, LCSW, says she looks forward to seeing the impact of a peer-led program within the Wilmington community. "We believe that individuals with even the most severe psychiatric illnesses are able to live in the community independently and be respected as neighbors, co-workers and friends," she explains. "Recovery and self-reliance are possible, and our program can support those goals."

The peer-led program is unique because it includes an occupational therapist, a licensed health care professional who will offer activities strengthening independent living skills and overall well-being. PSR participants will also benefit from groups such as conflict resolution, understanding current events, finances and navigating mental illness. Vocational services will be available providing basic computer knowledge, resume building and other job skills.

A canteen area within the site, operated by PSR participants, will be dedicated to socializing and hosting events.



Services were officially launched during a community ribbon-cutting. On hand were, left to right, Monarch Occupational Therapist Evelina Trost; Monarch Behavioral Specialist Christy Wagner; Trillium Chief Strategy and Innovation Officer Cindy Ehlers; Monarch Program Manager Brittany Pape; Monarch Executive Vice President and Chief Operating Officer, Behavioral Health, Melissa Hall; and Trillium Southern Regional Director Dennis Williams.

The peer-led experience for staff helps in their personal recovery, Brittany attests. "I knew from early on that I wanted to give back . . . By providing a service or having someone help to show you the way, there is nothing like it," she describes. "I wanted to give back in my education, in my recovery, in my field of work. If no one would have helped me I am not sure where I would be today."

To learn more about the Wilmington PSR program, scan the QR code below. You may also call (910) 833-7500 with any questions about the program that will be able to accommodate 30 individuals. Monarch also operates five other PSR programs in Forsyth, Richmond, Harnett, Lee and Wake counties. ●



**SCAN THIS QR
CODE FOR MORE
INFORMATION**



*Wilmington Psychosocial
Rehabilitation (PSR) Program
Manager Brittany Pape*



Community Specialist Susan Eudy, center, who has been providing care for Wendy, left, and Dotty Pipkin, for over 25 years, enjoys the sunshine during a spring afternoon.

LIFELONG CAREGIVER

Community Specialist Susan Eudy Celebrates 30 Years of Supporting Others

Friend. Travel companion. The one with the answers. If you ask people for a description of Monarch Community Specialist Susan Eudy, these are just a few phrases you might hear.

At the heart of it all, Susan is a caregiver.

This year she celebrates 30 years of caring for individuals with intellectual and developmental disabilities (I/DD). Susan's rapport and bond with the people and families she supports is evident.

As a community specialist under Monarch's Long-Term Services and Supports, Susan provides personal assistance and community care. That can mean a wide variety of tasks that she coordinates for individuals with I/DD such as creating short- and long-term goals, connecting with community resources, accompanying people supported while volunteering or enjoying activities such as plays and short trips.

After pursuing college level studies in secretarial science, Susan began working at a restaurant and a sewing mill. She longed to follow another path.

Susan believes that she made the choice in 1992 to serve people with I/DD when she started working at Monarch's Stanly Industrial Services (SIS) in Albemarle. However, her family members are convinced that a passion for caring started many years earlier and refer to it as Susan's "calling."

“IT IS SO REWARDING. YOU CAN BE HAVING AN EMOTIONAL DAY AND SEEING THEM TURNS YOUR DAY AROUND. YOU FOCUS ON WHAT THEIR NEEDS ARE.”

— SUSAN EUDY

As a young girl around the age of 8, Susan would accompany her grandmother to visit her sister, who at the time lived in a facility for people with I/DD. Susan's great aunt, Blanche, would speak to only her and no one else. The pair would chat easily as Susan played with her dolls during the visit.

"I always wanted to be part of making a difference in someone's life," she recalls.

Susan's caring demeanor is evident seeing her in action with Dotty, 51, and Wendy, 53, Pipkin of Kannapolis, two of the nine people that she currently assists as a community specialist in Cabarrus and Stanly counties. She affectionately refers to the sisters as "The Girls" because she feels as if she has grown up with them, side by side, since 1997.

Being a community specialist, you have to be flexible in a variety of ways, Susan says. "Every day is different. It keeps me going and keeps me busy. It makes you feel great at the end of the day that you helped someone," she says of the benefit she reaps from her job.

The people she supports make her days brighter even when heading to her job with something difficult weighing on her mind: "It is so rewarding. You can be having an emotional day and seeing them turns your day around. You focus on what their needs are."

Susan has known loss throughout her life. At 7 weeks old, her father, at the age of 23, was killed while serving in the Vietnam War. In 2018, she lost a person supported to cancer who she knew for 26 years. In 2019, a dear co-worker, Mindy Fowler, a fellow community specialist at Monarch, passed away. Susan, grieving from the loss of a close teammate and friend, volunteered to take over the individuals she supported.

Cliff and Betty Pipkin, Wendy and Dotty's parents, feel as if Susan is part of their family. "It's like having a best friend but it is even better because she is a friend who cares for my girls, Dotty and Wendy. She handles so many things that I can't do anymore," Betty shares, looking at Susan with appreciation. "She is always so kind."

Susan is grateful she followed her calling. Through smiles, laughter, good times and even tears, her career as a community specialist has given her much in return. "So many have made a difference in my life, I am glad that I am able to make a difference in theirs," she says.

"What I've been taught working with Monarch is everyone has a dream and those dreams can be reached. It could be something as simple as going on a hunting trip as one of the people supported just did or obtaining a home," Susan explains. "Don't give up. If you can't do something the first time, keep trying until it's accomplished." ●

NAPRICE CATHCART

Envisions a Future of Helping Others

Naprice Cathcart's vision board is a vivid pictorial of the goals she has achieved and the ones that she remains laser-focused on reaching.

The future she envisions includes continuing mental health treatment, becoming a peer support specialist (PSS) and pursuing a college degree. She believes her journey to healing from mental illness and overcoming life struggles can help others in similar situations.

Naprice has received therapy and medication management through Monarch's Mecklenburg Behavioral Health Outpatient Clinic in Charlotte since 2019 and received employment services from Monarch's Individual Placement and Support (IPS) team in Stanly County starting in 2020.

Naprice describes herself as a survivor.

Resiliency is a trait Naprice learned at an early age from her grandmother, Ada Louise Maxwell Jones, who raised her. At the age of 12, she endured and recovered from painful scoliosis surgery that embedded metal rods in her back.

Therapy and medication management were instrumental in helping Naprice heal: "I hold myself to a very high standard. I am very hard on myself. It took a toll on me emotionally and I had to fight through those times of depression and continue, and start to see the value within myself."

Behavioral Health Therapist Gayle Van Horn, CPSS, LISW, LCSW, of the Mecklenburg Behavioral Health Outpatient Clinic, has seen Naprice, who she describes as an example of perseverance and self-determination, use skills she has learned. "Naprice does a good job of changing her thought processes, and thus feelings and behaviors, by practicing positive affirmations, focusing on things she is grateful for and identifying her positive self-qualities," she shares.

Lead Employment Support Professional Cherie Karnes, BS, QP, on the Stanly IPS team, has been instrumental in helping Naprice secure employment and being a resource to discuss workplace best practices. She recently spent time observing Naprice at her daycare job and is amazed at the professional skills and strengths she implements to care for young children.

Today, Naprice's bright smile, outgoing personality and positive outlook on life propel her to look forward – envisioning a future helping others in need.

She enjoys time with her son and daughter, and works two jobs, one at Beginning Years Daycare 2 and the other at Golden Gate, where she details cars, both in Charlotte. This summer, with assistance from Monarch's IPS team, she will begin taking classes at Charlotte's Central Piedmont Community College to pursue an associate degree in Early Childhood Development.

Pictures remain on her vision board as reminders that there are goals left to achieve. She has plans for a life center, a resource center to help all ages of people in need. "It would be a place where they could receive all the skills they need to pursue more of their goals," she describes.

What advice does Naprice offer to others weathering difficult life experiences or mental health struggles? "I would let them know that you are not alone . . . You can make it and believe in yourself because you are worth it. Live your dream because it is possible. You can do anything that you see yourself doing." ●



Naprice Cathcart, left, works with Monarch Lead Employment Support Professional Cherie Karnes to achieve her workplace goals through Individual Placement and Support services.

She is a victim of domestic abuse, formerly homeless, in recovery from substance use disorder and diagnosed with bipolar disorder, depression, post-traumatic stress disorder (PTSD) and anxiety. She wears her pink hair as a badge of honor to indicate a triumphant victory over cancer.

MONARCH SERVICES



Mobile Integrated Care Rolls into Northeast North Carolina Counties

What is orange and white, measures 29 feet on wheels and offers confidential mental health and substance use disorder (SUD) services? A Monarch Mobile Integrated Care Clinic!

Earlier this year, Monarch launched a Mobile Integrated Care Clinic in partnership with Trillium Health Resources, to better reach people with mental health and SUD needs in Bertie, Gates, Halifax, Hertford, Nash and Northampton counties, east of the Raleigh area.

The Mobile Integrated Care Clinic will provide services to include screenings, SUD treatment, therapy, the combined use of medications with counseling and behavioral therapies for opioid use disorders called Medication-Assisted Treatment (MAT), Care Management (an integrated, team approach) and peer support. The Mobile Integrated Care Clinic services will follow a schedule by county visiting community locations on a regular basis.

Executive Vice President, Chief Operating Officer, Outpatient Behavioral Health, Lyndril Leonard, MA, LCMHC, believes that the mobile clinics will offer impactful, accessible mental health services for individuals in need. "Our mobile clinics will help reduce health care barriers that are often experienced in these communities by providing high quality services in convenient locations, bringing services into areas where none existed before and connecting patients to qualified care providers," she explains.

Trillium Health Resources received a federal Substance Abuse Treatment Block Grant in 2021 through the North Carolina Department of Health and Human Services to

Clockwise from top left: Chief Operations Officer and Executive Vice President, Behavioral Health, Melissa Hall (shown with scissors) helps cut the ribbon to launch Monarch's Mobile Integrated Care Clinic in Nash County along with community and state representatives. Similar open houses were held in Gates, Northampton and Halifax counties earlier this year.

Monarch's Behavioral Health Outpatient Services' staff on hand during the launch events included Clinical Director of Operations Todd Posey; Executive Vice President and Chief Operating Officer Lyndril Leonard and Administrative Director of Operations Lora Umberger.

The 29-foot Mobile Integrated Care Clinic will offer services such as therapy, substance use disorder treatment and medication management.

address needs in the six counties. In 2022, Trillium is launching nine mobile care units in various counties in Eastern North Carolina which include Monarch's Mobile Integrated Care Clinics.

Findings from a North Carolina study released by Governor Roy Cooper show that in Bertie, Gates, Halifax, Hertford, Nash and Northampton counties, 360 percent more opioid-related deaths resulted in 2015 when compared to 2005. The population that Monarch serves often experiences a variety of traumas and turn to substances to deal with emotional pain, Lyndril points out.

Another obstacle in the rural North Carolina region is the staggering low ratio of mental health care providers to people in need. "Monarch's Mobile Integrated Care Clinics will increase access to care by expanding and enhancing SUD availability in these four counties, where providers are sparse," Lyndril notes. "Statistics show that the most vulnerable residents have not been receiving appropriate treatment and our plan is for the mobile clinics

to offer professional, convenient and accessible care that will improve lives."

Professionals within the mental health field saw an increased need for mental health and SUD services prior to the pandemic. The aftermath of the worldwide health event has demanded access and availability of all types of health programs. "We know that SUD, opioid addiction and overdose continue to take their toll. The pandemic has continued to create challenges and we now have a way to address some of those issues, on the ground and in the communities," Lyndril says.

For schedule, details about services and hiring needs for Monarch's Mobile Integrated Care Clinics, visit: www.MonarchNC.org/mobileclinic or scan this QR code. ●



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MONARCH NEWS AND NOTES

Pings Connects People in Need to Support

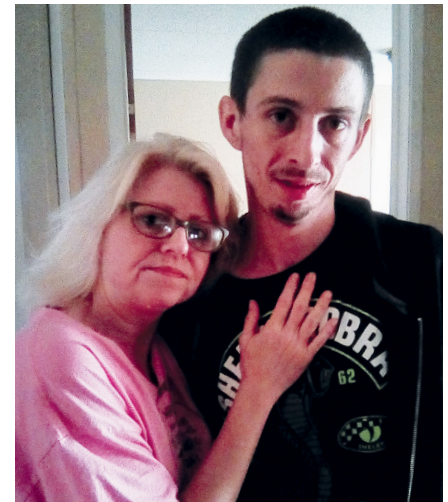
Michelle Lowder isn't sure where she would be without the Pings service used by Monarch across North Carolina.

On December 4, 2019, when Monarch was implementing the patient notification system through Bamboo Health, Michelle visited her local hospital's emergency department because she was experiencing a panic attack on the one-year anniversary of her son's death from an opioid overdose.

In the past year following Tommy's death, she struggled with her own addiction recovery and mental health. She worried about her younger son, David, coping with the death of his brother. The memories and grief were difficult for Michelle to bear.

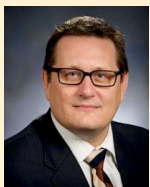
As a Pings subscriber, Monarch receives a digital notification when a person supported seeks medical attention at another health care facility. Debbie Miller, RN, who is a nurse care manager through Monarch's Certified Community Behavioral Health Clinic (CCBHC) in Stanly County where Michelle receives care, was able to contact her following her hospital visit and reconnect her with critical mental health care.

Michelle was grateful that Monarch was able to assist with scheduling consistent mental health treatment: "Pings got me back in mental health services, literally. I don't think I would have pursued it with all the grief. I don't know how much follow-through I would have had in me to pursue getting help." ●



Michelle Lowder, left, says goodbye to her son, Tommy, before he entered substance use disorder treatment. Her son passed away on December 4, 2018, following an opioid overdose.

MONARCH WELCOMES NEW CHIEF MEDICAL OFFICER DR. TROY E. SYBERT



Monarch welcomes new Chief Medical Officer Troy E. Sybert, MD, MPH, to lead clinical operations focusing on integrated, whole-person mental and primary health care while making services accessible and available to people who need it most.

Dr. Sybert brings a depth and scope of experience to Monarch that will assist in strengthening a 64-year history of serving people with intellectual and developmental disabilities, mental illness and substance use disorders. He possesses over 10 years of progressive health care management experience as a physician executive in acute care hospitals, multi-specialty physician practices and corporate health systems. His mission will be to lead Monarch by streamlining behavioral health services and refining vital clinical processes within the North Carolina communities served.

"I am most excited about joining Monarch because its mission, vision and values are palpable in the leadership, providers and staff," Dr. Sybert shares. "I look forward to taking what I have learned throughout my career and using it to better understand how to optimize care delivery for the people who seek out services through Monarch."

Dr. Sybert received his Bachelor of Science degree in Biology in 1995 and his medical degree in 2001 from the University of Texas Southwestern Medical School. In 2005, he received a master's in Public Health as part of a dual residency of Internal Medicine and Preventive Medicine from the University of Texas Medical Branch.

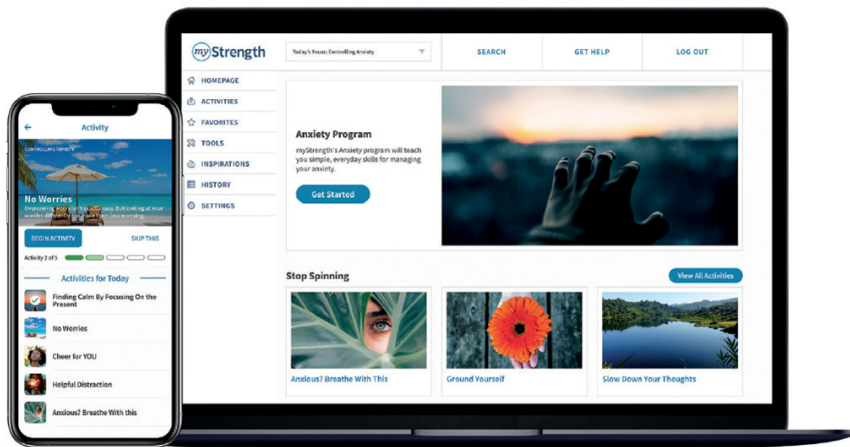
In 2006, he concluded his formal training with a fellowship in Hospital Medicine at the Mayo Clinic in Rochester, Minnesota. He is double board certified by the American Board of Medical Specialties in Public Health and Clinical Informatics. ●

HOW ARE WE DOING? LTSS SATISFACTION SURVEYS DISTRIBUTED ANNUALLY

Throughout the year, Monarch's Long-Term Services and Supports division conducts surveys to assess satisfaction with services and identify areas for improvement. The thoughts of the people we support and families are important to us!

The surveys are sent via email or text to the person supported or to his/her/their guardian at the time of annual personal care plan review or discharge. They are brief, anonymous and helpful as we continue to work to improve our services each year.

People we support and families will receive a notice in advance of the survey with a reminder that it will soon be delivered. We hope you will take time to share your feedback. If you have questions about the annual survey, please contact Compliance Specialist, Louise Winstead, RN, at Louise.Winstead@MonarchNC.org. ●



STRENGTHEN YOUR PERSONAL WELLNESS PLAN WITH **myStrength**

Monarch has partnered with myStrength to provide free web and mobile tools to support personal well-being goals. Learning to use myStrength's tools can help you overcome the challenges and stay mentally strong. It's safe, secure and personalized. MyStrength is free for Monarch patients, their families and friends, and the larger community as well.

MyStrength offers a variety of activities and tools focusing on the topics that may be important to you such as managing depression, controlling anxiety, improving sleep, drug or alcohol recovery, quitting smoking, physical fitness and many other health and wellness related topics.

Sign up for myStrength today by following these easy steps!

- The service is easy to access at myStrength.com or via mobile Android and iPhone applications and delivers information through videos, eLearning modules, lessons and handouts.
- After signing up, you will receive a unique homepage on myStrength based on your wellness assessment and personal profile.
- Engage in a personalized eLearning program, with the option to focus on stress management, depression, anxiety, substance use disorders, chronic pain and sleep disturbance issues and much more.
- Get started at MonarchNC.org/mystrength. When prompted on myStrength.com, use the access code: MONARCHCARES and your personal email address. Share the tool with your family and friends who can also sign up for free using the same code. ●



Studio 651 Artist Dawn Jones focuses on what colors she would like to incorporate into her artwork of two cats.

Studio 651 has a focus on the creative arts and encourages program participants to explore activities that include painting, drawing, jewelry and wreath making.

The talents of day program participants inspire Studio 651 Creative Arts Specialist Cheryl Witt. "The creativity of people supported through the day program knows no limit and I am inspired daily by their talents and their unique perspective in translating what they see to a piece of art," she says. "Art provides a calming way to express their feelings and how they see the world around them."

Artwork from artists at Studio 651 and other Monarch day programs is available to view and purchase by visiting the website at ShopMonarch.org. Items showcased are affordably priced and perfect for all types of gift giving. Items available include uniquely designed mugs, coasters, notecards, magnets and earrings. All proceeds from the sale of artwork go to each artist and benefit creative arts programming at Monarch.

Questions? Please reach out to (336) 725-7527. Thank you for your support! ●

Monarch's Studio 651, a day program for adults with intellectual and developmental disabilities located in Winston-Salem, is home to artists who take their creative ideas and translate them by painting, crafting or creating on a variety of mediums.

Monarch day programs across North Carolina, like Studio 651, emphasize choice and

provide activities which support independence, as well as emotional and physical well-being. Program participants have the opportunity to socialize and engage in the local community through activities including volunteering, supported employment, recreation, exercise and participation in community events.

Person supported Sierra Turner, right, talks about goals she would like to achieve with Peer Support Specialist Rosa Bryant Pulley, center, and Care Manager Christian Hinton.

BRIGHTER TOMORROWS

MONARCH AWARDED NORTH CAROLINA MEDICAID CERTIFICATION AS A CARE MANAGEMENT AGENCY



Kelly Young was thrilled to see her daughter, Sierra, dance during a holiday performance last December and achieve one of her goals.

When she dances, Sierra Turner finds comfort and emotional release in moving her arms, hands and legs to interpret music.

Sierra, who is visually impaired and diagnosed with intellectual and developmental disabilities (I/DD), recalls the desire to dance as a young girl but performances were limited to her childhood bedroom. She says she was never brave enough to perform in front of others. At 35, Sierra is pursuing not only dance, but a number of other goals she wants to achieve.

Last December, Sierra danced during a holiday performance at Victory Church in Raleigh, where she is a member. It was one of her goals and two of her Monarch Care Management team members, Peer Support Specialist Rosa Bryant Pulley, B.A., CPSS, and Care Manager Christian Hinton, BSW, were there, along with her family, to cheer her on.

Dancing isn't the only goal Sierra has on her list. She is moving forward, with the help of her Care Management team, to find independent living options, pursue further educational resources and maneuver available transportation among other goals. She is bravely doing things she had only dreamed about and realizing that she possesses the skills to make her goals a reality.

Christian and Rosa are part of a support network for individuals like Sierra, who would like to navigate an independent life as well as connect with community, mental health or health care resources to overcome life challenges such as homelessness or mental illness.

The Care Management team, led by a care manager who coordinates services, works to identify health needs via a thorough assessment of a person seeking help. Following the assessment, the Care Management team develops a plan of care, with input from the person supported, to meet the needs identified. The care plan may include Monarch services, as well as incorporating programs from other community agencies.

In 2021 and in partnership with Alliance Health, Rosa and Christian became part of a pilot Care Management team that was assembled at Monarch to help people in need. Other members of the Wake pilot team include Care Managers Amy Eisenman, B.A., Merell Turner, B.A., QP, and Vice President of Care Management, Behavioral Health, Leigh Daughtridge, LCSW, along with other mental health, physical health and social support staff who contribute to the whole-person care approach.

In February, the state of North Carolina awarded Monarch certification as a Care

Management Agency (CMA). As a CMA, Monarch will provide integrated, collaborative care to Medicaid beneficiaries with serious mental illness, serious emotional disturbance, severe substance use disorders, traumatic brain injuries and I/DD served through the state's Tailored Plans.

Tailored Care Management Services will officially launch later this year on December 1, when Monarch plans to provide services across North Carolina using a team-based approach, like the Wake pilot Care Management team.

Anna Marshall, vice president of Care Management, I/DD and Tailored Plan, sees the model as an approach that matches the appropriate support to help people in need to be successful in all areas of their lives: "It could mean finding the resources to pay for medication, working with their physicians and team to help with their care, or simply finding resources for food so they can feed their family. It is an integrated approach to wellness."

Seeing the impact of the pilot Care Management program during the past year, Leigh believes that the service is an effective way to assist people in need, especially in underserved parts of North Carolina. "We acknowledge the differences in services available to people living in rural communities and our goal is to bridge that gap through coordinated community relationships that will support their needs," she notes.

Rosa describes Care Management in simple terms as "a give and take where the person supported is welcomed, loved and given a push."

"It all ties together," adds Christian of Care Management's team approach. "I learn something every single day from our staff and people supported."

Sierra is grateful to have a personalized team supporting and guiding her to reach her goals. Years after she first dreamed of performing for others, she is looking to enroll in dance classes for people who are visually impaired.

"I never expected to go down this path when I first started with Care Management," she says with a smile. "But, I am glad that I am going down this path." ●



**SCAN THIS CODE
FOR MORE DETAILS
ON CARE MANAGEMENT
SERVICES.**

Azalea Gardens' Resident Vonderick Langley Perseveres, Achieves Education Goals

Vonderick Langley has always had a passion for learning.

In 1998, at the age of 28, he had to learn to write, walk and talk again after a traumatic brain injury following a gunshot wound to his head.

He couldn't remember family, best friends and former classmates. He successfully recovered but still experiences the side effects of the brain trauma – paranoia and fear of crowds.

However, his passion for learning has remained intact.

Recovering from his injuries, Vonderick believed progress came in accomplishing small goals. Little by little, he achieved each one he set for himself. He learned to read, write and comprehend instructions. He got his driver's license when he turned 38 years old.

Now at 52, he is proud of his achievements and his desire to accomplish goals: "The things that I learn, no one can take away from me."

A resident of Monarch's Azalea Gardens apartments in Pitt County, Vonderick lives in a tight-knit community that supports adults who have been diagnosed with a mental illness. The Monarch staff cheer him on and applaud when he accomplishes life goals.

In 2018, Vonderick received a certificate of completion from Edgecombe Community College. He had begun at Pitt Community College but transferred his studies to Edgecombe for additional assistance and attention. His interest in construction began as a 9-year-old boy when Vonderick attended a wilderness camp building tents and learning about log cabins.

Today, that small spark ignited years ago fuels his passion for studying and researching historical buildings. "I have always been into building. I love the aspect of building something from the foundation to the gable [part of a wall that encloses the end of a pitched roof]," he states with excitement.

Once he began classes at Edgecombe, he realized his love of historical buildings and the intricacies of construction that took place decades, sometimes a century, ago. He enjoys talking about preserving the integrity of historical structures.

Persevering through brain trauma and recovery, Vonderick wants to be an example for others who face difficult life circumstances. "If I can do it, so can others," he states confidently. He shares his difficult childhood of being taken from his mother and brothers as a young boy, living in many different foster homes and acting out during his school years.

Today, he works for a friend's construction company. In addition, he marvels at his ability to start a small home improvement business where he can use his skills: "I want to give back and be a light instead of being darkness."

Monarch Residential Manager Carolyn Boggan says Vonderick's confidence, perseverance and passion for learning is an example for the other residents. "They help him and they help one another," she says of the comradery at Azalea Gardens. ●



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If you have questions about monthly giving, please contact Laurie Weaver, Vice President of Marketing and Philanthropy at (704) 986-1536 or Laurie.Weaver@MonarchNC.org.

WHY I GIVE: *Rainy Ungemach Supports Monarch in More Ways Than One*

As a donor, Rainy Ungemach gives in more ways than one. Through personal, monthly gifts to The Goodale School and Recovery Community, Monarch's therapeutic boarding school for adolescent boys ages 14-17 in Asheville, North Carolina, she supports treatment and recovery for teens with substance use and co-occurring mental health disorders.



And, because she is so passionate about mental health and substance use disorder services, Rainy also encourages others to give to The Goodale School through a personal fundraising page she has set up on Facebook. She shares that page with family and friends, encouraging them to give as well.

"I give to the Goodale School because addiction is one of the demons in my family," Rainy shares. "The best way to fight this demon is to allow God and the professionals to help instead of trying to take control of the situation. By contributing, I am trusting the most powerful source to impact others in similar situations, and am doing my part to change the world." ●



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FACES OF MONARCH



NEW HORIZONS SNACK SHOP OFFERS SNACKS AND A **SMILE**



New Horizons Snack Shop Barista Brittany Green processes a purchase on technology used during morning rounds with the food cart accompanied by Gabrielle Miller, employment support professional.

Brittany Green is learning valuable job skills as well as how to efficiently run a business. All the while, she is making friends along the way.

Brittany, along with Courtney Hartman, make up the staff at New Horizons Snack Shop (NHSS), a Monarch program through the New Horizons Enterprises day program for adults with intellectual and developmental disabilities (I/DD) located in Mocksville.

NHSS is located within the Davie County Government Center, home to the Davie County Sheriff's Department and Health and Human Services in addition to other government offices. NHSS occupies a retail location off the Center's main entrance offering customers a quick snack, coffee, beverage, popcorn, candy selection or baked good.

Monarch Employment Support Professional Gabrielle Miller, who assists baristas Brittany and Courtney as a job coach, has seen positive changes in them since

NHSS opened last summer. "They are taking on more accountability and responsibilities, and growing. They manage obstacles more independently as well as taking initiative. We communicate well and talk about any issues," she said of collaborating with the staff.

Working in the snack shop has helped improve communication, math and people skills for both employees, Gabrielle says.

Monarch Site Manager Mark Scott has also seen positive improvements, specifically in Brittany, watching her confidence grow in a few months' time: "Her confidence has improved and she is now working independently. I am amazed at how many people she has met and knows at the Center."

Rula Anas, who works in the county Health Department, stopped by to get a morning snack and commented on how much she appreciates the staff's friendly service and how they have excelled since beginning to work. "I try to support them as much as I can and send my co-workers their way. That staff is so sweet," she says.

Brittany or Courtney, depending on who is assigned to work, stock and wheel a small cart with a variety of snacks for a mid-morning run through the Center bringing refreshments to employees so they do not have to leave their desks. Brittany thoroughly enjoys this part of her job, stating that she has formed friendships and learned about a variety of jobs.

She appreciates the experience she is gaining by working at NHSS and shares that she would like to find a job at a restaurant. "I am getting better and learning more every day, as well as meeting people," she says.

Gabrielle said working with Brittany and Courtney as their job coach makes her accountable as well. "They have taught me so much about humility," Gabrielle shares. "If I correct their behavior, I need to walk the talk. They are not the only ones responsible for their success. I need to make sure they understand. When they feel successful, they have pride in their work." ●



NHSS Barista Brittany Green, seen here with her morning rounds cart, enjoys the friends she has made.

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