

# Momentum

Supporting those  
who *support*  
*others*



## I/DD family donates to Monarch Employee Care Fund

Jeffrey Pitts lives at Monarch's Pennsylvania Avenue Home in Southern Pines, NC. His sister, Pamela Bander (pictured with Jeffrey above), contributed to the fund in appreciation of Residential Manager Queen Troy (pictured to the left) and her staff.



## A MESSAGE FROM PEGGY TERHUNE, PH.D., MBA, OTR/L, PRESIDENT & CEO

Hello Friends,

**For over 65 years, Monarch's legacy has been one of caring.**

Today, caring remains at the very core of our mission. This year, the **Monarch Employee Care Fund** was established to support our staff who provide services to over 26,000 individuals each year. The Fund offers emergency assistance to staff members facing financial hardship as a result of unforeseen circumstances, such as a house fire, effects of flooding or other emergencies.

To date, the fund has awarded more than \$15,000 in assistance!

Our staff are our most important resource. For Pamela Bander, featured in this issue of *Momentum*, and many other families we serve, the caring, compassionate support they experience is a direct reflection of our dedicated staff.

With your help, we can continue to grow the Monarch Employee Care Fund to provide peace of mind for our staff when they need it most. The fund relies on contributions from the community, families, friends and coworkers, and we are grateful for your support.

**Scan the QR code and make a donation today. ▶**

**Thank you for your support of Monarch!**



## DONATIONS

# Compassionate care motivation for giving

**Pamela Bander** sees Monarch's dedicated staff in action. Her brother, **Jeffrey Pitts**, is a resident at Monarch's Pennsylvania Avenue Home, and she knows firsthand the compassionate care that he receives every day.

When Pamela wanted to express her gratitude for that dedication, she chose to make a donation to the Monarch Employee Care Fund. She made her gift in honor of Residential Manager **Queen Troy**, who supports Jeffrey and other residents at Pennsylvania Avenue Home.

**"We're so grateful to the staff who have warm hearts and care for disabled people," Pamela explains. "Giving to the fund is in turn helping your loved one by helping the staff who take care of them. It's just the best feeling because you can't say thank you enough."**

◀ To donate to the **Monarch Employee Care Fund**, scan the QR code to the left.



**Pamela Bander** (center), visits her brother, **Jeffrey Pitts**, a resident of Monarch's Pennsylvania Home, and Residential Manager **Queen Troy** (right).

# 750+

## DIRECT SUPPORT PROFESSIONALS

**Our professionals support and provide care for people with intellectual and developmental disabilities and mental illness at 119 sites that include day programs, supported living apartments and group homes.**

**Over 1,000 people are residents at our sites or participants at our day programs.**



Direct Support Professional **Rosetta Bishop** and **Angel Deese**.

**Want to find out more about our programs and services?  
Visit [monarchnc.org/news](http://monarchnc.org/news).**





Care Manager **Amy Eisenman** (left) meets with person supported, **Shina Theimer**, at Monarch's Raleigh offices.

## Tailored Care Management Services offer whole-person care + hope

**Shina Theimer** and Care Manager **Amy Eisenman** work as a team to ensure Shina meets the goals she has set for herself. For the past two years, Amy has helped Shina identify services for mental health support, navigate recovery from alcohol dependency and overcome employment obstacles.

Shina receives these services through Monarch's **Tailored Care Management (TCM)** services in Raleigh. TCM is a Medicaid service where Care Managers coordinate care for people with mental illness, substance use disorders and/or an intellectual developmental disability or traumatic brain injury. People who receive Care Management services are referred to Monarch through Managed Care Organizations (MCOs).

**Amy says, "I am proud of Shina, and more importantly, she is proud of herself."**



## CEO hosts statewide listening sessions

In August and September, Monarch's President and CEO **Dr. Peggy Terhune** and members of the Executive Leadership Team traveled across North Carolina to host a series of 12 in-person listening sessions for Monarch staff.

The town hall-style sessions provided an opportunity for leadership to share updates and information, and hear feedback from staff about why they love working at Monarch and where they experience challenges.

**"This is the first time since COVID that we've had a chance to visit with staff in this way," says Peggy. "We were happy to see people face-to-face and hear more about their experience at Monarch."**



**Christy Shaver**, Chief Operating Officer-LTSS; **Terri Bernhardt**, Chief Administrative Officer; **Dr. Peggy Terhune**, CEO; **Melissa Hall**, Chief Operating Officer-Behavioral Health; and **Dr. John Latz**, Associate Medical Director, are joined by Direct Support Professionals **Barbara Brown**, **Burnette Whitley**, **Gloria McCollum**, **Brenda Clegg** and **Karen Hill** at Monarch's Creative Arts and Community Center in Southern Pines.

## Parent grateful for compassionate care of child in need

The **SECU Youth Crisis Center** in Mecklenburg County serves young people across North Carolina between the ages of 6 to 17 who are in a mental health or substance use crisis. Monarch offers short-term stabilization for an acute psychiatric episode in a secure setting that provides a safe and healthy environment where healing can begin. By supporting these children, we support their families too.

**"I hope that you never experience a situation where you need to utilize this type of service, but if you do, then I highly recommend that you try to enroll your child in the SECU Monarch program. The staff at this facility is absolutely fantastic. I am grateful that my child was able to receive the care needed in a very difficult time."**

— Parent of a child who received mental health crisis services at SECU Youth Crisis Center





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to learn about our milestones.

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