

Monarch
Helping Dreams Take Flight

Arc
SERVICES, INC.



Annual Report **2008**



Key Programs Offered

Monarch Behavioral

Counseling Services

Life happens; the good, the bad, and the sometimes ugly. Monarch's counseling services are for anyone in need of help. We start with a comprehensive assessment to determine an individual's specific needs, and then we work with the person to construct an individual plan to achieve their goals.

Psychiatric Care

Doctors provide a complete psychiatric assessment and are able to monitor medication effectiveness as needed. When meeting face to face is not possible, they are able to connect using telemedicine technology.

Intensive In-Home Services

Sometimes families with a child experiencing mental illness are in a crisis and they don't know where to turn for support. When this occurs, a team of professionals are available around the clock to create an environment designed for success. They will help manage the child's behavior and empower families with coping and problem solving skills that will help prevent out-of-home placement for the child with a mental health diagnosis.

Community Support

Our staff can help those with mental illness get what they want out of life. Using a person-centered planning process, our Community Support Professionals focus on the individuals and help them access the services and supports they need in the

community that will allow them to lead fulfilled lives. These services are provided in homes, communities, and schools. Staff assist with developing coping skills, independent living skills, parenting skills, recovery skills, symptom monitoring, financial skills and behavior management skills.

Peer Support

Adults who have had the experience of mental illness and/or substance abuse issues and who are well grounded in their own recovery provide excellent role models and sources of support to their peers. They not only teach recovery skills, but provide examples of how to create a social network, develop self-help skills, get settled into housing, be one's own advocate, and get information about schools or jobs. They know about symptom advocacy and understand crisis support. They also know what recovery feels like and that it's worth fighting for.

Monarch Residential

ICF/MR Homes

These group home settings offer nursing, physical and occupational therapy, physician oversight, and any other services that may be required for the people who live there. Monarch direct support professionals are there 24 hours a day. Everyone has their own room and can decorate as they wish. We provide ICF/MR homes for both children and adults.

Supervised Living Homes

These homes are ideal for individuals who are seeking independence. Direct support professionals work with people who live here to maximize their potential in all areas of life. Whether it is guidance in cooking or dressing, we are there to help every day, all day and night. The people we support learn to care for their own home, help with household chores, and build relationships at home and in the community. Staff help individuals find jobs, manage their money, take classes, volunteer, get out to a movie or go shopping.

We provide living arrangements for individuals with developmental disabilities, mental illness, or both.

Monarch Apartment Complexes

Individuals who live in these apartments have access to support staff 24 hours a day, much like Supervised Living. The apartments offer a more independent setting than a group home.



Supported Living

For those who are ready to be on their own, but still need a little support, we can help. Our trained professionals will work out a plan and schedule visits according to specific needs. Our services are available to people who reside in their family homes, apartments, or houses. Money management, shopping tips, cooking advice, or help setting up a phone directory of family and friends are among the many ways we can help foster the dream of living independently.

Respite Services

We understand that everyone needs a break. That's when Monarch will come to you. We know an afternoon or evening out is healthy for everyone in the family. You can go, with peace of mind that your loved one is in good hands.

Vocational Options

Supported Employment

Monarch staff helps by teaching work skills, providing help with resume preparation, filling out applications, setup interviews, provide interview training, and do whatever they can do to help people get the job. Once they are employed, staff is there to continue to coach them as long as they need it. We collaborate with vocational rehabilitation and other agencies that may be of assistance, such as local employment security commission offices.

Small Business

We help each person come up with the idea that works for them, setup the business, and manage the business. Maybe they could carve out their own niche? We also help find the right professionals, such as an accountant, to assist people along the way.

Skills Enhancement

We provide environments for those in need of particular skills used in the community or the workplace. We work closely with each person to ensure understanding of the skill set required for the job. This includes an emphasis on communication skills, responsibility, attire, attendance, and many other useful tips for the workplace. We work with each person to help them spread their wings as they enter their communities and workplace..

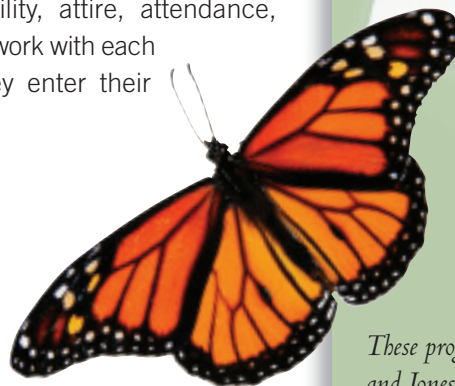
Monarch Offers Two New Programs to Pitt County

Greenville has two new programs in its area for people with disabilities – Day Activity and Developmental Therapy.

Day Activity is designed to promote community connections through social activity for adults with intellectual and developmental disabilities, mental illness and substance abuse issues. Staff works closely with individuals to help them discover the community and help them build natural supports and social circles.

Developmental Therapy provides people with instruction, training, or functional development intervention activities that are intended to help each individual reach their potential in developmental stages of life. The Monarch staff will create an individualized plan to help each person reach their dreams regardless of what they may be.

The program is funded by East Carolina Behavioral Health and Monarch thanks them for recognizing the need for such programs in Pitt County.



These programs are also offered in Craven, Pamlico and Jones Counties.

Letters from the Presidents

Dear Friends of Monarch,

Change has been a big word this year and is it ever so. This year, we've turned 50; grown as an agency, serving people with disabilities in 44 counties; opened new programs; we've changed our name from Arc Services, Inc. to Monarch; and our administrative offices have moved.

With all the change that we've experienced this year, we've stayed true to who we are and our purpose. We feel that we need to be able to adapt to change when needed; we have both roots and wings. This is what we want to offer the people we support: a foundation of stability and the guidance they need to spread their wings and change the world.

Over the past year, we've accomplished a lot, but we're not finished. We will continue to be a leader in our field and set precedence in how people with disabilities are treated. After all, we all have dreams, no matter how small, and that's our responsibility at Monarch: Helping Dreams Take Flight.



Randy Pope

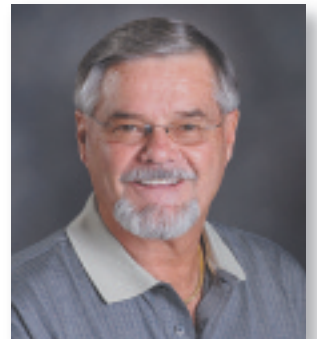
Randy

Board President, Monarch

It is a privilege to serve as board president and especially an honor this year, as Arc of Stanly celebrated it's 50th year. In 1958, a small group of people had faith in beginning a journey that continues to affect many individuals. In this celebration, we remember the sacrifices of those who gave of themselves unselfishly and continue to empower us to give of our talents to bring awareness of promoting support and services for people with intellectual disabilities and their families.

Arc of Stanly County could not exist without the support of many volunteer hours by our board of directors. I express my deep appreciation for each of them, for giving their time to improve our community. We continue to face many challenges in these tough economic times, especially with continuing cuts with funding. In this year, we have worked to bring awareness of our need to state and federal legislature of our community. We also collaborate with Monarch to bring quality support to individuals.

We continue today working to ensure that people with intellectual and/or developmental disabilities in Stanly County have the services and support they need to grow, develop and live in their own community.



Sincerely,

Larry

Larry J. Hinson
Board President
Arc of Stanly, Inc.



Arc Services, Inc. Morphs into Monarch



Albemarle, NC – As Arc Services, Inc., we had out grown our name. People were having a hard time finding us and understanding the services that we provide. Since we're in the people business, if people can't find us, we can't serve them. This was becoming a problem.

After hiring Indiblu Design Group, a firm that specializes in working with non profits, they presented a very compelling case which convinced us that a name change was the best way to go. "We went to them for help with one brochure. We specifically told them we would not change our name; they didn't listen and we couldn't thank them enough for the wonderful new name and image" says Dr. Peggy Terhune, CEO. Arc Services, Inc. became Monarch with the tagline 'Helping Dreams Take Flight'. "This is so symbolic of who we are and the people we support. Just like the Monarch butterfly that changes from the caterpillar into the adult butterfly and will travel in its

annual migration, the people we support grow and learn and change and emerge into individuals who are ready to spread their wings and fly," says Dana Story, PR/Marketing Specialist with Monarch.

The new name has been a positive change in the Human Services community. "People are requesting services from the people with the butterfly," adds Terhune. The new image and logo stand out among other similar providers. This is just another aspect of how the new name is perfect for our organization. "We are a leader in our field and one of the largest organizations in the state, just like the Monarch butterfly is the largest of the butterfly species," adds Story.

The organization continues to grow and change and serve people to help their dreams take flight.



Monarch and Lillian Mill Host Ribbon Cutting and Building Tours



The newly renovated Lillian Mill was the site of two ribbon cuttings on Friday, May 9th 2008. The first ribbon cutting was for the building itself including the condominiums and office space. The second ribbon cutting was for Monarch who sublets the space at Lillian Mill.

The event was a huge success with fantastic weather, a beautiful crowd and lots of fantastic well wishes and congratulations for Monarch. The event was open to the public, many who attended once worked in the original Lillian Mill. "Many people have asked us about the new building and note that they have either worked in the mill or knew someone who did. It's an incredible gift for us to be here, and we are so excited to have this opportunity to use this space sponsored by the Lillian Mill investors" says Dr. Peggy Terhune, CEO, Monarch. The ribbon cutting was in conjunction with the launch of Monarch's new name and image. A Monarch butterfly release was planned for the event. People supported by Monarch and Dr. Terhune released the butterflies to symbolize the name and image of the company and the people they support.

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The newly renovated Lillian Mill and home of Monarch's administrative offices in Albemarle.



Ribbon cutting of Monarch's new administrative offices.

Arc of Stanly: 50 Years and Still Going Strong



Albemarle, NC – In 1958 six parents gathered in a friend's living room for a common cause – their dream of an education for their children. These people were the parents of children with developmental disabilities. An education in the public school system was not an option but these parents pressed on. Fifty years later, The Arc is now celebrating their golden anniversary.

Throughout the year, the Arc of Stanly County's planning committee has organized several events where program participants, friends, and families can celebrate this major milestone for the organization. In May, the group held a celebratory dinner in the Magnolia room at Stanly Regional Medical Center for past and present board members, people supported by Arc of Stanly and their families and community members, complete with entertainment by performers from Miller Street Academy in Charlotte. Former Arc of Stanly executive directors Elbert Johns and Connie Cochran were honored speakers and Congressman Robin Hayes was also in attendance.

In June, the committee held a picnic at City Lake Park for friends and families of Arc of Stanly that was catered by Greene's Catering. Entertainment was provided by steel drum band "The Silvertones" led by Jim Boyce. "302 plates were served that day-so we had wonderful participation" says Jackie McGowan, Arc of Stanly employee and planning committee member.

Butterflies were raised from caterpillars and then released at the picnic to signify the celebration's title "New Beginnings".

The volunteer planning committee was comprised of board members and staff. Angela Barbee, Brenda Hinson, Jackie McGowan, Martha Lowder, Mary Medlin, Melissa Griffin, Pat Pope, Penny Townsend, Sandy Hendrick, and Suzanne Surratt who organized the events for the year. The event would not be possible without the support of donors Margaret Snyder, Steve Surratt, Bank of Stanly, E.J. Snyder Family Foundation, and First Citizens Bank.



The Silvertones

The Opening of Southgate

Summer 2008, Monarch opened Southgate, a home for five individuals with severe and persistent mental illness who had previously been institutionalized. "The objective was to get these people out of the institution and into a community based setting" says Jim Kelley, one of the Chief Operating Officers at

Monarch. The home has 24 hour intensive staff supervision and is located in Monroe. Southgate is the first of a kind home in the state which has been successful in getting people out of institutions. The residents are, for the first time in years, living and thriving in a community based setting.

Donors

Reggie Adams	Mr. and Mrs. Leon Frederick	Mr. and Mrs. Taft McCoy	Michael E. Snyder
Bank of Stanly	Ted and Mary Furr	Dave and Jackie McGowan	Margaret Snyder
Jeff and Angela Barbee	Kevin and Dr. Mary Garrison	Mary and Reggie Medlin	Mr. and Mrs. Edward J Snyder
Mr. and Mrs. John Barden	Mr. and Mrs. James Gibson	Mr. and Mrs. Mike Kirk	St. Joseph's Ladies Guild
Mr. and Mrs. Jack and Chris Bauer	Nannie and Marshall Hatcher	Angela Kirk	Mr. and Mrs. James Stewart
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Ann Damron	Mr. and Mrs. James Kendrick	Ree Phillips	Mr. and Mrs. Mark Wiggins
Theresa Davidson	Angela Kirk	Matthew Plummer	Mr. and Mrs. Tom Yost
Davidson Day Circle Main Street	Knights of Columbus	Randy and Pat Pope	
United Methodist Church	Mr. and Mrs. Michael Ledford	Mr. and Mrs. Hoyle Poplin	
Dr.'s Eddie and Janice Dunlap	Rebecca Lineberry	Rockingham Civitan Club	
E.J. Snyder Family Foundation	Martha and Tony Lowder	Mr. and Mrs. William Rogers	
Enterprise Rendering	Mr. and Mrs. Dwight Lowder	John Michael and	
Michael Eudy	and Skip	Melinda Rummage	
Jimmy Faust	Mr. and Mrs. Robert Lowdermilk	Amy Wilson Scott	
First Citizens Bank	Michael S. Martin	Dr. Stephan and Marlene Seltzer	
Caroline Fisher	James and Doris Mauney	Anna Simanovich	
Ruby Floyd	Mr. and Mrs. Ralph McAlister	Raymond Skidmore	



Monarch Income Statement

REVENUE	AUDIT
Investment Income	
State & Federal Funding	13,724,77
Medicaid Revenue	21,307,026
County & Local Funding	920,087
Contributions/Fundraising/Other Revenue	647,951
Interagency Revenue	
Rent And Fees for Services	131,477
Net Sales	390,657
Insurance Premiums	
Total Monarch Revenue	37,121,969

EXPENSE	AUDIT
Personnel Services	(29,220,793)
Supplies & Materials	(1,770,786)
Current Obligations	(2,436,090)
Fixed Charges & Other Expense	(1,919,858)
Capital Outlay	(115,469)
Contract Services	(1,623,795)
Interagency Expense	
Other Expense	(23,049)
Total ARC OF STANLY EXPENSE	(37,109,839)

Beginning Net Assets	3,082,199
Net Surplus (Deficit)	12,130
Ending Net Assets	2,965,984



The Monarch Vision

“Monarch will lead the way in the state to creatively support people with developmental disabilities, mental illness and/or substance abuse histories in growing toward their potential, reaching their own informed choices about where they live, learn, work, play and worship. Through partnerships and relationships within our community, we will offer a variety of innovative quality services and supports and will promote advocacy, awareness, recovery, training, employment, and residential opportunities.”

The Monarch Mission

“Monarch is committed to supporting, educating and empowering people with developmental disabilities, mental illness and/or substance abuse histories to choose and achieve what is important to them.”

The Monarch Values

- Dignity and Respect
- Person Centered
 - Embrace Ability
 - Equity
 - Diversity
 - People First
 - Right to Choose
 - Empowering People
- Safety
- Community Options
- Accountability
- Innovation
- Integrity
- Listen Carefully; every person has something to teach us
- Willingness to change, learn and grow
- All staff committed to the mission

