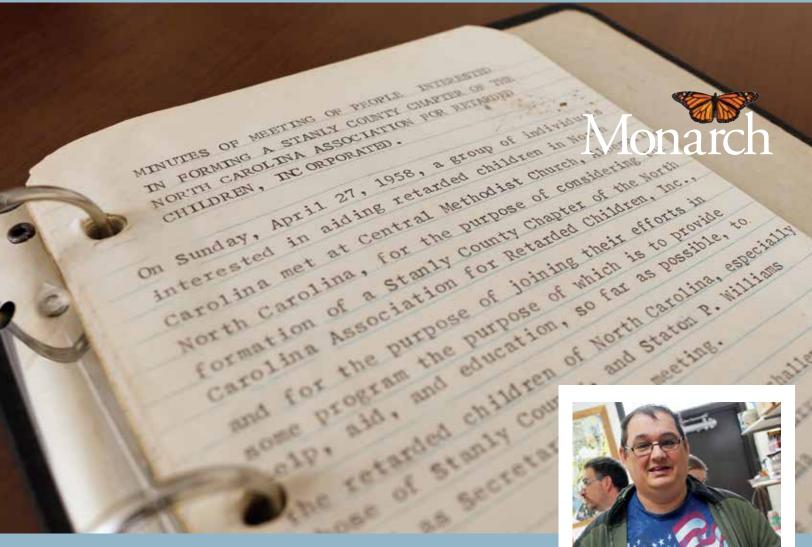




Reaching Dreams

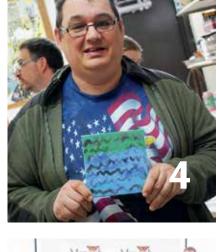
A Monarch publication for the community, people we support, and their families

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On the cover: Stanly Vocational Workshop participates in a local parade. The Workshop, The Greenwood Center, and the Chivington House (group home) consolidated into Arc Services in 1981. The Arc of Stanly County remained as the parent company and advocacy division.





STRAIGHT FROM PEGGY



This year, we are celebrating a milestone anniversary at Monarch. Sixty years ago, a group of caring Stanly County families of children with intellectual and developmental disabilities and community leaders

established The Arc of Stanly County, Inc., now operated by Monarch, to create access to quality services, education and jobs in a community where little was available for people with disabilities at the time. Identifying employment opportunities for people with disabilities was critical. Finding jobs for people has been a key component throughout our history and that continues today (see page 5).

Our founders held their first formal meeting on April 27, 1958 and their pioneering spirit upon which we were established is pervasive across our services statewide. One example is the new SECU Youth Crisis Center, A Monarch Program, the first of its kind in our state (see page 10). Young patients are being treated outside the standard emergency department (ED), which is a great place to treat medical trauma, but not a place for a child in mental health crisis. At the new center, parents get help, too.

As the mother of seven and foster parent to more than 100 children over the years, our family has witnessed firsthand the need for more mental health services for children and families. And as therapeutic foster parents, my husband, Bob, and I know there are too few services and doctors to address the issues our young people face. Earlier this year we made several hospital visits to check on a former foster daughter, who lives with severe mental illness and thoughts of self harm. That experience prompted me to share how mental health crisis for youth is a crisis for us all in an opinion editorial that the Charlotte Observer printed.

As I reflect on my tenure at Monarch, somewhere along the way, this company and its people became part of me. I had always embraced the company's mission, but it also became my life's mission to help others. I love calls from parents who know I can help. I love helping Monarch's professionals grow as leaders. I love all that I have learned from Monarch's Board of Directors over the years. We have shared tears, they have nudged me when I was tentative and they have supported me. I love the variety this job offers. No one day is ever the same, not even after 23 years. But what I love best? Knowing that every single day, someone gets better, or has a healthy, happy life because of the work we do. I am privileged to lead this amazing organization.

We could never have achieved all that we have without an amazing team of professionals, who have been my rock in every single way, and my husband. He has supported me and our family so I could devote myself to traveling the state and beyond to bring new and better options to families and North Carolina.

And finally, if you're a longtime Reaching Dreams reader, you may have noticed this publication has a new look. During this year of celebration and with so many new and exciting service initiatives on tap, we updated the design to commemorate six decades and all that is to come. We have a rich history and throughout this issue you will find photos, historical details and sentiments from people affiliated with Monarch throughout the years. If you want to share a Monarch memory, we want to hear from you. Visit MonarchNC.org/60years to submit and we will post these to our website or social media.

As we weave our way through year 60, we will continue to grow and change. But what never changes are our values. I am proud and humbled to be able to lead this organization, and I look forward to the future with excitement and anticipation. Thank you for continuing with us on this incredible journey!

Peggy S. Terhune, Ph.D. Monarch President/CEO

Gregge S. Gerhune









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.

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FACES OF MONARCH

SELF-ADVOCACY: Evan Miller connects to his community and excels



Evan Miller's triumph at his two jobs, sports and now art, which he proudly displays, is a result of his passion for finding things he enjoys and hard work.

When Evan Miller, 33, sits with his family at a local restaurant in Clemmons, a small North Carolina town near Winston-Salem, you'll likely see him wave "hi" to someone he knows several times during dinner. Evan knows a lot of people. It may be someone he has met at a local art studio while taking an art class; a customer from Lowes Foods, where he bags groceries; another Winston-Salem Dash minor league baseball fan he has handed an event

program to where he works as a greeter; someone from the same yoga class at the Clemmons YMCA or even someone he has competed against in disk golf. To say Evan is outgoing would be an understatement.

Evan's warm personality, gentle handshake and infectious laugh are his most important accessories when he's out building relationships and networking in his community. These attributes are necessary for him to prosper according to his mother.

"Inclusion isn't about having a program just for atypical developing adults like my son. Inclusion is Evan being able to attend programs with typical developing peers that he can engage with, socialize with and learn from to build the quality social skills that have helped him excel," said Nancy Miller, Evan's mother.

Ray Beeson, community specialist

at Monarch, has been paired with Evan for nearly 14 years and is up to the challenge of maintaining Evan's eagerness to work, be involved in his community and learn. Beeson works with Evan at Lowes Foods and the Winston-Salem Dash baseball team.

"Working with

Evan all these years has been an amazing transition for me, too. He has helped me as much as I have helped him to achieve what he sets his mind to," explains Beeson. "His family is amazing and they afford him with every opportunity he is interested in – so I hope to work alongside Evan for the rest of my career to make sure he seizes each opportunity."

Evan has always been good at sports and has a natural competitive spirit. He has competed in bowling, tennis, golf and

baseball with Special Olympics, but last fall he discovered a new talent and a new sport – painting and disk golf, respectively. His artwork features vibrant colors and his teacher, Donnell Williams from Studios at 625 in Winston-Salem, does little prompting to get Evan's creativity flowing.

"Donnell, his art teacher, drew one grape circle. Evan completed the pattern to really make the purple stand out. His vision is incredible and this has been a great way for him to work on his fine motor skills," recounts Stephanie*, Evan's other support staff member.

Stephanie also introduced Evan to disk golf – something she says he is excellent at and together they are working to establish a fully-inclusive competitive disk golf league in Winston-Salem.

Evan's triumph at his two jobs, sports and now art is a result of his passion for finding things he enjoys and hard work, which his mother says is critical for adults with intellectual and developmental disabilities to excel.

"Advocacy is certainly a huge component of Evan's achievements, but his eagerness and willingness to work and engage with his community, and the organizations that view him and persons with different abilities as competent workers are the kind of progress we need to see more of. It's been our personal experience that there is a gap between job coaching and finding employment, but our family and Evan's natural supports have worked hard to enhance his opportunities while understanding the system so that we can help him communicate his needs so that he is successful," adds Miller.

By Nathalie Santa Maria, communications manager at Monarch

NEWS **BRIEFS**









Pictured (I-r): Nathalie Santa Maria and Natasha Suber of the marketing/communications team accepted the Chapter Innovation Award for the Support Inclusion Saturday campaign; Monarch President/CEO Dr. Peggy Terhune was presented with the Distinguished Affiliate honor; Jeanette Wilhelm accepted the Volunteer of the Year Award for the Hinsons, and Kellie Staten was named the I/DD Professional of the Year.

The Arc of Stanly County, Monarch board members, staff recognized by The Arc of North Carolina

The Arc of Stanly County, Monarch staff and two board members were honored by The Arc of North Carolina during its 2018 Awards Dinner in conjunction with the organization's annual statewide conference held on March 23-24 in Winston-Salem.

The following Monarch/The Arc of Stanly County recipients were among approximately 15 award winners statewide honored during the event. The Monarch/The Arc of Stanly County honorees and the award categories were:

Volunteer of the Year Award - Larry and Brenda Hinson, members of Monarch's Board of Directors, The Arc of Stanly County Committee Members and grandparents of a person with disabilities, were recognized for their longtime support, service and advocacy for people with disabilities.

The I/DD Professional of the Year - Kellie Staten, a member of Monarch's Long-Term Services and Support Best Practice Team, was honored for the incredible work she has done facilitating our Smart Home initiative, which helps people we support live more independently using assistive technology.

The Chapter Innovation Award - Recognized Monarch's Support Inclusion Saturday campaign, which highlights businesses, brands and organizations that support inclusion



Brenda and Larry Hinson

for people with disabilities during Developmental Disabilities Awareness Month held in March.

The 2018 Distinguished Affiliates honors went to The Arc of Stanly County and 10 other state chapters. The recognition acknowledges a chapter's dedication, commitment and professionalism as a chapter of The Arc.

A chapter named as a Distinguished Affiliate has provided advocacy, instituted programs, encouraged diversity, participated in and supported activities that benefit people with intellectual and developmental disabilities in their local communities. The Arc of NC's Board President Ryan Platt and Executive Director John Nash presented the award to Monarch President/CEO Dr. Peggy Terhune. •

NEWS BRIEFS

A CREATIVE PARTNERSHIP: People at Monarch's Montgomery Community Living Skills explore their creativity at a local community college

"This additional creative opportunity places us in a better position to help the people we support become active and engaged in the community, they feel a strong sense of accomplishment and people are having fun," said Jim Kelley, executive vice president /chief operating officer — long-term services and supports at Monarch, adding that the new plans include transforming space at Monarch day program sites into galleries and art studios open to the public. Staff said they've seen improvement in manual dexterity and eyehand coordination as well as much more socialization and engagement.

A unique partnership between Monarch's Montgomery Community Living Skills (MCLS) program in Biscoe and Montgomery Community College (MCC) in Troy is allowing people supported with intellectual and developmental disabilities to explore their creative side while learning valuable job development skills.

Thirteen people we support from MCLS are officially enrolled in a 12-week community college course called Career Readiness/Pathways through MCC's Human Resources Development Department and attend classes on Monday afternoons on campus at MCC.

Each class is divided into two unique parts, with one section featuring hands-on

pottery instruction by Joshua Floyd (pictured below), coordinator of Heritage Crafts and lead pottery instructor at MCC. Through it, participants engage in hands-on creative work making and painting

Creativity is the buzzword at Monarch's day programs as sites offer an alternative to the familiar sheltered workshop model, emphasizing community involvement and the arts to engage people who attend the Monarch programs statewide.

pottery items. The second part of

each class, taught by Maria Inman, assessment and retention specialist at MCC, involves skill building around customer service, listening skills, body language and communication taught through engaging games and activities. Class activities are designed to meet the skill levels and physical abilities of participants.

"The idea is that the exploration of pottery will introduce the people Monarch supports to new creative opportunities," said Floyd. "And that, coupled with the learning of new skills, can lead to new pathways for sharing this work with the community, perhaps selling their artwork one day."

This partnership is a pilot effort between Monarch and MCC and generous contributions from Monarch donors supported class clay and supply $\,$

fees for participants.

"Our long-term goal is to continue pottery instruction both onsite at MCC and here at MCLS," said Michael Davis, community engagement team leader at MCLS. "We want to introduce the artwork of the people we support to the larger community and share the good work they do. This partnership has been a great first step in that effort."

Written by Laurie A. Weaver, senior director of Philanthropy at Monarch



CHANGING LIVES

Monarch has long history of helping people find jobs, purpose and independence

Securing employment for people with disabilities has been the pervasive theme throughout Monarch's history. Founders of The Arc of Stanly County wanted to ensure people supported developed job skills and secured employment that helped them to support themselves, contribute to their communities and to find purpose. That same objective exists today. Monarch has continued to create opportunities to help people find meaningful employment.

"Our goal has long been to help the people we support find jobs, because we believe a job can become a catalyst to help people to achieve other goals that are important to them," said Jim Kelley, executive vice president/chief operating officer for long-term services and supports at Monarch. "We want to spread the important message that a strong workforce is one inclusive of the skills and talents of all individuals including individuals with disabilities."

Finding a job was important to David Dillard. The perfect match came along for Dillard folding and building the boxes that carry the pizzas at Papa John's in Kernersville.

Working has helped Dillard improve in his physical abilities and his quality of life. Although he was not expected to walk when he was a child, Dillard is now mobile with the assistance of a walker. He struggled with finger dexterity when he started at

"Monarch, and specifically Dr. Peggy Terhune have had a major impact on our family for many years. Because of Peggy's strong advocacy, our daughter is living a full life. She has achieved her dream, works part time at a job that she loves, and gives back to the community with many volunteer hours. She is known by many for her sweet manner and beautiful smile. Dave and I feel so blessed and know without Peggy, things would have been very different. It has been an honor to have been involved with Monarch over these many years and hope they will continue to make significant changes for others."

— **JACKIE MCGOWEN**, parent, former Monarch Board Member and employee





This year, Papa John's in Kernersville celebrated Dillard's 10-year work anniversary. Monarch recognized him on social media and the post received 504 likes, 292+ comments - and reached more than 5,000 people the first week. Papa John's national headquarters also responded to the post to congratulate Dillard on a job well done.

Papa John's, but now averages 200 boxes in two hours. The Dillards said they are grateful for the progress their son has made.

"He's done very well. He's a very outgoing young man," said Connie Dillard, Dillard's mother. "Tasks he's given there he takes seriously. He really enjoys being with other people there and being purposeful."

Like the Dillards, Kimberly Darnell is thankful for her job at Monarch's Vocational Options of Hoke County day program in Raeford, where she works as a developmental specialist supporting people with intellectual and developmental disabilities. She said her job allows her to 'give back'

A severe car accident in 2006 left Darnell with a traumatic brain injury. In 2013, she reached a breaking point and went to the hospital for treatment. Upon discharge, Darnell was referred to Monarch in Lumberton, where she received therapy and job support.

Her health challenges kept her from working for several years, but Darnell got back on her feet thanks to Monarch's Individual Placement and Support (IPS) program. Monarch's IPS program is an evidence-based practice that helps people with mental health conditions find jobs.

Ann Hanna, a Monarch lead employment support professional/IPS team leader, said most people, like Darnell, want jobs. Hanna helped Darnell find work and she is thrilled.

"I really enjoy helping people and having the opportunity to pass on knowledge to help them learn something new... that's very fulfilling to be able to give back," said Darnell. "I also think I will be okay."

"I am proud of her," Hanna said. "Most importantly, she is proud of herself." •

EDITORIAL

Does Your Smartphone Make You Happy?

With a smartphone you can instantaneously connect with people around the world, get minute-by-minute updates, film and stream live videos, send emails and more. With capabilities like these, it's no surprise that smartphones are becoming more popular; but, does your phone make you happy? Many of us have love-hate relationships with our devices.



Smartphones and slot machines are similar because the notifications from both devices are unpredictable and release dopamine, a neurotransmitter that helps regulate the pleasure and reward centers of the brain. While you experience pleasure when dopamine is released, the pleasurable feelings don't last and that leaves you feeling unsatisfied. A surge in dopamine tends to promote a feedback loop of continual searching for your next dopamine fix.

Recent studies and surveys have shown that smartphones can be addictive. You might be addicted if you feel a surge of anxiety or panic when you are separated from your device or if you find yourself constantly checking your phone. The practice of mindfulness is a way to manage stressful situations, including smartphone addiction.

Mindfulness is making a gentle effort to be consciously present with your experiences and thoughts while having the intention to not judge them as being good or bad. Here are some tools to begin this process:

- 1. Have you ever accidently left your phone at home? How did you feel? Many people feel anxious without their phones. Awareness is the first step. Anxiety or even panic knowing there is an unchecked text or email can be quite strong. Instead of giving in to the pull and checking your phone, you can sit with the feelings and become more aware of them.
- 2. Ask yourself these questions:
 - 1) Are you looking for a distraction?
 - 2) Are you feeling bored and the notification is a welcomed activity?
 - 3) What are your thoughts, feelings, and emotions?
 - 4) What do you believe will happen if you don't immediately respond or don't check your phone?

Perhaps you are conditioned to automatically pick up your phone. When these urges arise, again, see if you can just sit with them, investigating with a friendly attention to see what is really going on inside. Try using the following approach:

- Resist checking your phone and ground your attention in the present moment by using the senses. Our senses are doorways into the present moment.
- Try bringing awareness to the points of contact your body is making with the surface beneath you.
- Take a few moments to closely observe the sounds and colors around you. It is also helpful to take a few deep breaths during this process. This can reduce the stress response from resisting the addiction.
- **3.** Also, experiment with turning off notifications by using airplane mode or placing your phone out of sight.
- **4.** Delete your social media applications and log into your accounts. This may be an inconvenience, but perhaps too much convenience is fueling the addiction.

By starting with these small steps, you can change your response which will reduce stress and free up energy and attention so you can be present in your daily life. •





Karen Holst, Ed.D., MSW, LCSW (left); and Jude Johnson, MA, LMFT (right) are licensed therapists and mindfulness experts at Monarch.

EVENTS

Thank you for making the award-winning Support Inclusion Saturday successful

For the second consecutive year, Monarch encouraged people to shop or support the more than 60 businesses, retailers and organizations from the North Carolina mountains to the coast and counties in between that are listed on the Support Inclusion Saturday registry. This year's event was observed on Saturday, March 24 and the movement is to raise awareness and support for these groups that offer inclusive opportunities, especially inclusive hiring practices, for people with intellectual and developmental disabilities.

Similar to initiatives like Small Business Saturday, the goal of Support Inclusion Saturday is to harness our collective power to foster understanding and dispel myths about developmental disabilities, which is why Support Inclusion Saturday happens in March during Developmental Disabilities Awareness Month.

"Encouraging people to support businesses or programs has helped to generate conversations and ultimately will help us to identify and create new volunteer or employment opportunities for people with disabilities," said Monarch President/CEO Dr. Peggy Terhune.

"We want to thank everyone who helped to make the second year of Support Inclusion Saturday successful. We could not have pulled this off without your support and partnership!"

Plus, Support Inclusion Saturday won The Arc of North Carolina's 2018 Chapter Innovation Award, which honors unique and innovative programming within a local chapter.

But the real goal of the effort was to emphasize awareness about the importance of inclusion and how it benefits not only people with disabilities, but everyone involved. Among those businesses is Shabby Chic Consignment Boutique in Weaverville - one of the first partners to join the registry.

Ryan Rotundo, owner/operator of Shabby Chic, said that joining Support Inclusion Saturday was a unique and unprecedented opportunity to bring partners, brands and organizations together working toward the same positive goal. Shabby Chic was started to provide Rotundo's older sister, Nicole, 34, and others with disabilities, with employment opportunities. •



"This is a space where Nicole can feel empowered; it fosters her creative entrepreneurial spirit and her desire to do more," explained Rotundo. "I want people to understand our business has a siblings' heart at the helm and being the younger sibling, I grew up in an inclusive world. We want to promote inclusion as the standard rather than the exception and we love to see other businesses embrace that concept." — RYAN ROTUNDO

MONARCH TRAILBLAZERS TEAM AGAIN RAISE **FUNDS AND AWARENESS DURING NAMIWALKS 2018**

Some of the members from the Monarch Trailblazer's team take time to pose for a photo during NAMIWalks NC 2018. Monarch staff, people supported, families and friends join NAMI North Carolina's effort to show support, raise awareness and battle stigma associated with mental illness.



MONARCH **EVENTS**

Annual Dreams Take Flight Golf Tournament fundraiser celebrates 10 years benefitting Monarch programs



Pictured (I-r): Tom Stewart and Katie Smitham served as Honorary Tournament Chairs for this year's golf fundraiser.



The winning team, Clint Miller Exterminating.



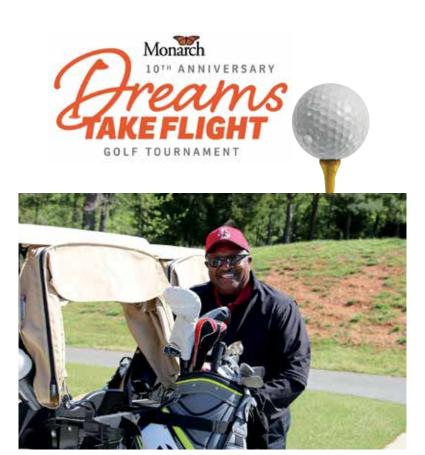
In addition to Monarch's 60th anniversary, there was another company milestone to celebrate this spring. In April, golfers and supporters participated in the 10th Annual Dreams Take Flight Golf Tournament at Tillery Tradition Country Club in Mt. Gilead. For the first time, tournament organizers announced special event guests to commemorate the occasion.

This year's Honorary Tournament Chairs (pictured above left), were Tom Stewart and his niece, Katie Smitham, who attends Monarch's Creative Arts and Community Center (MCACC) in Southern Pines, lives in a Monarch residence and is very active in her community. Stewart is a Lifetime Member of the Professional Golfers Association (PGA) of America, who played in more than 30 countries around the world during his career. He is the owner of Old Sport & Gallery, a shop in Pinehurst that is part gallery, bookshop and memorabilia museum dedicated to the sport. Old Sport & Gallery has received awards and recognition from Golf Digest, Sports Illustrated, Travel & Leisure, Golf Week, The Golf Channel, Fine Living Channel and The New York Times.

The tournament raises approximately \$50,000 each year. The proceeds raised benefit the programs Monarch provides for the people it supports with intellectual and developmental disabilities, mental illness and substance use disorders.

The decade-long fundraiser is also an opportunity for participants, sponsors, volunteers and others to share the mission of Monarch, learn more about how monies raised during the tournament are used and allows Monarch officials to thank participants and volunteers for their support. The tournament has enjoyed longtime support from corporate sponsors and local businesses. First Citizens Bank in Albemarle, joined by a long list of continuing and new supporters, returned this year as the tournament's title sponsor.

To learn more about how you or your organization can get involved in the Dreams Take Flight Golf Tournament or other opportunities to benefit the people that Monarch supports, call (704) 986-1536 or visit MonarchNC.org/donate.







Pictured (I-r): Blake Martin, Anjana Agarwal, Laurie Weaver and Jim Kelley.

MONARCH RECEIVES RECOGNITION AND SUPPORT FROM QUEEN CITY SAHELIS

Monarch recently received a generous contribution of \$7,000 from Queen City Sahelis in Charlotte. The gift will benefit two homes in Richmond County, Monarch's Pence Place Home, a home for children who are medically fragile and have intellectual and developmental disabilities (I/DD) and Mallard Lane Home, a home for adults with I/DD.

The gift comes after Monarch was selected as a beneficiary of the Queen City Sahelis "A Night of Hope" Gala in Charlotte this past February. Blake Martin, executive vice president/chief development officer; Jim Kelley, executive vice president/chief operating officer, Long-Term Services and Supports; and Laurie Weaver, senior director of philanthropy, attended the gala to represent Monarch during this special evening.

Queen City Sahelis is a network of women of South Asian origin, whose mission is to organize charitable events that make a significant impact, locally and/or globally to help those in need. Their mission has included assisting underprivileged and medically-fragile children, women and the elderly. Anjana Agarwal, a registered dietician serving the Pence Place home, is a member of the group and brought Monarch's residential programs to the attention of the group.

"We are so grateful for the support of Queen City Sahelis," said Kelley. "This generous contribution will have an extraordinary impact on the lives of residents at Pence Place and Mallard Lane." •

MONARCH **EVENTS**

MEETING A CRITICAL NEED:

New SECU Youth Crisis
Center, a Monarch
Program, fills an
important behavioral
health need for families
of children in crisis



Imagine being the parent of a child experiencing a mental health crisis. There are too few doctors and too few facilities equipped to handle the needs of these young people and help them on the path to mental wellness.

"As the mother of seven children and foster mom to so many more, we, all of us, are failing our kids," explained Monarch President/CEO Dr. Peggy Terhune, who with her husband Bob has fostered more than 100 children, many of them with mental illness or developmental disabilities. "Two of my adopted children have special needs. Almost all of them came to us after having experienced significant trauma — abuse, neglect, the lasting effects of parents who battled drug and alcohol addictions or who experienced abuse when they were kids. You name it."

Fortunately, the outlook for addressing the mental health needs of children and adolescents in the greater Charlotte region is

improving. Although more services are needed, Terhune said she is encouraged by the opening of the SECU Youth Crisis Center (YCC), a Monarch Program, in Charlotte. At this16-bed, 24-hour facility, 600 young patients a year can be assessed outside of a standard emergency department.

Monarch is helping to fill a void with the opening of its Youth Crisis Center, which treats ages 6-17. The center opened in late December 2017 and is the first of its kind in the state where young patients can stay up to a week while they receive mental health services. The need is real as there are about 26,000 children and adolescents in the Charlotte region with a mental illness. Parents will get help, too. Monarch offers Family Check Up, an evidenced-based program, that prepares families for when their children come home.

The brightly lit hallways, vibrantly painted

walls, cheerful artwork, big soft chairs, stacks of board games on the shelves and big TVs help create the haven for age-appropriate treatment and recovery for Monarch's youngest patients.

To date, the center's 40 healthcare professionals have been instrumental in the care of more than 70 children in the few months since it opened, according to Teresa Gaskin, MSN, BSN, RN, CEN, vice president of operations – Crisis Services at Monarch.

"We have had tremendous success with bringing these children and adolescents into our facility and deescalating the crisis and returning them to their community. The staff of the SECU YCC work diligently to ensure these children and adolescents have the care they need during their short stay and follow up care after discharge," Gaskin added.

Although the center has been open and admitting patients for only a few months, Gaskin

NORTH CAROLINA STATE EMPLOYEES' CREDIT UNION FOUNDATION **CONTRIBUTES \$750,000 TO YOUTH CRISIS CENTER**

On a beautiful, cold January day, 200 community and business partners, including a large delegation from the State Employees' Credit Union (SECU), Monarch staff, elected officials and representatives from the N.C. Department of Health and Human Services, Cardinal Innovations Healthcare and media celebrated the SECU Youth Crisis Center, a Monarch Program, with an open house and ribbon-cutting ceremony.

During the event, SECU Foundation Board Member Michael Clements spoke about SECU members' \$750,000 one-time grant to Monarch for the center. A not-for-profit financial cooperative owned by its members, SECU has been providing employees of the State of North Carolina and their families with consumer financial services for over 80 years.

"SECU members are proud to partner with Monarch for the construction of this Crisis Center," remarked Clements. "Monarch's 60-year history and excellent reputation of helping others has made a tremendous impact in the lives of many individuals and families. The SECU Youth Crisis Center will further strengthen Monarch's capacity to treat and support the healthy recovery of young people experiencing mental health crisis symptoms."

With the opening of the SECU Youth Crisis Center, a Monarch program, young patients will receive age-appropriate inpatient services and treatment locally, including family involvement in each child's treatment process. The 16-bed facility provides separate wings for children ages 6-12 and teens ages 13-17.



SECU board members

"The need for a center of this kind has been dire. This innovative crisis center will serve as a diversion point for children and adolescents away from emergency departments and inpatient hospitalization and is a critical addition to the system of care," said Monarch President and CEO Dr. Peggy Terhune. "This facility and the collaboration of so many amazing partners is an example of the way a community can work together to provide the necessary care for individuals with very complex needs. We are extremely grateful to State Employees' Credit Union members for their support of this project."

In addition to SECU and Cardinal Innovations Healthcare, Monarch also partnered with Red Rock Developments, along with project partners Andujar Construction, general contractor; Tripp Commercial, LLC; and Perkins+Will, architect, to construct the center.



Xavier and his mom, Glorivette Caraballo.

said the staff has already heard from parents who have said the center has positively impacted their children's and, subsequently, their families' lives. Parents like Glorivette Caraballo,

who said she struggled to find answers to her son's Xavier's "disturbing behavior." Caraballo was feeling hopeless before she found the Youth Crisis Center.

"I knew he needed help. I was getting phone calls from school every day, sometimes more than once a day," Caraballo recalled and said she even

took family leave from her job to do research and pursue answers.

Xavier, who recently turned 14, had frequent outbursts of anger and would often destroy property. Caraballo, who has two older teens, realized the behavior was far from normal. Monarch's YCC staff members

witnessed Xavier's episodes firsthand, she said. "They got to see what I was going through so they could see what was needed."

During a seven-day stay at the facility, Xavier finally turned the corner toward a brighter future. He was diagnosed with ADHD and Oppositional Defiant Disorder, and the proper

medication and outpatient therapy are helping him control his behavior.

Since his stay, he has transitioned from an alternative school back to his regular school and has been in no trouble. His grades have improved from Fs to Bs, and he is even taking an honors math class.

"This was exactly what we needed. I feel very good about the service we received from Monarch," Caraballo said. "I am proud of Xavier's accomplishments. We both knew he needed help. He knows this was for him, because I love him and want the best for him and want him to get better."

The SECU Youth Crisis Center, a Monarch program, is accepting referrals. For more information, call (844) 263-0050 or visit www. MonarchNC.org. •

Natasha Suber, vice president, Marketing & Communications, contributed to this article.

MONARCH

MEMORIES & MILESTONES



1960 In the early days, The Arc of Stanly County worked to change the public's perception of children with intellectual and developmental disabilities, educate parents and others regarding the potential of people with I/DD, and to procure services for children and adults who were denied daycare, preschool, education and vocational supports.



1958 The Arc of Stanly County, Inc. is organized by a small group of parents and other concerned citizens. The first President is Mrs. Inez Clayton. The first meeting is held. Allocations were made available for a special needs teacher in city schools. Camp LotsaFun begins with all volunteer staff. Arc members visit homes in county to find individuals with disabilities.

1965 Work programs started. First space leased on Wiscasset Street to house Stanly County Vocational Workshop.



1969 The 5,000-square foot building on Greenwood Street opens as new workshop. Outlet store opens in the workshop.

> Stanly County Vocational Workshop



Camp LotsaFun







1974 Wiscassett donates cash and land to build Greenwood Center Daycare.

Chivington House on Fourth Street opens as the first group home in Albemarle and one of the first in the state.



"Elbert Johns was the first paid Arc of Stanly County director he was phenomenal. He was a visionary, but also very caring. When he learned there was a person on Fourth Street who was terminally ill, he stayed with

the person and took care of him until he died. That is the kind of people we've hired. Over the years, the growth has been phenomenal, especially under Peggy's leadership. In the early days we never thought much about expanding outside of Stanly County, but we always had a great reputation in the state."

STEVE SURRATT, former Board Member and longtime supporter



"In those ten years (1985-1995), the organization was willing to expand, take on services that other providers would not, and to make every effort to bring 'home' anyone in the state DD facilities who sought to live in the

community. More importantly, the organization refused to be provincial in thought, practices or services. As a result, Monarch expanding into a statewide leader of services was facilitated by the vision of the board, Arc members and staff who came together to first form Arc Services and supported the subsequent three executives in its growth."

CONNIE COCHRAN, executive director of Arc Services from August 1985-April 1995



"We started out initially serving children with I/DD and then we had the idea to enroll children without disabilities - and became one of the first centers in the state to mainstream. It was amazing and really special to see to how children would interact and encourage one another."

BONNIE HILLYER served as director of the Greenwood Center, which was respected as one of the best in the state. Hillyer was employed by The Arc of Stanly County/Arc Services from 1976-2001.

MONARCH

MEMORIES & MILESTONES

Governor James Martin reads with a student in The Arc of Stanly County after school program.







1980 New group home opens on East Main Street. The home is the first Arc-HDS Group Home built in NC (rendering pictured above).

1981 ELBERT JOHNS WAS HIRED AS THE ARC OF STANLY COUNTY'S FIRST PAID EXECUTIVE DIRECTOR.

1982 The Arc Store in Badin (pictured above) developed from the partnership between The Arc of Stanly and Alcoa. The store sold Alcoa uniforms and shoes, Alcoa aluminum, at a reduced rate, and housewares and other items.





"There was a great deal of education and advocacy needed prior to bringing North Carolina's first Prader-Willi Syndrome home to Albemarle. Many of us advocated in Raleigh and Washington, D.C. for those with Prader-Willi Syndrome to get it appropriately recognized as a developmental disability, so that funding would be available for desperately needed support. Over the years, I know the program has created the right kind of environment for those living with Prader-Willi. I believe it has certainly saved lives and I'm grateful that Monarch was the provider involved from the very beginning."

PENNY TOWNSEND, parent, advocate and past Monarch Board Member

1985 Arc Services opens Anderson Road group home, first Medicaid waiver group home in North Carolina. CONNIE **COCHRAN WAS HIRED AS ARC OF** STANLY COUNTY'S NEXT EXECUTIVE DIRECTOR.

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1995 DR. PEGGY TERHUNE, HIRED AS ARC OF STANLY **COUNTY'S EXECUTIVE DIRECTOR.** The Arc of Stanly County opens a Prader-Willi Syndrome group home, first in North Carolina, and developed Children's ICF/MR Group Home.



1998 New programs: Community CAP and Respite.

2000 Awarded grant from HUD to develop second Prader-Willi Syndrome group home.

> **2001** Establishes micro-enterprises owned and operated by consumers. Terry's Greenhouse opens.



ANTHONY JOHNSON

- Since December 2007, Johnson has owned and operated Antonio's Snack Bar at the Winston Lake Family YMCA

in Winston-Salem, where he pays rent to operate his small shop and rolling cart.

Monarch helped him to develop a business plan and secure a grant to start his microenterprise.

"Inclusion has always been an important value throughout the history of The Arc of Stanly County/Monarch. Our organization identified opportunities to integrate people into society through employment and various activities that raised awareness and demonstrated advocacy. We were also one of the first in the state to operate a preschool that enrolled children with and without disabilities. Both of my children attended the preschool, where they learned early and were attuned to people with disabilities and recognized and accepted differences in abilities."

Arc Services, Inc.

CINDY JONES, executive vice president/chief financial officer and Monarch employee since 1984.

"The Arc of Stanly County had a statewide impact even then because we became the model organization for employing people with disabilities."

MIKE SNYDER, who followed in his father's footsteps and became involved with The Arc of Stanly County shortly after he graduated from college in 1962. Snyder became president of the Arc board. During his tenure, an addition was added to the existing building on Greenwood Street.

MONARCH

MEMORIES & MILESTONES



2005 Foundations Behavioral Health Center, under the umbrella of Arc Services, opens with two therapists and is the company's first offering of mental health services. Awarded contracts in Sandhills Local Management Entity, Pitt County Local Management Entity, and Neuse Local Management Entity.



"Monarch has always had the value that we want people who live in rural North Carolina to receive the same quality care that people in urban areas have access to. Through our innovative advanced access program and our extensive investment in telemedicine, we have brought access to

high quality specialty mental health services to our most rural counties where it was unavailable before. By leveraging the size of our company and creative partnerships, we have been able to make it easier for people to fill their prescriptions and get their lab work completed easily without ever having to leave our offices. This kind of quick and easy access to ancillary services is critical in helping people get on the road to recovery."

DANIEL BROWN, executive vice president/chief operating officer, Behavioral Health at Monarch

2004 Awarded homes, apartment complexes and vocational centers from Rutherford-Polk Area Authority, Piedmont Area Authority, Centerpoint Human Services, now Cardinal Innovations Healthcare, and Community Based Alternatives, Inc. extending to 15-county service area.



Foundations staff, left to right, are: director Daniel Brown, counselor Bill Lowrance, Hayley Allen, Gina Furr, Brenda Ward, Laura Zygo and Ben Millsap.



"Every time I hear the word Monarch, I think about my son, Bart. Bart was diagnosed [with a mental illness] in 1992. For many years, I lived in constant stress wondering what would happen to him. Then along came Sheri Carter, who is now a director of enhanced services – IPS at Monarch. Bart will never be the Bart that he used to be, but he is doing well thanks to Monarch. I believe the organization gives families hope, because that is what Monarch has given me."

BARBARA KEAN, Ed.D., parent and past Monarch Board Member



"Monarch continuously evaluates both our services and our processes to try to meet the needs of the communities where we provide services. Whether this was providing special

assessments to assist individuals who have been abused, Open or Advanced Access to areas struggling to get individuals in for initial services or creating the state's first Child Facility-Based Crisis program, Monarch strives to recognize and fill those gaps."

BEN MILLSAP, senior vice president/chief clinical officer at Monarch

2006 Assumes services for Piedmont Behavioral Health (PBH), now Cardinal Innovations Healthcare. Foundations expanded to Rowan and Davidson counties.

> **2007** Foundations provides Intensive In-Home services to families, added psychiatrist, and began using telemedicine. Opens first Mental Health Supported Living Low Group Home in the PBH catchment area. Adds four vocational sites in the Southeastern Regional Catchment Area, Bladen, Scotland, Robeson, and Columbus.

To read more **MONARCH MEMORIES** or to submit your own special memory, visit MonarchNC.org/60years.

> **2008** Arc Services changes its name to Monarch. Foundations and all other services come under one name. Opens a home dedicated to moving people out of psychiatric institutions.





"When our family moved from Alabama to Charlotte, we were eager to find a place close to us for our son Brian, who was born totally blind and profoundly deaf, and his disabilities present unique challenges. From our very first meeting with Peggy Terhune and Jim Kelley, we knew Monarch was a place that could accommodate Brian's unique needs. We are grateful for the care that Brian receives at the Myrtlewood Group Home in Mt. Gilead, and because Brian receives exceptional care, close to home, we are able to visit often which is very important to us."

JEFF AND MARIE GASKIN, parents and Jeff is the immediate past chair of the Monarch Board of Directors

"Stanly County and North Carolina are fortunate to have The Arc of Stanly County and Monarch. The organization's rich history and commitment to people with disabilities has been tremendous and their caring employees and determined advocacy efforts are so important to improving the lives of all the people and families they support."

KEVIN GARRISON, The Arc of Stanly County Advisory Committee member, whose father also served on The Arc of Stanly County Board in earlier years.

MEMORIES & MILESTONES

2010 "Beach Club" opened in Dare County. Acquires Pinetree Community Services in Moore, Hoke, Richmond, Anson, Lee, Montgomery and Cumberland counties. (A group outing pictured below.)

Monarch becomes a Critical Access Behavioral Health Agency (CABHA). Selected by Mecklenburg County officials to take over housing and other mental health services previously served by Mecklenburg Open Door. Added Assertive Community Treatment Teams (ACTT) formerly operated by MHA.

2011 Monarch is awarded a mobile crisis team, facility-based crisis, and walk-in clinic including psychiatric medication management services, injection clinic, and crisis assessment services in the Southeastern Regional MH/DD/SAS region. This includes Bladen, Columbus, Robeson, and Scotland counties.

2009 Launches Monarch across North Carolina. Accepts management of three group homes in the Hendersonville area. Opens the first two community-based homes in North Carolina for people coming out of the psychiatric hospital with high needs. Accepts management of five day programs in Chowan, Dare, Tyrrell, Pasquotank and Currituck counties.



"I began volunteering with the Arc in 1987, hosting Friday night activities at a time when Special Olympics was not active in Stanly County. We played bingo, watched movies, bowled and attended baseball games. At that time, The Arc of Stanly County was the only agency I know of that was providing this type of outlet

for individuals with developmental disabilities. I stayed involved, serving on the Board of Directors, and then six years ago became the local coordinator for Special Olympics in Stanly County. I love all my Monarch athletes!"

KATHY C. ODELL (pictured right with Beth Townsend on left), SPHR, SHRM-SCP, Former Arc of Stanly County Board Member and coordinator for Special Olympics in Stanly County



2012 Companions on the Journey (COJ) joins Monarch supporting people with intellectual and developmental

COMPANIONS ON THE JOURNEY

disabilities in Guilford, Forsyth and Randolph Counties (group project pictured below right).

The Monarch Creative Arts and Community Center (MCACC) in Southern Pines opens. The MCACC provides a

new venue for Monarch's day program, that includes a pottery studio and kiln, art and dance studios, fitness space, full kitchen and a conference and meeting room. A public ribboncutting ceremony was held in June 2013 (pictured below left).

Monarch acquires services from the Guilford Center and will continue to operate in the county-owned Bellemeade Center that includes an expansion of services in Guilford County. This acquisition makes Monarch a major provider of mental health services, including outpatient, crisis/emergency and medication management.

The North Carolina Department of Health and Human Services grants Monarch a license to become a Facility-Based Crisis Center.

Monarch expands its mental health services to Nash and Wilson counties. Monarch was chosen by Eastpointe to assume services.

Monarch introduces Open Access, which offers same-day services for people who need a comprehensive clinical assessment, a treatment plan, a psychiatric evaluation, which could

> take weeks or months elsewhere, with prescriptions, if needed, and a referral to the proper level of care.







MONARCH

MEMORIES & MILESTONES

To read more **MONARCH MEMORIES** or to submit your own special memory, visit *MonarchNC.org/60years*.

2013 Monarch expands to become a major provider of outpatient behavioral health services in Columbus, Robeson and Scotland counties.

The agency is awarded a Request for Proposals (RFP) by Wake County to manage the county's current adult outpatient services. This adds five new Monarch outpatient sites in Wake County located in Cary, Fuquay Varina, Raleigh, Wake Forest and Zebulon.

Monarch again expands its services to manage and operate several existing group homes in Johnston County.

Partners Behavioral Health Management (MCO) announces Monarch will deliver behavioral health services to approximately 400 individuals who received support from a previous provider in Gaston County and operated a number of mental health, substance abuse and intellectual disability services including clinics in Gastonia, Lincolnton and Shelby.

Monarch partners with Mental Health First Aid (MHFA) USA to bring an incredible community service to people in our area. Participants will be able to connect individuals demonstrating or exhibiting these signs with appropriate professional care and resources. Monarch offers MHFA training (pictured above) to administrators in Stanly County Schools.





"Matt was 16 months old when we were told that his life wouldn't be typical. The utter defeat at that point was unbearable but there was also an inner drive to do everything possible to make his life be the most it could be. One of my co-workers told me about the Arc of Stanly County. The first call gave me hope that my family wouldn't be in this journey alone. The director of the children programs called me within an hour and began helping connect me with resources for my son. The road has never been easy but every phase of his life since that day has involved The Arc of Stanly County/Monarch. I continue to view The Arc of Stanly County/Monarch as a member of my family."

JEANETTE WILHELM, Monarch advocate and parent, pictured with son Matt

2014 Monarch is named the 2014 Moving Mountains Best Practices Award recipient by the National Alliance for Direct Support Professionals (NADSP) and the Research and Training Center at the University of Minnesota's Institute on Community Integration.

Monarch officials announce an expansion of mental health services in Forsyth County.

Club Horizon, a Psychosocial Rehabilitation (PSR) and a Clubhouse internationally-accredited program, joins

Monarch's current service offerings in the Raleigh area. It will continue to provide a community-oriented and restorative environment for persons living with and in



recovery from severe and persistent mental illness.

Monarch is awarded a RFP in Wake County to expand

an evidence-based practiced called Dialectical

Behavior Therapy (DBT).

Monarch is one of four providers collaborating to offer mental health services at the newly created Lincoln Wellness Center, 311 McBee St., Lincolnton. Managed by Partners Behavioral Health Management (MCO), the location was established to offer a continuum of mental health services for residents of Lincoln County (pictured left).

2015 Monarch is awarded Facility-Based Crisis (FBC)/ Behavioral Health Urgent Care expansion contracts from MCOs managing services in Winston-Salem, Lumberton and Charlotte. The N.C. Division of Mental Health, Developmental Disabilities, and Substance Abuse Services awards statewide grants to help transform the crisis system throughout the state.

Monarch's behavioral health marks 10 years of providing mental health services. The organization started in Stanly County with two therapists and served the first person, a child, during the first two weeks of opening as Foundations Behavioral Services

Monarch relocates its Forsyth Industrial Systems at 650 North Highland Avenue in Winston-Salem to a building directly across the street and to help the program become more community oriented, the site that once housed several programs under one roof, now has separate locations in Winston-Salem. The old building was demolished (pictured below) to make way for a

new mental health complex. A steering committee held meetings to solicit input from families, caregivers and partners to identify community options for the people who participate in the program.





"We are proud to support Monarch as a 60th Anniversary sponsor. We know the direct impact Monarch has on the lives of people with intellectual and developmental disabilities, mental illness and substance use disorders and their families, and we see our sponsorship as an investment in an exceptional organization and its next 60 years of service."

NICOLE GARDNER AND HEATHER SKELTON. Gardner Skelton, PLLC

MEMORIES & MILESTONES

To read more **MONARCH MEMORIES** or to submit your own special memory, visit *MonarchNC.org/60years*.

2016 In August, Monarch achieves Person-Centered Excellence Accreditation with Distinction from the Council on Quality and Leadership (CQL), demonstrating its adherence



to high industry standards and performance measures for continual growth. It is only the fifth company worldwide to achieve this level of accreditation.

Monarch invites Creative Abundance Group, Inc., specialists in experiential programming and community integration for those with developmental differences, to provide inspiration and artistic direction for its day programs. The company is in the process of including arts and community integration at all of its sites to eliminate subminimum wage contracts and move toward alternative community-based programs.









"Service and innovation have defined the path for which The Arc of Stanly County/Monarch was founded. The organization has always been ahead of its time. Early on, families and business leaders worked together to create job opportunities and other quality programs for people with disabilities to enrich their lives. Today, we continue to demonstrate the same level of leadership, perseverance and commitment to serve people with disabilities. Peggy and the dedicated staff embody these qualities. I am extremely proud to be associated with Monarch and believe the pioneering spirit that we were founded upon 60 years ago will help us to further define our bright future."

LEE ALLEN, current Monarch Board Chair

2017 Monarch hosts a ceremony and broke ground (pictured bottom left) on the 11,654-square ft. SECU Youth Crisis Center, a Monarch program, for children ages 6-17 who face a mental health crisis in and around Mecklenburg County. The 16-bed center will provide access to timely, age-appropriate mental health care.



Monarch is selected as the partnering non-profit and will begin offering all support services to enrolled students in Beyond Academics program at The University of North Carolina at Greensboro (UNCG) beginning July 1, 2017. Over the last 10 years, Monarch has offered post-graduation support services for students who graduate from the Beyond Academics Comprehensive Transition Program. There are currently 60 enrolled in the 2017-2018 academic year.

Monarch's Facility-Based Crisis (FBC) program in Lumberton expands from 11 beds to 16. Monarch received more than \$2 million in support from Eastpointe and federal and state funding streams. The Cannon Foundation also contributed to the renovation and expansion of the FBC center.

Monarch announces an expansion of long term residential services in Cabarrus, Rowan and Gaston County by managing services formerly provided by Community Living Concepts.

Monarch earns The Joint Commission Gold Seal of Approval® by demonstrating continuous compliance with the Commission's

performance standards. Monarch voluntarily underwent The Joint Commission's thorough assessment survey from Aug. 7 – 17, 2017 to evaluate its performance standards and commitment to delivering safe, quality care in both its behavioral health facilities and long-term services and support programs statewide.

Monarch opens North Carolina's first 24/7 Youth Crisis Center. The memberfunded State Employees' Credit Union (SECU) Foundation provided a very generous one-time \$750,000 grant.



Monarch earns the Joint Commission Gold Seal of Approval in 2017 led by the company preparation team (I-r): Amy Davis, vice president of Performance Improvement; Kara Froberg, director of Organizational Development; Terri Bernhardt, executive vice president/chief administrative officer; and Angie Bjorklund, director of Accreditation and Infection Control.



"Congratulations to Monarch on celebrating its 60th Anniversary! As a partner and advocate of Monarch's values for many years, Kerr Health shares the same mission...to enrich lives by providing a solid base of resources that will help make the difference in the lives of individuals with intellectual and developmental disabilities, mental illness, and substance use disorders. Our company is proud to share and invest in Monarch's vision to help people pursue their dreams, and we look forward to being a part of this journey for many more years to come."

PHYLLIS PATTERSON, Vice President of Administration, Kerr Health, pictured here with her husband Ken, at Monarch's 10th Anniversary Dreams Take Flight Golf Tournament.

MONARCH

MEMORIES & MILESTONES

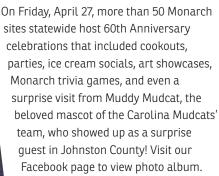


"We want to congratulate Dr. Peggy Terhune and The Arc of Stanly County on reaching a 60-year milestone. We look forward to working with The Arc of Stanly County in their efforts to support individuals with intellectual and developmental disabilities and their families."

JOHN NASH, executive director, The Arc of North Carolina

2018 An official open house event (pictured below) is held on Jan. 31 to celebrate the opening of the SECU Youth Crisis Center, a Monarch Program. Approximately 200 attendees including Monarch staff, community partners, Monarch board members, state and local elected officials, N.C. Department of Health and Human Services representatives, large delegations from the State Employees' Credit Union (SECU) and Cardinal Innovations Healthcare also attended for a much-anticipated crisis center dedication.









To read more **MONARCH MEMORIES** or to submit your own special memory, visit MonarchNC.org/60years.



THANK YOU

We would like to thank sponsors and participants for their continuous support and for Helping Dreams Take Flight.

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