



Reaching Dreams

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

**LESLEY GRAHAM,
A MONARCH PEER SUPPORT
SPECIALIST, USES HER OWN
HEALING JOURNEY TO
PROVIDE HELP AND
HOPE TO OTHERS**

SEE PAGE 8



**MONARCH HAS EARNED THE JOINT
COMMISSION'S GOLD SEAL OF APPROVAL™
SEE PAGE 6**


Monarch

STRAIGHT FROM **PEGGY**



As I write this, I can barely contain my excitement. I am thrilled to share that the long-anticipated accreditation conducted by The Joint Commission (TJC) process has occurred – and I have great news. On Oct. 24, 2017, we received the official confirmation that Monarch earned The Joint

Commission's Gold Seal of Approval®.

Monarch voluntarily experienced TJC's thorough assessment this summer. Over nine days, five surveyors visited more than 100 Monarch sites. Each was rigorously evaluated for compliance with healthcare standards related to care, treatment and services; environment of care; leadership; and screening procedures for the early detection of imminent harm. Rigorous onsite observations and interviews were conducted statewide in our behavioral health facilities and long-term services and support programs. Read more about our accreditation journey on Page 6.

I am extremely pleased to announce that Monarch is among the more than 21,000 organizations worldwide The Joint Commission accredits and continually evaluates for quality health care.

I am so proud of our entire workforce who supported the process and helped to make this accreditation a reality. Our staff stood ready to respond and their commitment was evident to the surveyors. It spoke volumes. Commitment came from staff members like Lesley Graham, a peer support specialist in one of our Wake County behavioral health offices, who uses her recovery experience and passion to help people find hope and their own recovery. See Lesley's story on Page 8.

I must thank our amazing Joint Commission Prep Team, see them on Page 7, who mobilized us and kept us on track. The people we support also played a role! On Page 7, you'll meet Dina Castillo, a person who lives in our residential program, who helped to support the accreditation process. Dina and the nearly 30,000 people we support statewide encourage us every day to do and be our best. This accreditation and the process makes Monarch a stronger, more improved company. I'm so grateful and I can't thank you enough. Working together, we did it!

There is more exciting news to share. On Page 2, you'll learn about the expansion of our 24-hour, inpatient Facility-Based Crisis (FBC) center in Lumberton. With support from Eastpointe LME/MCO, federal and state funding and The Cannon Foundation, Inc., we increased occupancy to 16 beds, the maximum number allowed by the state. We can help more people.

And before this year ends, we will open our Mecklenburg FBC for Children and Adolescents in Charlotte, which will be the first of its kind in the state. We have shared details about this important facility all along and will soon share how it addresses a key need for children and adolescents ages 6-17 who face a mental health crisis.

Since 1958, Monarch has identified effective and innovative ways to support people with disabilities. I am proud of our legacy. Next year, we will commemorate a 60-year milestone and our anniversary theme, "Honoring Our Past, Celebrating Our Future" will reflect Monarch's past, present and future. Be on the lookout for lots of exciting events. Monarch's future is bright and there is lots to celebrate!

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

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

Our Mission

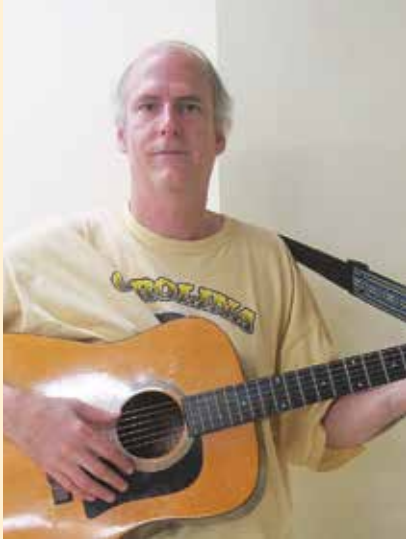
We are committed to supporting, educating, and empowering people with developmental and intellectual disabilities, mental illness, and substance use disorders to choose and achieve what is important to them.

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.

CRAIG CAVANAUGH

uses his passion for music to document his journey and to help others



Craig Cavanaugh inspires others with his recovery and his music.

Craig Cavanaugh, a resident of Monarch's Cauthen Drive home in Rockingham, has dedicated his life to helping others through service and music. Both interests seem to help him cope with Obsessive Compulsive Disorder (OCD).

"My voice is sort of good. I don't have that John McCarthy voice," Cavanaugh chuckles as he describes his sounds as fresh original pop. "I've been writing songs for well over 30 years and I feel like I am good at it."

Now in his 50s, Cavanaugh was in his 20s when he was active in a band with a close friend but eventually moved to Richmond County to focus on his health.

"My OCD very much controlled my life in my 20s. I feel like I am doing better, I am very appreciative to my medicine," he explained. "I feel a lot of relief. The OCD really stressed me out."

Cavanaugh found support at the Richmond Psychosocial Rehabilitation (PSR) program in Rockingham. It was a refuge for him. He got the help he needed including the tools to cope with his disorder and admits that one specific program, the Wellness Recovery Action Plan (WRAP), was especially helpful in his recovery journey.

"We teach WRAP programs, which is a long lesson to learn to mentally take care of oneself," he explained. "To notice when you are getting sick, when your symptoms are coming up and when to realize you need to go get some help."

Cavanaugh used all that he learned to improve his health. Now, he serves as a peer volunteer to help others at the Richmond PSR. He assists with programming and whatever comes up throughout the day. He likes talking to people receiving support at the PSR and enjoys retelling his story hoping it helps others along their journey.

"I felt like I had run my course as a client and I was getting better. I saw myself improving and I thought maybe I could help other people" shared Cavanaugh. "I could maybe inspire other people if they saw how I got better."

Cavanaugh also lends his time at the local Habitat for Humanity, where he pitches in with whatever needs to be done. And while he is happy volunteering at the PSR and with Habitat for Humanity, he is constantly working towards his dream of performing as a musician and sharing the songs he writes with a large audience.

"You could say it's my ultimate fantasy," said Cavanaugh.

Whether it is through his music or his volunteer work, Cavanaugh constantly impacts his community through the power of his storytelling. ●

By Laura Guidry, Community Liaison at Monarch

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Pictured (from l-r): Peggy Terhune, President & CEO, Monarch; Jessica, Charles and Cynthia B.; Sarah Stroud, CEO Eastpointe; Gary Williams, Project Manager, Turner Construction; and Walt Caison Ph.D., Section Chief, Community Mental Health Section for Division of Mental Health, Developmental Disabilities and Substance Abuse Services for the State of North Carolina.

Monarch's Facility-Based Crisis center in Lumberton celebrates expansion, open house

Robeson County man says his family and Monarch's crisis facility helped him find the road to recovery

On Aug. 28, approximately 50 community members, elected officials, representatives from the hospital, social services, school system, and Eastpointe, the region's managed care organization (MCO), gathered at Monarch's Facility-Based Crisis (FBC) center, 207 W. 29th St., Lumberton, for a grand reopening ceremony. The facility was recently renovated and expanded.

The renovated crisis program provides in-patient treatment options for people with mental illness and substance use disorders requiring 24-hour secure and medically supervised care.

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. The facility provides the first step in life-changing treatment for adults who are experiencing a mental health crisis or need non-

hospital substance use and detoxification services – adults like Charles B., a Robeson County resident, who had become unrecognizable, even to himself.

Charles found Monarch's Facility-Based Crisis center in Lumberton when his drinking became excessive, and he started to lose friends, jobs, and the ability to cope with daily life.

"I have a very close family. I could see how I was tearing them apart. I was out of my character and I was completely under the influence of alcohol," Charles admitted. "For years, I was hiding it, or so I thought. I just wanted that drink... I would wake up in the morning and wanted a drink, and I would drink."

This year, he celebrated three years of sobriety and said Monarch's staff provided incredible support and guidance to help him find his road to recovery.

"Everybody (at Monarch) was excellent. They took my recovery to heart and I was confident when I walked through those doors that I would be able to make it," said Charles, who also attends Alcoholics Anonymous (AA) meetings several times weekly at a local church, mentors others who are struggling with substance use, and works a fulltime job he loves. "Now, I take it one day at a time. I wake up each day with the grace of God and I'm clean and sober."

The extensive renovation and expansion of the FBC grew the facility from 11 beds to 16, increasing Monarch's ability to provide services to people in Lumberton and neighboring communities who are struggling with a mental health or substance use crisis. The capital project is a partnership between Monarch and Eastpointe. The facility is designed as an appropriate, time-limited alternative to emergency room visits and hospitalization.

"We are grateful to Eastpointe, The Cannon Foundation and others for their support of this project. The renovation and expansion of this facility will enhance the region's mental health care continuum and allow us to provide critical services as we help people find their road to recovery," Monarch President and CEO Dr. Peggy Terhune told the audience. "We are excited about the impact this additional space will have on our ability to meet the needs of this community and we are thankful for the support we have received."

Monarch also provides outpatient services at 2003 Godwin Ave. in Lumberton and has offices in Laurinburg and Whiteville. The organization provides other services throughout the region including therapy, mobile crisis, supported employment and day programs for people with intellectual and developmental disabilities. For more information about services provided in the region, visit www.MonarchNC.org or call (866) 272-7826. ●

Monarch assumes management of services in Cabarrus, Gaston and Rowan counties formerly operated by Community Living Concepts, Inc.

Monarch announced an expansion of long-term services in Cabarrus, Rowan and Gaston counties. On Sept. 1, the Albemarle-based organization began managing services formerly provided by the Community Living Concepts of North Carolina.

The supervised living and community network services acquired in this transition include homes occupied by 19 residents with intellectual and developmental disabilities (I/DD). The group homes will keep the existing names and simply add Monarch to the moniker. Monarch staff has worked to ensure that people who receive services do not experience a disruption of those services.

In Cabarrus, Rowan, and Gaston counties, Monarch adds these homes to an array of existing services that includes Supported Employment, Peer Support, Intensive In-Home and Assertive Community Treatment Team (ACTT) services and an outpatient office in Gastonia. ●

WE'RE SOCIAL!

Do you like to be informed about legislative affairs that impact the industry and the



people we support? Would you like to know about events, company announcements and activities hosted by Monarch? To stay current on the latest events and updates, to view fun or compelling videos, hear from Monarch experts or see photos of activities conducted by the people we support, volunteers and staff, "Like" or follow one or all of Monarch's social media sites. You'll be glad that you did. ●



The University of North Carolina at Greensboro selects Monarch as partner for Beyond Academics

The University of North Carolina at Greensboro (UNCG) selected Monarch as its community partner of choice to provide support services to students enrolled in the Beyond Academics Comprehensive Transition Program. The new partnership began July 1, 2017. The Integrative Community Studies (ICS) program was the first post-secondary program for students with intellectual and developmental disabilities (I/DD) in North Carolina.

Created by UNCG Vice Chancellor for Research and Engagement Dr. Terri L. Shelton in 2007, Beyond Academics provides a post-secondary education option to students with intellectual and developmental disabilities. Students enrolled in the Beyond Academics program at UNCG receive a four-year certificate of completion in Integrative Community Studies (ICS) from the Office of the Provost. During their certificate work, students engage in civic and social activities which create a comprehensive skill set, preparing the students to become active contributors to the communities in which they live.

“As we enter the next decade of accessible excellence in providing post-secondary education for individuals with I/DD, UNCG is pleased to begin this partnership with Monarch,” said Shelton at UNCG. “The provision of support services for Beyond Academics is an essential part of the academic programming that provides a unique opportunity for students to apply the skills acquired in the certificate program. We can think of no better partner in moving this important initiative forward.”

The partnership will allow Monarch's existing expertise in support services to help students in the ICS program to advance their skills to live independently.

“As a long-time, statewide provider of services for people with disabilities, our staff is both qualified and dedicated to the continuation of this dynamic program,” said Monarch President and CEO Dr. Peggy Terhune, who is a UNCG graduate. “We will continue to assist students with the pursuit of their academic achievements while we also help them to proactively explore their interests outside of the classroom. As we continue support for Beyond Academics in this more expansive role, we remain committed to the successful future of this important program.”

Dr. Karen Diegelmann was hired to serve as the Beyond Academics Postsecondary Education Support Team Leader at Monarch. She has extensive experience managing and providing support services for students with intellectual and developmental disabilities.

There are 62 students currently enrolled in the program. ●



Check out our website

www.MonarchNC.org



You spoke. We listened. More *Reaching Dreams* delivered to you

If you have enjoyed receiving *Reaching Dreams* twice annually, then we've got a treat for you. We launched a digital version of our ever-popular publication this summer, and we are excited about this online edition. Don't fret, we will still produce two printed copies each year, but we plan to provide more great stories, four more times each year in the new digital format.

Following our newsletter survey, you shared your feedback about what you wanted to read and how often you wanted to receive great stories and news updates from Monarch. You spoke. We listened. Thanks to all who responded.

If you would like to receive *Reaching Dreams* and *Reaching Dreams Online*, and aren't currently a subscriber, please visit www.MonarchNC.org, click on the 'Keep in Touch' link at the bottom or top of the Monarch homepage and share your preferred contact information. We will add you to our mailing list. It's that simple. Happy reading! ●

SAVE THE DATE: Monarch's Annual Golf Tournament in Mt. Gilead planned for April 20, 2018

Popular fundraiser celebrates 10 years



Next spring, Monarch will celebrate the 10-year anniversary of its annual golf tournament. The fundraiser will be held on Friday, April 20 and will again be hosted at the Tillery Tradition Country Club, 214 Tradition Drive in Mt. Gilead.

For a decade, the well-attended tournament has drawn together Monarch friends, corporate and community supporters, and families of the people we support in celebration of Monarch's work and in support of the life-changing services Monarch provides statewide to thousands of people.

This year's milestone event will be hosted by Tom Stewart and his niece, Katie Smitham, who will serve as honorary tournament co-chairs. 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. Smitham attends Monarch's Creative Arts and Community Center program in Southern Pines and lives in a Monarch residence.

Tournament registration will open on February 1, 2018. Space fills quickly and tournament organizers encourage players to register early. Corporate and community sponsorships are available at a variety of sponsorship levels.

For more information, please contact Laurie Weaver, Senior Director of Philanthropy, at (704) 986-1536 or Laurie.Weaver@MonarchNC.org. ●

MONARCH RECEIVES

The Joint Commission Gold Seal of Approval®

Everyone's journey toward wellness and recovery begins differently. Compliance with healthcare standards and processes for those journeys are what five Joint Commission surveyors evaluated at more than 100 of Monarch's sites this summer.

After a rigorous, nine-day survey process that involved lots of Monarch staff led by a Joint Commission Preparation Team, Monarch's existing behavioral health sites and long-term services and support group homes and day programs earned the official The Joint Commission Gold Seal of Approval® on October 24, 2017. The seal signifies Monarch's continuous compliance with the Commission's high performance standards and is an important milestone for the people across North Carolina who receive services and support.

"Monarch is thrilled to receive The Joint Commission Gold Seal of Approval® from the premier health care quality improvement and accrediting body in the nation," said Monarch President and CEO Dr. Peggy Terhune, "Staff from across the organization continue to work together to develop and implement approaches and strategies that have the potential to improve care for people we support across North Carolina like Dina Castillo."



As a person supported and a resident of a Monarch home in Sanford, Castillo's entire journey of care at Monarch was reviewed as part of the evaluation process. Using "tracers," the surveyors rigorously reviewed the care, treatment, and services Monarch provides; the environment of care; leadership; and its screening procedures for the early detection of imminent harm. Onsite observations and interviews also were conducted with tracer cases like Castillo's and surveyors commended Monarch for a job well done for several of its homes.

Castillo's journey with Monarch began after her nephew, Rene, who is her legal guardian, became very concerned with her well-being and living arrangements. She was living alone in an apartment in Sanford, and not taking her medications for schizophrenia and seizures as prescribed by her doctors. Looking for a safe place for Castillo to live, the family came to Monarch after a referral. They toured Monarch's Seawell mental health home in Lee County in May 2017, and she officially moved in July.

Castillo's road to recovery had an additional hurdle - she doesn't speak or understand English. Although the Seawell home staff and residents are all primarily English-speaking, the team is going above and beyond to communicate with her to make sure she feels welcome and safe.

"We use Google Translate or the English to Spanish translator app on the house computer, staff's mobile phones and house tablet to communicate with Dina. We recognize that there is a lot of adapting going on for her - especially since she was used to living independently and now lives with five other residents she can barely communicate with," said Monique Whittaker, a Monarch residential manager at Seawell.

"Ensuring Dina feels safe is our top priority and that includes providing the medication management her family was concerned about. This is a good home for her and she is adapting well," said Cheryl Kershaw, a residential team leader at Monarch.

The Joint Commission accredits more than 21,000 organizations worldwide and focuses on continually improving health care by setting the highest standards for healthcare quality throughout the world.

"The entire Joint Commission accreditation journey started over a year ago and will continue to be something we are committed to maintaining so that all persons who receive our services feel safe, know full well that we are dedicated to their recovery and wellness, and that our organization has the highest standards to ensure their journey is a positive one," said Angie Bjorklund, director of accreditation and infection control at Monarch. ●

Written by Nathalie Santa Maria, Communications Manager at Monarch

Stay informed about Monarch's services, news and updates by visiting www.MonarchNC.org



Cheryl Kershaw, Residential Team Leader; Andrea Salters, Behavioral Specialist; Monique Whittaker, Residential Manager and Dina Castillo.



The Monarch Joint Commission Preparation Team (l-r): Amy Davis, Vice President of Performance Improvement; Kara Froberg, Director of Organizational Development; Terri Bernhardt, Executive Vice President and Chief Administrative Officer; and Angie Bjorklund, Director of Accreditation and Infection Control.



PEER SUPPORT ISN'T JUST A JOB, LESLEY GRAHAM CONSIDERS IT A PRIVILEGE


Lesley Graham settles in at her desk in Monarch's Behavioral Health Office in Raleigh. Her office is decorated with similar things you might find in your own workspace; uplifting quotes, artwork and photos of her 16-year-old daughter.

"You can get a shot of Little Boy Blue," Graham said with a laugh. "He's my co-pilot."

Little Boy Blue is a soft, small blue-toned gray elephant she takes along on her nearly 1,200 miles of travel each month across Wake County. He helps her bring comfort to the people she supports and sometimes a good laugh.

"It's to counter-balance," she said. "So much has been taken from so many people and so much was taken from me. Anything to help feel like a kid again and to laugh. I laugh a lot and I love to see other people laugh."

Graham joined Monarch one year ago as a peer support specialist and qualified professional (QP). Her own healing journey began more than 20 years ago when there was no peer support specialist for her to turn to, no support to lean on. She became what she calls an "active survivor," doing the research and taking the necessary steps to clear her own path to healing. It started when she began having persistent thoughts of sexual abuse that she would later discover were flashbacks of the abuse she experienced as a child, but had been deeply buried.





Little Boy Blue is a tool Graham uses to help provide balance. "So much has been taken from so many people and so much was taken from me. Anything to help feel like a kid again and to laugh. I laugh a lot and I love to see other people laugh."



"I was where you are," said Graham. "I'm not there now. That doesn't mean I'm great, it just means I did the work and you can too."

"I didn't have anyone who could look at the whole picture – mentally, physically, emotionally – and help me find options. I truly believe God carried me through and pointed me in the right direction. I could be in a very different place right now. So, when I see people in these circumstances, I believe I'm there by the grace of God. I could be you, you could be me."

She joined a support group made up of survivors of sexual abuse and her interest in working with others who had traumatic experiences like herself grew.

Graham has extensive training, studying early childhood education as an undergrad before earning her master's and doctorate degrees in psychology from Southern California University in 1997. But with all her training and clinical knowledge, Graham, 57, says it's her life experiences that allows her to truly help others reach their goals.

"To me, it's exciting because I have the privilege of going into people's homes and being a cheerleader for them. I get to see butterflies. People transform and gain an understanding of themselves, they grow and transform. It's awesome!" said Graham.

"My heart's passion was to help hurting people. People with addictions, eating disorders, mental health issues and disorders that stem from trauma. It's quite prevalent and results in significant struggles, one being coping and carrying survival mechanisms from childhood to adulthood," said Graham.

For Graham, the results of her own experiences culminated in 2009. She was crumbling beneath a lot of trauma, past and recent, and on Dec. 22 that year, she tried to end her life. She had been struggling with alcoholism and was going through a divorce. Admittedly, she said she drank a lot of alcohol and took bottles of old prescriptions her ex-husband had left behind when he moved out.

"My neighbor, affectionately known to my daughter as 'Miss Lynn,' and I were best friends and we had exchanged house keys years before. She had been very worried about me and had been checking on me. That day, she called multiple times and got no answer. Then she came over and found me unconscious, so she called 911 and I was taken to Rex Hospital."

When Graham arrived in the emergency room her core temperature was 80 degrees and her liver was failing. It took medical staff three attempts to bring Graham back to life. She still remembers waking up and facing the aggravation of her doctor.



Monarch now trains and certifies peer support specialists

Monarch can now train and certify peer supports specialists in North Carolina. This expands the company's ability to develop qualified personnel to work in areas where there may be a shortage of these unique employees.

Peer support specialists are people living in recovery from a mental illness, developmental disability, and/or substance use disorder, who provide support to others so they benefit from their lived experiences. Monarch's Director of Peer Services Brandon Tankersley was selected to attend this certification class led by Cardinal Innovations Healthcare, one of the state's managed care organizations, which now qualifies him to certify other individuals as North Carolina Peer Support Specialists. The North Carolina Psychological Association views peer support as an important component to mental health, developmental disability, and substance use recovery.

"A good peer support specialist has traveled a path similar to the person they serve and fosters hope for recovery by modeling that reality," said Tankersley.

Tankersley completed the certification training class earlier this year, and already has conducted his first 40-hour class. The dates and location of the next certification training class are currently being determined. His personal experiences being a Certified Peer Support Specialist and his experience as a former public school teacher have served him well, as his 20 students have passed their state exam with a score 90 percent or above.

Tankersley will conduct at least two N.C. Certified Peer Support Specialist trainings per year, with classes held in different locations throughout the state. He also will teach Wellness Recovery Action Plan training classes during the year at specific Monarch sites where certified peer support specialists are needed.

"If we are having difficulty hiring a certified peer support specialist in any area of North Carolina, Monarch now has the option that allows me to hold a training class within that area. This will give us the ability to certify and hire a person we support who we feel confident could work as a reliable peer support specialist in any particular catchment area," adds Tankersley.

Individuals may qualify to become certified peer support specialists in North Carolina by meeting the following application criteria:

- Have a minimum of one year demonstrated recovery time from a significant mental health and/or substance use disorder at the date of application.
- Be at least 18 years of age.
- Have attended (face to face in a classroom setting only) and successfully completed a state-approved, 40-hour peer support specialist training curriculum and have submitted a valid certificate from that training.
- Have completed an additional 20 hours of training and have valid certificates verifying attendance and participation. These trainings should complement the type of service/program the individual will be working.
- Have submitted two personal references according to state requirements.

For more information about Monarch's Peer Support Services, please contact Brandon Tankersley at Brandon.Tankersley@MonarchNC.org. ●



"She really is an inspiration. I've seen her take people to support group meetings of different types because she genuinely wants to help people find natural supports. There have been several instances where she did that and the people supported are now regular members and go on their own."
— Scott Seguin

"He said, 'You shouldn't be alive.' He was angry because he tries to save lives and I had tried to just give mine away," said Graham. Still in the hospital, she attended her first Alcoholics Anonymous (AA) meeting there. "I just felt that I had found a place where I could be myself and be okay again. I was acceptable again and people were so nice to me! I couldn't believe it and I cried and cried."

She left the hospital with a clear mind and a purpose for a new beginning. She began working different jobs in retail just to pay her bills. All along she had been thinking about how she could get back to helping others like herself.

"I had never heard of peer support, but I was inclined to visit Monarch a few years ago, and I really felt that this could be the name for what I want to do. I found out that you needed to be certified, how to get certified and I did everything I could to get myself ready for the course and exam. Then last year I got certified and applied at Monarch and they very kindly accepted me," said Graham.

Though Graham has clinical training, she relies on her own life struggles and victories as a peer support specialist. One of the qualifications to become a peer support specialist is to have at least one year of recovery in some area and/or a mental health issue. Graham has been sober now for almost eight years. As a peer, she can relate and share her experiences with the people Monarch supports.

"I work shoulder to shoulder with people. I try to help them identify what's happening with them and help them find resources. I go to hospitals with people, I take them to food banks, shelters and I help them find housing and all the things they need. If they're struggling with addiction, I'll take them to an AA meeting or Narcotics Anonymous (NA) meeting if they want to go," said Graham.

Graham empowers those she supports to look at their own strengths and weaknesses, identify what their goals are, and helps them find what they need to achieve them, build their self-esteem, self-care and encourage them to make healthy choices. This work is known as a Person-Centered Plan (PCP).

“She [Graham] just has such a great impact and her people stick with her. I think that’s a credit to the quality of the work she does,” said Scott Seguin, practice administrator at Monarch. “She really is an inspiration. I’ve seen her take people to support group meetings of different types because she genuinely wants to help people find natural supports. There have been several instances where she did that and the people supported are now regular members and go on their own.”

Both Seguin and Graham have seen people under her care grow and learn to take responsibility for themselves and feel productive, going from hopeless to hopeful. One person whose name could not be shared for confidentiality reasons, had a few diagnoses that she now better understands and has connected them to the trauma she experienced as a girl.

“She has a lot of sexual abuse in her background and she never felt normal. She discovered, partly through me helping her find resources, that there are many survivors of sexual abuse. She came to me and said, ‘I’m normal.’ So, now her chaos has an explanation and she’s been able to view herself differently. She’s not a black sheep. She’s a survivor who has experienced trauma and her choices and behaviors were only a result of that,” said Graham.

Graham truly believes her job is to become obsolete, providing hope in the meantime. Her goal is to help others learn to live as independently as possible and gain the life skills they need so that she is no longer needed.

“But as long as I am, I will walk beside you. If you’re sitting in a sinking boat and you’re bailing the boat, I will jump in the boat and bail with you and talk to you and figure out, how did we get in the boat?” “I was where you are,” said Graham. “I’m not there now. That doesn’t mean I’m great, it just means I did the work and you can too.”

For more information about Peer Support Services at Monarch, please call (866) 272-7826. ●

By Sarah Pisciueneri, Senior Communications Specialist





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Luke and Julia Staley
Darryl and Natasha Suber
The Country Club of Whispering Pines
VFW - Post 2514 Ladies Auxiliary
Mary Wennen
Norwood and Kristin Williams
Mark Wilson
Zooland Civitan Club
David and Colleen Zoubek

\$1000 TO \$2499

Dr. Sharyn Comeau
Dona I. Hill, Inc.
Nicole Gardner
Terri Kern
Moore County Community Foundation
Morgan Stanley
Bob and Dr. Peggy Terhune
United Way of Stanly County
William Knight Russell Family
Foundation

\$2500 TO \$4999

Jeff and Marie Gaskin
Winston-Salem Transit Authority

\$5000 TO \$9999

Community Based Alternatives, Inc.
McCarran Law Firm, P.A./Mike and
Kelly McCarran

\$50,000 AND UP


Cone Health Foundation

\$150,000 AND UP

North Carolina Department of Health
and Human Services/Cardinal
Innovations Healthcare
North Carolina Department of
Transportation
The Cannon Foundation, Inc.

Your support changes lives.

THANK YOU.



“ Monarch provides independence for people. Through various programs including employment support and the innovative Smart Home Technology Program, participants receive just enough assistance so that they can excel at challenges they may not have otherwise tried. People have dreams of many types, but Monarch helps the dream of independence take flight, and that is a tremendous blessing. We love that they do it locally in our community.”

Jason & Tanya Oesterreich
Oesterreich Law, PLLC
Concord, NC

WRAP UP 2017 in the best way possible!

As 2017 comes to a close, there's still time to make a difference in the lives of the people we support. By making your tax-deductible gift today, you will ensure that 2018 is a year filled with new opportunities for people with intellectual and developmental disabilities, mental illness and substance use disorders. There are easy ways to give:

- 1.** Safely and securely online at www.monarchnc.org/donate.
- 2.** Mail your gift to Monarch/Attn: Laurie Weaver, 350 Pee Dee Avenue, Albemarle, NC 28001.
- 3.** Call us at (704) 986-1583 to make a gift with your credit card.
- 4.** Include Monarch in your will and estate planning; call (704) 986-1536 for details.

Monarch receives \$150,000 grant from The Cannon Foundation, Inc. to increase mental health crisis services in Lumberton

Monarch has received a \$150,000 grant from The Cannon Foundation to support the renovation and expansion of its Facility-Based Crisis center in Lumberton. The capital project is a partnership between Monarch and Eastpointe, the region's managed care organization, and provides the first step in life-changing treatment for adults who are experiencing a mental health crisis or need non-hospital substance use detoxification services.

The extensive renovation and expansion of the FBC grew the facility from 11 beds to 16, increasing Monarch's capacity to care for those struggling with a mental health crisis.

"We are grateful to The Cannon Foundation for its support of this project. The renovation and expansion of the Lumberton FBC will enhance the region's mental health care continuum and allow us to provide critical services as we help people on their road to recovery," said Monarch CEO Dr. Peggy Terhune. "We are excited about the impact this additional space will have on our ability to meet the needs of this community and we are thankful for The Cannon Foundation's investment in it."

Monarch's Facility-Based Crisis center in Lumberton is located at 207 West 29th Street in Lumberton, adjacent to Southeastern Regional Medical Center.

MONARCH SOCIETY

The Monarch Society helps people pursue their dreams. It is through generous gifts to the Society that Monarch is able to facilitate learning, growth and healing for thousands of people across North Carolina. Monarch supports and empowers individuals helping them exceed expectations and achieve lifelong dreams such as getting a job, living on their own, coping with depression, and getting married. Many families, friends, and community and business leaders choose to contribute to the Monarch Society annually as a tribute to people in their own lives who have inspired them to achieve their dreams.

BUTTERFLY CIRCLE

\$1 to \$999

These contributors believe that everyone deserves the right to pursue their dreams. Members of this Circle make it possible for dreams to take flight by contributing \$1 to \$999 to the Monarch Society.

Kim Allen
AmazonSmile Foundation
Melissa Archer
Margaret Arnold
Pamela Bander
Gary Barattini
Pawnee Barden
Audrey Barringer
Base2NC

Jack and Nancy Jean Bauer
BB&T
Michael Beasley
Les Bernabi
Matt and Adina Blake
Drusella Boone
Robert and Becky Boone
John and Gloria Bowers
Winnie Brown
Kenny and Lynne Cagle
Beatrice Calhoun
Pearl Campbell
Carolina Orthopedics
& Sports Medicine
Caro-San Industries, Inc.
Frank and Carol Carrara
Edgar Carreno
Wayne Cartwright

CCB, Inc.
Cella Ford
Central Carolina Pharmacy Service
Joseph and Katherine Church
Clint Miller Exterminating
Ralph Collins
Concord Properties/Jeff Irvin
Sandra Corr
Courtyard by Marriott - New Bern
Robert and Jean Covington
Steve Cromer
Dale Dennis
Polk and Kathy Dillon
Bob Dofner
Dr. Robert E. Nyberg, DDS, P.A.
Dun Rite Professional Services
Kent Earnhardt
Eastern Dermatology & Pathology

We have a two-step program.
YOU COME HERE. WE HELP YOU.



Anita Emery
Claus and Margret Endrigat
Glen Eyler
Bill Faulkenberry
Gary and Joan Feierstein
First Assembly of God, Inc.
First Health of the Carolinas
Paul Ford
Gordon and Mary Galtere
Michael Gammon
Jeff and Marie Gaskin
Global Data Vault
Guardian Holdings, Inc.
Don and Susan Haines
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Bob and Trina Hamilton
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Rick and Nancy Hartsell
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Bill and Sandy Hendrick
Larry and Brenda Hinson
Hogg Family Trust
Bill Hrabowecy

Derrick Huneycutt
Gloria Hurley
Brian Ingold
Amy Ingram
INTEC Group, Inc.
J. Randall Hunter Attorney at Law
Randy Johnson
John Kaylor
Dr. Barbara Kean
Kellum Law Firm
Kenneth E. Holton, D.D.S.
Tom Kirk-Conrad
Joe Kling
Lamb Foundation of NC, Inc.
Joel and Nikki Laster
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Denise Legendre
Angela Lemons
Jerry and Karen Lewis
John Lockley
Tony and Martha Lowder
Richard Mancuso
Anastassios and Maya Margaronis

Benjamin Marsh
Ed Marshall
Blake and Jamie Martin
McCarran Law Firm, P.A./Mike
and Kelly McCarran
Jim McDevitt
Dave and Jackie McGowen
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Jim and Nancy McNiff
Mid-Atlantic Printers Limited
Diana Mirian
John Mitchell
Peter Moffett
Don and Rachel Morrison
Earlynn Mullins
Edmond and Patricia Murphy
Oesterreich Law, PLLC
Old Sport & Gallery
Kenny Paul
Seth Peoples and Laurie Weaver
Perry Productions
Ronald and Jeannette Persons
Randall and Sandra Phillips



*Pictured (l-r):
Charlotte Dominquez,
behavioral specialist at
Monarch; Jessica, member;
Rebekah B., member;
Anthony S., member;
Krishana H., member;
Ron Tucceri, volunteer;
Jean V., member; and
Ron Blankenship,
behavioral specialist
at Monarch.*

“I originally began volunteering at Club Horizon because I have had members of my immediate family diagnosed with mental illnesses (both are now deceased). When I learned of Club Horizon, I thought a clubhouse like this would have benefitted them greatly. Both were at their best when they had a schedule to keep and meaningful activities. I continue volunteering because of these reasons, and because I have formed wonderful relationships with members and staff, and I really enjoy my time at the clubhouse.”

— Ron Tucceri, a Monarch volunteer at Club Horizon, a psychosocial rehabilitation (PSR) program in Wake County. Club Horizon is accredited by Clubhouse International.

BUTTERFLY CIRCLE, cont.

Matt and Catherine Piwowarski
Jason Plyler
Jeff Plyler
Jamie Pollard
Mike Poole
Carrie Poplin
Jon Rindfleisch
Dr. Harrell and Ivory Roberts
Peggy Roseman
Robert Sager
Tim Schilling
Mary Scott
Albin Sears
Sharp Business Systems/Sharp
Electronics Corporation
Oscar and Elizabeth Shelton
Ed and Lynn Shimpock
Marjorie Silvernail
SimplexGrinnell
Valda Sinclair
Sisco Fire and Safety
(GNB Ventures, LLC)
Raymond Skidmore
Lauramae Smith
Serenity Smith
South Central Oil Company
Hal and Amy Speer
Standard Office Equipment

Stifel, Nicolaus & Company, Inc.
Ross Stokes
Storm Technologies
Tana Stroupe
Sumrell, Sugg, Carmichael,
Hicks & Hart, P.A.
Sun Plaza Car Wash & Lube/R&R
Auto Systems
The Law Offices of Oliver
& Cheek, PLLC
Eddie and Rosemary Thomas
Barbara Tompkins
Tyson & Brabble, LLC/Chuck
and Jeannie Tyson
Uwharrie Bank
George Venet
VSC Fire & Security
Louise Warnimont
Rayna Welch
Ed Wiens
Fritz Wiesendanger
Betty Wilhelm
Williams, Scarborough,
Smith, Gray LLP
Ardella Wilson
Craig Wood
George Zaytoun
Zaytoun and Raines Construction

DREAM MAKER CIRCLE

These Circle supporters are committed to underwriting the dreams of the people we support. Getting married, going on a vacation, or putting on a pilot's suit for a day is a dream come true for someone. The Circle members recognize these dreams by contributing \$1,000 to \$2,499 annually to the Monarch Society.

A Big Idea Group
Clegg's Termite and Pest Control
CNP Technologies, LLC
Davidson, Holland, Whitesell
& Company, PLLC
Enterprise Rendering/Carroll Braun
David and Teresa Gaskin
Guardian Pharmacy Eastern, Inc./
Southern Pharmacy Services
George and Sylvia Hancock
Key Benefit Administrators
LeeBurt Properties, Inc./Lee
and Mary Burt Allen
Shelly Morgan
Philadelphia Insurance Companies
Steve and Suzanne Surratt
Synergy Coverage Solutions, LLC

Your Support Changes Lives

Over the past year, generous contributions from donors across North Carolina and beyond changed the lives of the people Monarch supports. Here are just a few ways your gifts made an impact:

- Installation of assistive and smart home technology in group homes and apartments.
- Creative arts program supplies.
- Training for Monarch staff to better meet community mental health needs following a natural disaster or traumatic community-wide event.
- Assistance for the people Monarch supports and Monarch staff in the wake of Hurricane Matthew.
- Wellness programming and exercise equipment at Monarch day programs and group homes.
- Support for facility-based mental health crisis services for children, adolescents, and adults.
- Facility improvements at Monarch group homes and day programs.
- Special community-based opportunities for people we support (museum visits, day trips, community festivals).

For more information on any of these projects, contact Senior Director of Philanthropy Laurie Weaver at (704) 986-1536.

THANK YOU



The Echo Group
Jim Thompson
Tripp Commercial, LLC
Michael and Jane Weber
Mary Wennen

STANLY CIRCLE

This Circle honors those who have provided sustaining leadership for Monarch throughout our existence. Much like our founders in Stanly County nearly 60 years ago, these Circle members exhibit unwavering commitment by contributing between \$2,500 and \$4,999 annually to the Monarch Society.

Charter Communications/
Spectrum Enterprise
Enterprise Fleet Management, Inc.
Genoa, A QoL Healthcare
Company
Brian Go and Maya Zumwalt
Jordan Family of Companies
J.T. Russell and Sons, Inc.
Kerr Cares for Kids Foundation/Kerr
Health Long Term Care, LLC
Mark and Janis Lindstrom
Red Rock Developments

FOUNDER'S CIRCLE \$5,000 AND UP

This Circle gives special acknowledgement to those who make a commitment to Monarch with a contribution of \$5,000 or more annually to the Monarch Society. This Circle gives parents, families, and community members the chance to express their full commitment to the mission and vision.

BB&T Insurance Services, Inc.
Bradford and Ruby Barringer
Gardner Skelton, PLLC

\$7,500 AND UP First Citizens

SOCIETY OF 1958

The Society of 1958 recognizes individuals who make Monarch part of their estate plans either through their will or by naming Monarch as the beneficiary of other planned giving opportunities.

Daniel and Christy Brown
Mary Ethel Clayton
Dr. Peggy S. Terhune
Mary Cecelia Wood

ARC OF STANLY COUNTY

Arc of Stanly County donors listed through September 1, 2017. The Arc of Stanly County works to ensure that people with intellectual and/or developmental disabilities in Stanly County have the services and supports they need to grow, develop and live in their own community.

Barbara Arbo
Pawnee Barden
John and Gloria Bowers
Kenny and Lynne Cagle
Jeff and Sandra Chance
Dun Rite Professional Services
Ruby Floyd
Kevin and Dr. Mary Garrison
Felix and Carolyn Hinson
Larry and Brenda Hinson
Angela Kirk
Mike and Gale Kirk
Tony and Martha Lowder
Don and Rachel Morrison
Cynthia Ohlrch
Carrie Poplin
Jean Poplin
Virginia Poplin
Raymond Skidmore
Nancy Smoak
The Arc of the United States
Bob and Dr. Peggy Terhune
Elaine Vincent

Monarch supported the following groups/events in FY2017:

STATEWIDE

NAMI NC
NAMIWalks 2017
NC TIDE
NC Council of Community Programs
Legislative Breakfast on Mental Health
North Carolina Juvenile Services
Association
National Association of Social
Workers NC
Disability Rights North Carolina

REGIONAL

NAMI Wake
Mental Health America of Eastern NC
Greensboro AHEC's Mental
Health Summit
Southern Regional AHEC's
Clinical Update &
Psychopharmacology Review
Northwest AHEC's 9th Annual NC
'One Community in Recovery'
Conference
New Bern Chamber of Commerce
Business Expo
Stanly County Chamber of Commerce
Business Expo
Beyond Academics' Beyond Limits
Gala 2017

TO LEARN MORE ABOUT MONARCH GIVING OR FOR QUESTIONS, PLEASE CONTACT:

Laurie Weaver, Senior Director of Philanthropy,
at Laurie.Weaver@MonarchNC.org
or (704) 986-1536

Adina Blake, Philanthropy Services and
Donor Relations Manager,
at Adina.Blake@MonarchNC.org
or (704) 986-1583



At INTEC Group, our vision is to enhance the human condition. We are fueled by the opportunity to make a positive impact on the lives of our colleagues, our clients, our communities and our world. For our holiday outreach efforts each year, it's important for us to align with organizations that share these values and are also our clients.

Monarch is exactly that organization. Your efforts to better the lives of the people you serve, by giving them the tools they need to be successful, reflect and support our mission. Through Monarch, we are able to help four individuals, who had been flooded out of their homes, by providing them with basic necessities of food and household items. It was a proud moment knowing we played a small part in enhancing their human conditions.

Pictured above: INTEC Group, Charlotte

GIFTS IN KIND

Contributions of goods or services

Lee and Mary Burt Allen
 Mike Allsbrook
 Jimmy and Delores Bailey
 Pamela Bander
 John and Gloria Bowers
 Darlene Boyd
 Cadillac Signs
 CDW Nonprofit
 Odysseus Chamis
 Craven Ag Services
 Roger and Connie Dillard
 First Health Fitness

Bob Flesca
 Food Lion
 Kevin and Dr. Mary Garrison
 Dorothy Godette
 George and Sylvia Hancock
 Joan Harrison
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 Queen City Sahelis
 Mike and Bunny Schoolcraft
 Billy White
 Kimberly Wiles
 Jeff and Jeanette Wilhelm
 Norwood and Kristin Williams
 Wise Book Club
 Wayne Worley

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HONORING OUR PAST.
CELEBRATING OUR FUTURE.

YOU'RE INVITED!

In 2018, Monarch will reach a 60-year milestone. Established in 1958, as a not-for-profit, we will celebrate six decades of providing quality supports and services to the people in our communities.

Please plan to join us as we host many anniversary events and activities all year long.

For details, visit www.MonarchNC.org/60years.

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To make comments regarding services provide by Monarch, please call (800) 342-1598 or contact us online at www.MonarchNC.org/contact-us/feedback.



350 Pee Dee Avenue, Suite 101
Albemarle, NC 28001

www.MonarchNC.org

(866) 272-7826



The Council on Quality and Leadership



MONARCH IS A PROUD RECIPIENT OF THE JOINT COMMISSION GOLD SEAL OF APPROVAL.

The Joint Commission accreditation and certification is recognized nationwide as a symbol of quality that reflects an organization's commitment to meeting certain performance standards. An independent, not-for-profit organization, The Joint Commission accredits and certifies nearly 21,000 healthcare organizations and programs in the United States. It is the nation's oldest, standards-setting and accrediting body in healthcare assisting providers in improving quality through rigorous evaluations.

Thanks to the Monarch preparation team, staff and all who helped to achieve this prestigious accreditation.



For more information or to learn how Monarch provides support, call (866) 272-7826 or visit MonarchNC.org