

# Reaching Dreams

MEET SANDY, ERIK  
AND KRISTINA: READ  
HOW MONARCH'S  
SUPPORT ALONG WITH  
THEIR RESILIENCE,  
DETERMINATION AND  
COURAGE IS HELPING  
THEM THRIVE

## RECIPE *for* SUCCESS

*Life-changing Services  
Support Burnell Gilliam  
in Fulfilling Career Path  
and Independence*

**PAGE 8**

  
Monarch

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

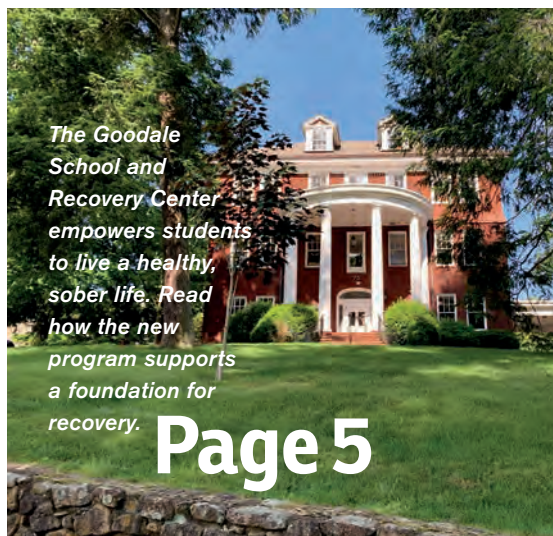


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## STRAIGHT FROM PEGGY



Achieving success and living independently means something different to everyone.

To the people we support, successes in life are measured in many ways – and, ways you and I might not have experienced.

As you receive this issue of *Reaching Dreams*, the season of spring is upon us and so many of us are excited to turn a new page. In this issue, you have the opportunity to read stories from our Monarch family that spotlight people we support turning a new page in their lives. Each, in their own way, exhibits resilience, success and independence.

On page three, take a moment to meet **Erik Greenan**, a resident of our Mallard Lane group home in Rockingham. With the support of our staff, he transitioned smoothly from receiving services at our Pence Place children's home to Mallard Lane. Through the years, our Pence Place staff became his family celebrating childhood milestones. Today, the Mallard Lane staff supports Erik as he begins a new chapter in his life.

On page four, you will be introduced to **Kristina Smith** who remembers vividly the first time she crossed the doorstep of her Monarch supervised living condominium in Guilford County after beginning to heal from mental illness and being without a home for many years. She describes her new home as "priceless" and "breathtaking." Find out how our Long-Term Services and Support team joined together to help Kristina begin her new life.

On page eight, meet **Burnell Gilliam**, a Forsyth County chef who finds joy in cooking for others. Five years ago, Burnell was struggling to overcome a variety of mental health diagnoses and admits she was not in a good place. With the help of the Forsyth Individual Placement and Support staff, today she lives on her own, thriving and working full time at Winston-Salem State University.

Additionally, our newest service, **The Goodale School and Recovery Community** in Asheville helps teen boys struggling with mental health diagnoses and substance use disorder and is highlighted on page five. Find out how **occupational therapy** is being woven into mental health care services at our Certified Community Behavioral Health Clinic (CCHBC) in Albemarle and the SECU Youth Crisis Center, a Monarch service, in Charlotte, on page 10.

These recent additions to our services also have us thinking about the changes that will soon come to North Carolina's Medicaid system and how we, as one of the state's largest providers, may lead the way in providing new services. Monarch recently completed an application to become a Care Management Agency within the state's new Medicaid Tailored Plan. If successful, this means we will be able to provide a higher level of coordinated care for people with severe mental illness, substance use disorders, intellectual and developmental disabilities and traumatic brain injuries across the state.

Our coordinated team approach to whole-person mental and physical health care will be built on successful care management services that we have provided over the past three years at our Certified Community Behavioral Health Clinic (CCBHC) in Stanly County and our experience this year as the selected provider in a Care Management Agency Pilot Project with Alliance Health. As changes take place across the state in the coming year, we are, as always, ready to take the lead in developing new models of care that meet the needs of the people we support.

I hope you enjoy reading this *Reaching Dreams* issue. And, a special thank you to all of our Monarch staff for their resilience in delivering the compassionate care we are known for during the continued pandemic.

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

## Connect with Monarch



**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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## Therapy Helps Sandy DeOliveira Experience **HOPE, COMPASSION AND HEALING**

Sandy DeOliveira remembers vividly that feeling of being alone. "While you are sick, you feel as though you are alone on an island," she described.

In 2018, depression took her to a dark place where she didn't want to be. Her hope was to find someone who could listen and understand what she was experiencing so she could get appropriate help. She threw out a lifeline by calling a suicide helpline three times in as many weeks.

After receiving initial services at Charlotte area agencies, she was referred to Monarch's Mecklenburg Behavioral Health Outpatient office. DeOliveira believes that Monarch has served as the guiding force that brought her back to life.

Today, she is looking forward to the future and reaching goals she has set for herself such as securing her own housing and finding full-time employment – and confident that she is not alone on her journey to heal.

She receives medication that helps keep her post-traumatic stress disorder (PTSD), depression and anxiety at bay and continues to heal from negative relationships in her life. She benefits from one-on-one therapy with her Behavioral Health Therapist Gayle Van Horn, CPSS, LISW, LCSW, as well as the supportive and reassuring shoulders she leans on during group therapy with women who share similar mental health diagnoses and life experiences.

Moving to the Charlotte area from New York in 2014, DeOliveira found it difficult to find employment and worked a series of small



*Sandy DeOliveira, left, meets with Behavioral Health Therapist Gayle Van Horn at the Mecklenburg Behavioral Health Outpatient location.*

jobs. With no family support and trying to end an abusive relationship, DeOliveira said her mental health deteriorated. "My mind was not cooperating," she described.

After being referred to Monarch, DeOliveira began meeting with Desiree Matthews, PMHNP-BC, at the time a behavioral health therapist but now an advanced practice provider - clinical liaison (APP-CL). She then was referred to Van Horn, whom she continues to see for individual and group therapy.

DeOliveira's message to others reluctant to seek mental health assistance is that there is hope and reaching out for help is the first step in healing. "Monarch has saved my life in a way that nobody has been able to — not family or anyone else. I was feeling despondent because I was trying to save myself, by myself."

Van Horn served as a calming presence as DeOliveira began her journey to heal. "She has been a stabilizing voice when my anxiety was overwhelming and my mind

was scattered all over the place," explained DeOliveira.

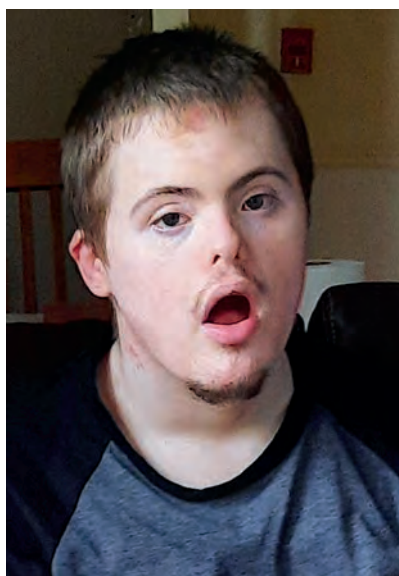
Van Horn sees many positives in group therapy for the people Monarch supports. "People who are going through struggles are helping other people supported. There has been a lot of crisis with depression, anxiety and trauma. And, just to know that you are not alone and be able to express your feelings in an open manner helps other people," she said, describing a key goal of group therapy.

DeOliveira finds solace in being part of the "Overcoming" group therapy. "You find your tribe and you find people to help sustain you in your moments of weakness. You find your tribe and I would say that is worth everything," she said passionately.

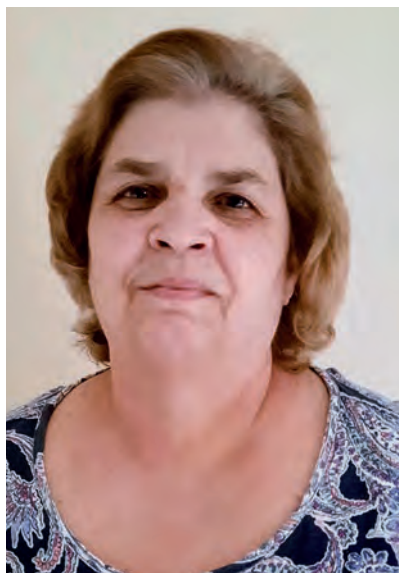
Pushing aside obstacles and concentrating on her future goals helps DeOliveira focus: "Mental illness itself can paralyze you. Ultimately, you have to find the strength within yourself and rely on mental health staff and share with them the intimacies of your life." ●

## HOME SWEET HOME: Erik Greenan Thrives with Love and Support from Monarch Family

*Erik Greenan, a resident of Mallard Lane Center in Rockingham, is fostering his independence and living life as a typical teenager. Erik is thriving through Monarch's long-term services and supports that he receives.*



Greenan



McDonald

About 15 years ago, a family from the United States arrived at an orphanage in the Northern European country of Estonia to adopt a 6-year-old girl.

Once there, the couple made a startling discovery. They realized that the young girl they would soon call their daughter was caring for a 3-year-old boy. The toddler was malnourished and about the size of an 18-month-old child. The child slept in a crate at the foot of the girl's bed. The diaper he was wearing and the blanket he was holding were his only possessions.

The couple knew they could not head back to the United States with their new daughter and leave the young boy behind. The family made the decision to complete the necessary adoption paperwork and bring their daughter and son, Erik Greenan, back to their home in western North Carolina.

After returning, Erik's parents had the best intentions of raising him as part of their family. The family realized when their son was about 5 years old that they could no longer care for him because of self-injuring behavior. They researched options for their son and decided on Monarch's Pence Place, an intermediate care facility (ICF) specializing in care for the most medically fragile young people with intellectual and developmental disabilities and mental health diagnoses.

In 2008, he arrived at Pence Place and where he would call home during his childhood. "This is all he knows and we are all he knows. He's safe. He's happy," says Beth Tyler, RTL, QP, MPA, residential team leader at Pence Place and nearby Mallard Lane Center, an ICF for adults.

Through the years, she has had the privilege to watch Erik, who is diagnosed with Down syndrome, grow and thrive. "He has gone from being a quiet, shy little boy to an independent young man," Tyler reminisces. "He will access

his home, get what he wants, and, if he can't, he will guide you to what he wants and show you. He will help with cleaning his room and the kitchen. He expresses himself now and advocates more for himself instead of being passive."

Erik, who uses a variety of methods to communicate, graduated from Richmond Senior High School and when he was 18, moved from Pence Place to Mallard Lane. Pat McDonald, residential manager at Mallard Lane, has known Erik, now 19, since he first arrived at Pence Place.

At some point during Erik's childhood, his adoptive family returned to their native New York and lost touch. The compassionate Pence Place staff celebrated holidays, birthdays and childhood milestones. "The people we support are family," McDonald says. "You become family. You try not to, but your heart won't let you."

Last year, Erik donned a cap and gown and virtually accepted his high school diploma. He was ready for a new chapter in his life.

Erik visited Mallard Lane periodically before moving in so that he could adjust to his new home. "If we're having something social, we'll have new residents over or they'll do overnight visits," explains McDonald.

McDonald is glad that Erik was able to smoothly transition to an adult group home. "We love it when we are able to keep people we support in the Monarch family," McDonald says. "That's always our goal because we know the level of exceptional care and services that we provide."

During the week, Erik attends the Community Based Alternatives day program in Hamlet, where people with intellectual and developmental disabilities are engaged in various activities and social outings, which also support personal growth and independence. ●

## Finding Her Way: *Kristina Smith's Independence Blossoms with Caring Monarch Team*

Dreaming of a better life and wanting to start fresh, Kristina Smith moved to Charlotte in 2013 from her native Chicago.

She had high hopes and dreams for her future. However, following the move, Smith's life ended up taking a series of unexpected twists and turns.

Fast forward to today, and the 35-year-old mother is making impressive strides overcoming mental health obstacles through Monarch's Supervised Living and Individual Supports under the direction of Cardinal Innovations Healthcare. Smith is embracing newfound confidence and learning the coping skills she needs to continue healing, as well as maintaining sobriety.

Not long after moving to Charlotte, the relationship with her daughter's father ended and he was granted full custody. Smith became homeless with her nights spent moving from one city shelter or church sponsored program to another.

Her connection with Monarch services began in 2013. A city shelter staff member thought she could benefit from receiving mental health assistance and referred her to Monarch's Mecklenburg Behavioral Health clinic in Charlotte. She was diagnosed with bipolar disorder, depression and anxiety. She also has overcome substance use disorders.

Smith began receiving mental health services from Desiree Matthews, PMHNP-BC, a nurse practitioner, who is now an advanced practice provider - clinical liaison, and applying for supported housing options. Monarch staff urged her to be patient because securing supported housing took time. In July 2020, her patience was rewarded. A condominium was available at Monarch's High Point location.

She met Monarch Residential Manager Ericka Little who guided her through visits and screenings before move-in day. Little quickly realized the new resident had few possessions to call her own and adjusting to her new, independent life would prove difficult without at least the necessities.

She brought her Monarch team together to tell them about Smith's situation and seek their assistance.

Little said the Monarch staff and community resource agencies, such as The Arc of High Point, pulled together household essentials that included bed linens, a comforter, shower curtain, clothes,

silverware, dishes, bathroom supplies and towels. Nadine Dorner, Long-Term Services and Supports (LTSS) service manager, donated a bedroom dresser and nightstands. A long list of Monarch's LTSS team, including Little, contributed items to make Smith's house a home.

Little said she is proud of her teammates' compassionate response: "It is part of our mission to help people reach their dreams. We did a lot of networking. To see Kristina smile and be so happy, we are overjoyed."

The two-bedroom condominium is located near a scenic bicycle trail. "It is breathtaking. It shows me how God can bless you with something that is gold. I would never trade it for anything," she commented.

Smith said a large part of her personal growth and success can be attributed to her Direct Support Professional Joanna Watson, in addition to the supportive Monarch staff.

Watson remembers that during their first meetings in 2019, Smith was guarded and found it difficult to trust others after surviving on the streets. "When we began to work together, I had to earn her trust so that I could help her," Watson revealed.

During their weekly visits, the pair spends time talking and working through appropriate reactions in difficult circumstances. They work on life skills such as budgeting. Watson assures Smith she has the skills needed to successfully complete her GED.

Smith is thriving in a place she calls home, establishing a relationship and spending time with her now 7-year-old daughter and is grateful for a support system that is proving to her they won't let her fail. "I am able to work with Monarch and the gracious people and staff who have given me a chance. It is up to me though to continue succeeding," she declared. ●



*Kristina Smith, right, is grateful for Direct Support Professional Joanna Watson's guidance as she thrives in her new High Point residence.*

## The Goodale School and Recovery Community Launches Teaching Sober Living to Teen Boys

Monarch's newest service, The Goodale School and Recovery Community in Asheville, is empowering teenage boys between the ages of 14 – 17 to live a sober life and heal from substance use and co-occurring mental health disorders.

The Goodale staff of recovery and mental health professionals, along with a well-rounded academic team, collaborate to create an individualized recovery and educational program for students. Goodale's Executive Director Sally Burleson, M.S., LCAS, CCS, said this communicative, integrated, multi-faceted team approach is one of several ways their teachers, mentors and clinicians stand apart from other adolescent recovery boarding programs in the country.

### Goodale's Clinical Recovery Components

Burleson explained that Goodale's program incorporates person-centered, evidence-based practices to directly address substance and co-occurring disorders such as anxiety, depression, attention deficit hyperactivity disorder (ADHD), trauma and grief, or gender identity issues. Students most often transfer following a stay in a therapeutic wilderness program, if not arriving from an inpatient rehabilitation program.

"We are a long-term, real-life recovery community that offers longevity of stay that will translate to longer term recovery success," she said of the 10- to 12-month program.

Goodale focuses on five phases of healing and recovery involving the student's family. "We encourage family visits along with scheduled family therapy. We want to see the parents and the child work together on and off campus, and be able to see what has changed in their communication," she said.

The program's phases of recovery are connected to increasing levels of freedoms, such as weekend outings and use of technology devices. "You can be clean and sober and engage in a typical adolescent world and life. That is our hope for them," she commented.



The Goodale School and Recovery Community is named in honor of Robert Goodale, a visionary leader and passionate advocate for substance use disorder and recovery services. The Goodale School is grateful for the partnership, support and guidance of this former Harris Teeter Chief Executive Officer and Deputy Secretary of the North Carolina Department of Commerce.

**"We are a long-term, real-life recovery community that offers longevity of stay that will translate to longer term recovery success."**

— Sally Burleson, executive director

### Healing Through Therapy

When a student first arrives, Clinical Director Jordan Stevenot, M.A., LCMHC, LCAS-A, stressed that Goodale's team is focused on a seamless transition. Group and individual therapy are part of the recovery program and therapists are available for one-on-one check-ins. Multiple family workshops are scheduled throughout the program to support relational healing between students and families.

A concerted effort by all members of the staff offers parents peace of mind when they learn who will be working with their child, Stevenot observed: "Parents learn how involved and integrated our staff is with students. Teachers talking to therapists, mentors talking to the directors – we are all communicating about their son so that we can give them the best and individualized care they need."

### Academic Support for Students

Academic Director Philip Cummings, M.Ed., said the teaching and therapeutic staff



Burleson



Cummings

review the youth's school records and design a personalized course of study based on interests, strengths and learning style.

"We have five to seven in a class with a teacher who knows the students well. We work as a team to make sure our students are successful," he said.

In addition to classroom time, a Goodale student's day includes some form of physical activity, individual or group therapy, and outings and volunteer opportunities within the community.

The Goodale School's academic program offers applicable graduation credits and is accredited by Cognia, a non-profit, non-governmental organization that accredits primary and secondary schools in the U.S. The program is licensed by the North Carolina Department of Health and Human Services and is affiliated with Monarch, which is accredited by The Joint Commission. For more details about Goodale, visit [www.goodaleschool.org](http://www.goodaleschool.org). ●

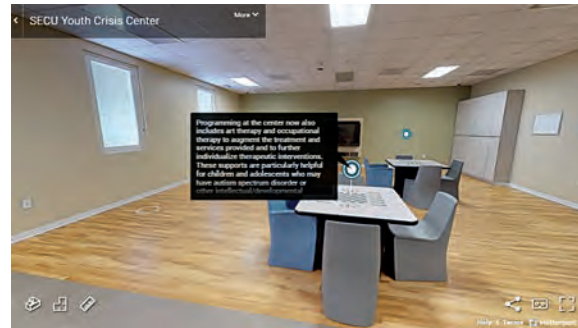
## 3D Monarch Site Tours Offer the Feel of In-Person Visit

Most of us like to pay a visit to locations when making important life decisions such as where to live, attend school or where to work. During an in-person visit, we can determine whether a location meets our needs and if we can picture ourselves there.

When the global pandemic hit in the spring of 2020, many buildings and sites were closed to visitors, travel was suspended and so was the ability for people to visit and tour most of Monarch's sites. To provide a safe, easy-to-access solution, Monarch's Marketing team contracted with More Than Imaging to capture immersive, three-dimensional (3D) scans of several key sites that can be used for virtual tours.

"We are seeing the benefits of having virtual, 3D tours available to referring providers within the community, families and people we support as they are able to view our locations and remain safe," said Senior Community Outreach Manager Yesenia Mueller Howell, MHA, who is coordinating the virtual tour project. "The virtual tours will continue to be an important tool even after the pandemic for people we serve and others who want to see and learn more about our services, programs and residential options."

Similar to the way Google Street View works, the Matterport 3D technology provides views from within the building and allows a visitor to virtually "walk" through the halls and into rooms as they would if



they were at the location in person. It also includes information such as brief descriptions of a room or program, or a link to a Monarch feature or video that the viewer can click on to learn more.

Currently, scans have been completed and virtual open house and tour events have been held for Monarch's Carmel Forest Group Home, the Wake Behavioral Health Urgent Care (BHUC), and the SECU Youth Crisis Center, a Monarch program. Scans for Club Horizon psychosocial rehabilitation program, the Goodale School and Recovery Community and the Certified Community Behavioral Health Clinic (CCBHC) in Stanly County are also underway. ●

## MyPortal: *Important Health Information at Your Fingertips*



Monarch introduced MyPortal, a safe, secure client portal system, encouraging people we support to connect in real time to their personal health records housed in Credible, Monarch's electronic health record.

Lee Fandel, Monarch's vice president of Business Intelligence and Process, refers to MyPortal simply as a "one-stop shop" for people we support to view important information empowering them to engage in their care. People we support can conveniently and securely view and update personal information, pay their Monarch statement, request appointments or medication refills, receive information from their therapist and review treatment plans.

Fandel explained that once people we support establish a MyPortal account through an emailed registration link, their profile can be accessed at the

top of Monarch's homepage under the "MYPORTAL ACCESS" tab. "The system is working quite well with a significant portion of people who receive mental health services through Monarch," Fandel observed, adding that the client portal system is an efficient way to review, confirm or correct profile information.

Monarch teams are continuously monitoring MyPortal to ensure that it is working efficiently, Fandel noted. To request MyPortal registration information, people we support can speak to their therapist or provider, or call the Monarch Call Center at (866) 272-7826. ●



# Making A Move

## Location Changes Offer Monarch Updated Space and Room to Grow

A few Monarch locations are off to a fresh start with a new view and room to grow during 2021.

Club Horizon, a psychosocial rehabilitation program which fosters day-to-day living skills and independence for people with mental illness, moved to 319 Chapanoke Road, Suite 108, in Raleigh, near our Behavioral Health Urgent Care (BHUC) location. The new space features a reception area, a workout space, classroom and conference room.

Club Horizon Program Director Tabatha Moore, LCSWA, LCASA, and the staff are pleased with the bright, spacious offices which include a new media room where daily presentations are scheduled. "We will also be preparing our very own daily news broadcast with members working as reporters and news anchors that will be shown in the afternoon," Moore shared.

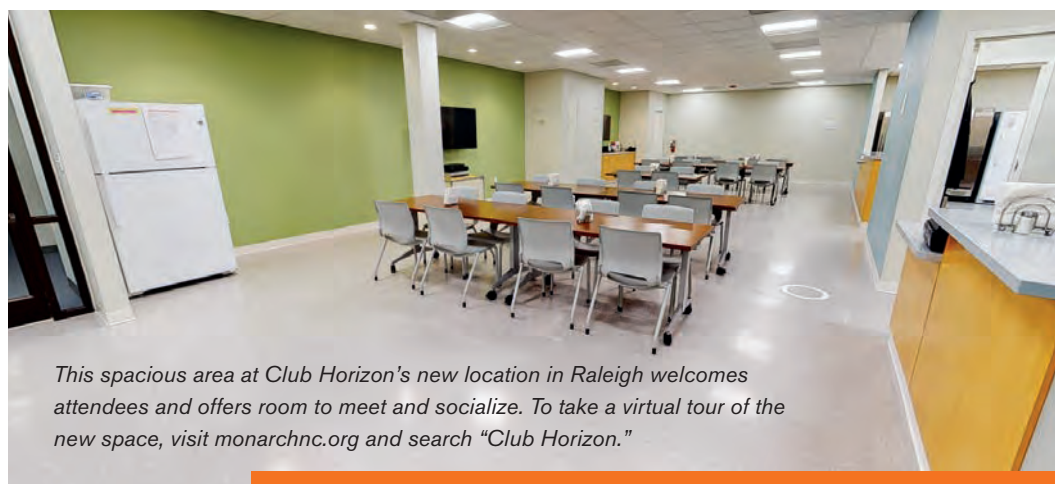
In addition, Monarch's Guilford Behavioral Health Outpatient, currently located on Eugene Street, is scheduled to move in early summer to Signature Place at Friendly Center, 3200 Northline Avenue, Suite 125.

Program Administrator Donna Shavers MSW, QMHP, said staff are looking forward

to the new offices that will house walk-in, open access services, outpatient services, medication management, injection clinic, Assertive Community Treatment (ACT) team, Individual Placement and Support (IPS) employment services and Genoa Healthcare Pharmacy services.

Later in 2021, additional Monarch locations scheduled to relocate include

Cleveland Behavioral Health Outpatient, currently located within the Ollie Harris Behavioral Health Center at 200-3 South Post Road in Shelby, and the Southeastern Industrial Center day program, currently located at 430 Caton Road in Lumberton. Updates will be sent to participants and their families and posted on the Monarch website, [www.MonarchNC.org](http://www.MonarchNC.org), as relocation plans are confirmed. ●



*This spacious area at Club Horizon's new location in Raleigh welcomes attendees and offers room to meet and socialize. To take a virtual tour of the new space, visit [monarchnc.org](http://monarchnc.org) and search "Club Horizon."*

## Monarch Staff Updates Provide New Leadership

Dr. Pamela Reid assumed the role of Executive Vice President / Chief Medical Officer for Monarch on December 1, 2020. Dr. Reid is a board-certified psychiatrist who completed her internship and residency at The University of North Carolina at Chapel Hill and received her medical degree from The University of South Carolina School of Medicine.

She has practiced extensively as a community psychiatrist since 2010 and worked with Monarch since 2013, most recently serving as the associate medical director for Monarch's outpatient behavioral health services in Eastern North Carolina. She brings a wealth of knowledge in outpatient and enhanced services, as well as provider training and supervision.

In late 2020, Laurie Meyer, MBA, joined Monarch as the Vice President for Human Resources, with responsibility for all of the organization's Human Resources functions. Meyer arrived at Monarch from North Dakota, where she previously served as the Chief Human Resources Officer for Anne Carlsen, a statewide provider of behavioral health services to individuals and families similar to Monarch. With more



Reid



Meyer



Waide

than 20 years of professional experience in the Human Resources field, Meyer holds a Master of Business Administration degree from Averett University in Danville, Virginia, and is a member of the Society of Human Resources Management (SHRM).

Vice President for Customer Experience Carrie Waide arrived in March of 2021 to fill a new position aimed at enhancing customer service and improving the customer experience at Monarch. With a background in health care management, Waide will be responsible for Monarch's Call Center, as well as evaluating and improving systems and processes which may affect how satisfied the people we support are with the care they receive. ●

A close-up photograph of a Black woman, Burnell Gilliam, wearing a black chef's hat and a grey chef's jacket. She is smiling warmly at the camera. She is wearing black gloves and holding a white plate of food. The plate contains a large piece of fried chicken, a biscuit, a serving of white rice, and a serving of green beans. The background is a plain, light-colored wall.

*Life-changing  
Services Support  
Burnell Gilliam  
in Fulfilling  
Career Path and  
Independence*

# RECIPE *for* SUCCESS

**B**urnell Gilliam is a chef in the food services department for Winston-Salem State University (WSSU) doing what she loves – making people happy through her talent: “I love it and feel important. Seeing that I can make people feel good with food, makes me feel good. When they smile, that makes me happy.”

Maintaining a job that is fulfilling has not always been the case for Gilliam, 49, who is diagnosed with bipolar disorder, depression, post-traumatic stress disorder and acute stress reaction. Her mental health diagnoses and trauma are likely the result of a difficult childhood prior to entering the foster care system.

Moving to Winston-Salem from Asheville in 2009, Gilliam had received similar mental health support services from a community agency. After arriving in Winston-Salem, she began receiving Monarch services with Behavioral Health Therapist Niah White, MSW, LCSW, and the Individual Placement and Supports (IPS) team in Forsyth County.

With the assistance of mental health and IPS services combined, Gilliam is learning to cope with her mental health diagnoses, successfully living on her own, setting professional goals for herself and overall, thriving in life.

IPS Lead Employment Support Professional Gary Bowen, who began working with Gilliam over two years ago, is thrilled to see her succeed both personally and professionally and talks proudly of her accomplishments. As part of the Forsyth County IPS team, his expertise is job development which means assisting with the job search, application and interview preparation. Gilliam is also supported by Employment Peer Mentor Lisa Hickman, who helps her develop life skills such as establishing a budget, seeking food and utility resources and securing housing.

“She is more receptive now and has matured more in the past six to 12 months than any other time that we have worked with her,” Bowen commented. “She is finally doing what she loves and what she is good at and she is not going to let anyone stop her.”

Gilliam was paired with Bowen when a fellow IPS staff member she was working with left Monarch. She had worked as a catering assistant, dietary aide, personal assistant and held positions in the nursing field, but nothing was interesting enough to keep her motivated to stay. He remembers in the beginning that

Gilliam found it difficult to accept employers’ constructive feedback, quitting a number of jobs soon after being hired.

Since she loved to cook, her church had offered her an opportunity to assist in the kitchen. During one of their meetings, Bowen suggested culinary school. She applied, was accepted into the program and successfully earned a certificate of completion through Second Harvest Food Bank’s three-month culinary study.

As Gilliam was searching for a new role armed with her culinary experience, Bowen connected with a contact through Aramark to search for any food service roles available.

for assistance from members of her faith community at St. Peter’s Church and World Outreach Center in Winston-Salem.

Bowen believes that the “new Burnell” has the skills to cope with whatever life throws her. “The person she is now is a totally different person than five years ago,” he noted.

Bowen believes that Gilliam is an excellent example of how IPS helps people with mental health diagnoses flourish and be part of their community. “Without some kind of help, Burnell would probably still be jumping from job to job. Not only was she able to get the job she has now but she has maintained that job for over a year with no incidents, complaints or write-ups.



The position at WSSU became available and she went through several interviews before being offered the chef position. She is now a chef in the university’s Red Room, where faculty and administration dine.

Gilliam’s passion for her job shines through when she tells of her work experiences, however, she still has “good days and bad days.” Instead of letting frustration affect her job, Gilliam has learned to rely on coping skills such as taking a break or finding a quiet area to use breathing techniques to calm herself.

Gilliam knows she can also rely on the Monarch staff, as well as in her close relationship with a brother and sister. She uses journaling to keep record of how she is feeling from day to day. She takes walks, listening to music. She is grateful

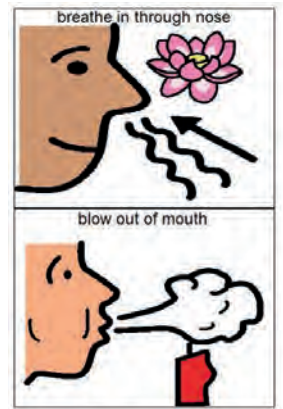
**“She is finally doing what she loves and what she is good at and she is not going to let anyone stop her.”**

– Gary Bowen, Employment Support Professional

She is now able to resolve conflicts on the job in her own way,” he noted.

Her future is looking even brighter as she works toward a supervisory opportunity at WSSU. “To see where I have come from five years ago, it makes me feel blessed. I am very happy where I am today with my mental health, with the way I talk and the way I act. I have come a long way,” Gilliam remarked. ●

# Occupational Therapy Helps Children Succeed in 'Occupation of Life'



*This graphic, reprinted from Early Years Learning, illustrates an example of the Picture Exchange Communication System (PECS), which uses an image to help a child better understand what their therapist is teaching.*

*A child receiving services through the SECU Youth Crisis Center, a Monarch program in Charlotte, completes an occupational therapy exercise that will aid in her recovery.*

Occupational therapy (OT) is traditionally thought of as a treatment for adults who are recovering from illness or injury, but it is also improving the lives of children served by Monarch who are healing from mental illness.

In fact, the American Occupational Therapy Association (AOTA) conducted a 2020 review of 196 articles about youth receiving OT and discovered that “a variety of interventions within the domain of occupational therapy were found to support the development of cognitive, motor, social-emotional and self-care skills.”

Elizabeth Filiaggi, OTR/L, occupational therapist at the SECU Youth Crisis Center (SECU YCC), a Monarch program in Charlotte, says OT can help children and adolescents live their best lives.

“What I like to tell people when it comes to occupational therapy is you have to focus

on the occupation of life, depending on where you are in the timeline of life,” says Filiaggi, who works with young children and teenagers. “You have different things that you want to accomplish during that time frame. Sometimes we are given those tools, sometimes we are not. Occupational therapists are there to help you gain that skill set and live life to the fullest.”

In its simplest terms, occupational therapists help people participate in the things they want and need to do through therapeutic use of everyday activities (occupations), according to the AOTA. Those activities may include self-care routines like getting dressed, writing, or holding and controlling a pencil.

Charley Cross, OTR/L, who serves people we support at Monarch’s Certified Community Behavioral Health Clinic (CCBHC) in Stanly County, says OT is critical to helping both youth and adults reach their fullest potential. Monarch

started incorporating OT into mental health and substance use disorder treatments in 2020 at its CCBHC.

“The short and the sweet of it is being able to find success in anything that you want to do as a part of life,” Cross says. “It ranges from your basic self-care, getting up and getting dressed, to complex things like managing a household, caring for children or parents, or anything like that.”

Filiaggi says the treatment goals for people we serve may vary. The goals for adolescents and teenagers at the YCC usually center around getting the youth out of crisis and back in their homes or linking them with the other resources they might need to be successful.

“When it comes to OT, there’s no actual cookbook,” Filiaggi says, adding that treatment is tailored to fit the patient.

One of the individualized treatments is the use of the Picture Exchange Communication System (PECS), which is images to help a child better understand what their therapist is teaching. For example, a picture (above) illustrating breathing in through the nose and out through the mouth can help a child understand a helpful calming technique. ●

**“What I like to tell people when it comes to occupational therapy is you have to focus on the occupation of life, depending on where you are in the timeline of life.”** – Elizabeth Filiaggi, Occupational Therapist

# SUPPORTING MONARCH

To make a secure, online gift to Monarch, visit [MonarchNC.org/donate](https://MonarchNC.org/donate).

## Southwest Cabarrus Rotary Club Partners to Provide Hope and Healing

After touring the SECU Youth Crisis Center (SECU YCC), a Monarch program in Charlotte, and learning about the critical mental health services provided to children and adolescents ages 6 through 17, John Brady was inspired to help.

He turned to his fellow members of the Southwest Cabarrus Rotary Club, a group that for over 10 years has provided books, clothing and school supplies to students at Wolf Meadow Elementary in Concord, the area's school with the highest percentage of Title I students. When Brady shared Monarch's life-changing work, not only did the Rotary Club launch a GoFundMe campaign that raised \$1,147.01 for the SECU YCC's art therapy program, but Wolf Meadow Elementary joined the club in gifting books to the center.

Monarch's Vice President of Operations, Crisis Services, Todd M. Clark, Ph.D., LCMHC, LCAS, CCS, recognizes the importance of such collaborations. "Without the support of partner organizations like the Southwest Cabarrus Rotary Club, the resources needed to provide a high quality and most effective program for youth with behavioral health challenges could not be realized. The art supplies and books that were donated provide tremendously helpful diversionary activities that drive



Left to right, Monarch's Senior Community Outreach Manager Yesenia Mueller Howell and Vice President of Marketing and Philanthropy Laurie Weaver receive a generous donation from Southwest Cabarrus Rotary Club's member John Brady and Club President David Haywood.

a child to the passions that make their hearts come alive. It is a crucial and impactful part of their recovery," he stated gratefully.

At the same time, the Rotary Club also supported an Eagle Scout candidate who wanted to build a special garden at Wolf Meadow Elementary. It should come as no surprise that one intention of the project was to provide a safe and beautiful home for migrating Monarch butterflies! Many thanks to the Southwest Cabarrus Rotary Club for their ongoing generosity. ●



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By including Monarch in your estate plans, you ensure that life-changing services for the people we support will be available when and where they need them in the future. There are several ways you can give:

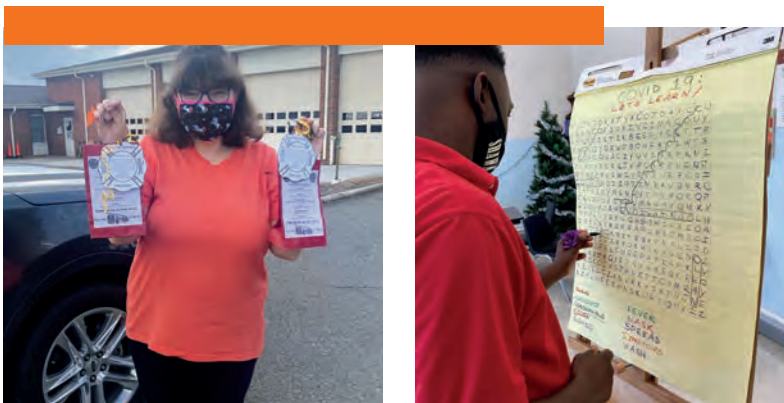
- A bequest via will or trust
- IRA charitable rollover gift
- By naming Monarch as retirement plan beneficiary
- Gift of life insurance

For information on planned giving or to request Monarch's free Estate Planning Guide, visit [MonarchNC.org/donate/giving-to-monarch](https://MonarchNC.org/donate/giving-to-monarch) or contact Laurie Weaver, Vice President of Marketing and Philanthropy, at (704) 986-1536, or [Laurie.Weaver@monarchnc.org](mailto:Laurie.Weaver@monarchnc.org).

## TAKING THE PRIZE!

### Monarch Day Programs & CEO Earn Awards

Monarch was recently honored with three awards. The day programs received the i2i Center for Integrative Health's Connections Challenge Award while President and Chief Executive Officer Dr. Peggy Terhune was awarded North Carolina's highest honor for state service, the Order of the Long Leaf Pine, and the National Conference on Addiction Disorders Champion Award.



### i2i Center for Integrative Health Connections Challenge Award

Monarch's day programs, which serve nearly 600 individuals with intellectual and developmental disabilities each year at 18 locations across the state, collectively received the Connections Challenge Award, recognizing an organization that increased social connectedness during COVID-19.

As stay-at-home and limited gathering orders took effect in the spring of 2020, on-site services at Monarch's day programs were temporarily suspended. "Whenever and wherever possible, we transitioned to providing individual, home-based services, but routines changed dramatically for the people we support and they experienced many emotions with those changes," noted Christy Shaver, BS, MHA, executive vice president and chief operations officer, Long-Term Services and Supports. "From the beginning, our day program staff were keenly aware that a sense of normalcy and connection were even more important during the pandemic. They developed creative ways to help participants engage in daily activities with each other and with program staff."

The Connections Challenge Award was presented to Monarch's day programs during i2i's virtual conference in December 2020 and was accepted by Bob Huber, community engagement team leader at the Monarch Creative Arts and Community Center (MCACC) and program participants, Nicholas Hart and Rachel Burkhart.

"I am so proud of our day program staff who put the people we support first during the pandemic," said Monarch's President and Chief Executive Officer Dr. Peggy Terhune, Ph.D., MBA, OTR/L. "Though the circumstances were challenging, they knew that it was important for people to remain connected to each other and they made that happen." ●

### The Order of the Long Leaf Pine Award and NCAD Champion Award

Monarch President and Chief Executive Officer Dr. Peggy Terhune, Ph.D., MBA, OTR/L, who was nominated by the Monarch Board of Directors, received the Order of the Long Leaf Pine Award for her work with people who have mental illness, intellectual and developmental disabilities and substance use disorders. Notified of the honor over a virtual conference call with other key leadership, she was stunned and humbled upon hearing the news.

The award is issued by North Carolina's governor and is given to individuals who have made significant contributions to the state and their communities through their exemplary service. This summer, Dr. Terhune will celebrate 26 years of service to Monarch.

In 2020, Dr. Terhune also received the National Conference on Addiction Disorders Champion Award for being an agent of continuous improvement and innovation and a proponent of trauma-informed care. She has been a compassionate advocate for individuals with substance use disorders and their families throughout her over 40 years in the mental health field. ●

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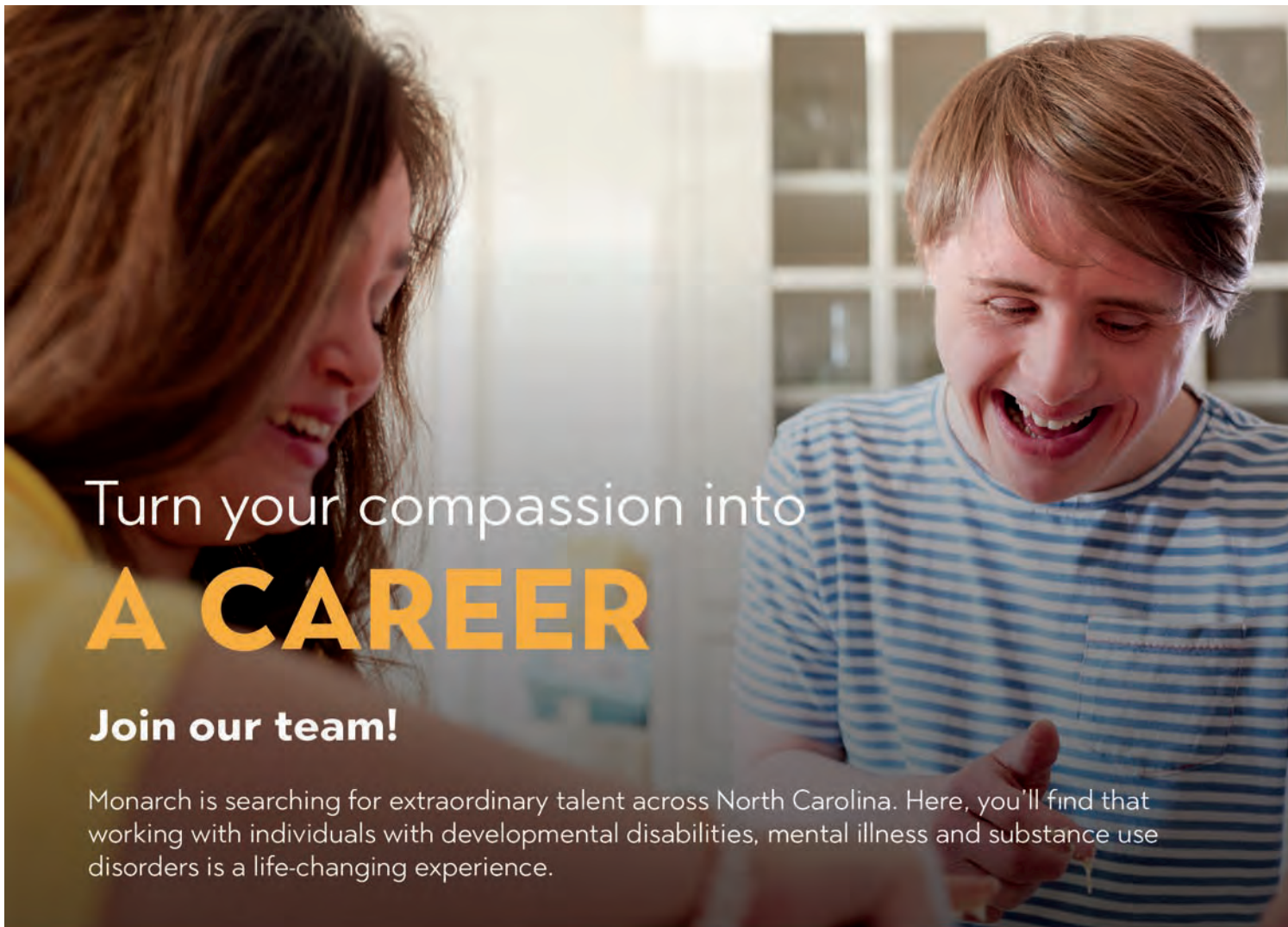
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