



A Celebrity in our Midst!

We want your feedback!

On our website, under contact us, there is a place that you can enter suggestions, comments, or complaints. We respond to them all, but it's the compliments that are the most fun! Recently, we received this email about our wonderful staff!

I have to send words of praise regarding Tina Pfleeger. I made a referral at the request of DSS for a psychological evaluation for a consumer. The bottom line is an attorney apparently "put her under the gun" with limited to complete all the paperwork. Given that a significant amount of work goes into a psychological after the face to face takes place, Tina pulled it off in record time and from what I was told, did an exceptional job as well.

I always look forward to speaking with Tina because she is personable, helpful, willing to go the extra mile, insightful and very astute. I appreciate her so much ... She really is outstanding!...

I want to point out two more outstanding employees with Monarch whom I am blessed to work with at various times - Lora Umberger and Vonda Jenkins. I consistently look forward to speaking with and working with them. Thank you for sending Lora to our high risk team meeting. She is dedicated to the meetings and consumers, shares her knowledge and provides information. I rely on Lora's expertise of Monarch and CS.

Vonda has invaluable knowledge regarding resources in the community, changes in mental health systems and how they impact our consumers, and available services for consumers. She always returns phone calls quickly. She has a great personality and represents Monarch in a very positive light!



Joanne lives at the Hoke St. Group Home. She works one day a week at The Next Chapter, located in downtown New Bern. Recently, a local artist, Jerry Scott, met her and was so impressed with her that he decided to paint her portrait. She was so thrilled and invited all of her friends to see it.

Joanne works on Tuesdays, and this past Tuesday Mr. Scott appeared at The Next Chapter and surprised her with the gift of the portrait. As you can see, she was over the moon! The picture about she and the artist was in yesterday's Sun Journal if you have a chance to still see it – what perfect timing!