

NEWSLETTER

July 2026

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A CARINGHEART
CASE MANAGEMENT, INC.

A series of colorful arches in the rainbow spectrum (red, orange, yellow, green, blue, purple) that frame the central text.

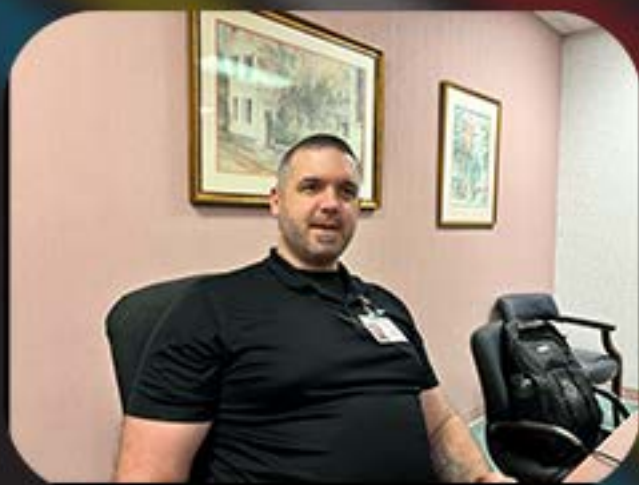
DISABILITY
PRIDE MONTH
— JULY —

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Meet Zak Mitchell, HR Director



ZAK MITCHELL

For five years, Zak Mitchell has been part of the A Caring Heart Case Management team. Although he lives and breathes Human Resources, he didn't start as the HR Director. He began as the office manager in the Jacksonville office. "To this day I still believe that job is the center of gravity that holds together a site," Zak said. "It is a very, very impressive position."

But his bread and butter is HR and after seeing how great his work is, he was told the HR position was opening up. He said he applied and was happy to get the job.

"What we do here at A Caring Heart Case Management is so very important," Zak said. "This program is a wonderful program that is needed in every community we are in. I am glad to be a part of this."

HR CARES

Zak says in any company, there are always big misconceptions about the HR department. "I would say one of the biggest misconceptions is that HR does not care about people, they are the tool of the company, they pay HR to be their lawyers and henchmen and to protect the company," Zak said. "The irony about that is that, in the vast majority of cases, to protect the company is to protect the employee."

HR protects employees' rights, Zak explained. "These are where all the lawsuits are for most companies. Hostile work environments, retaliation, and all of the other things," Zak said. "It is also to protect to make sure employees are productive. To make sure they have a work environment to optimize production."

Many times when the HR person walks in, many people automatically think "I am about to have a bad day," Zak said. But that is not the way he wants employees to feel. He said he uses the good customer service ethos.

First, Zak says whenever there is a complaint, innocent until proven guilty is the rule. "If we don't have innocence until proven otherwise it devolves into whoever gets to complain first is right," Zak explains. "Everybody benefits when there is innocence until proven guilty. It is important that both people feel that is a benefit that will happen, the person who complained and the person the complaint is against. That is our job. That is the manager's job, is to go find the evidence."

MANAGERS AND LEADERS

Managers are an important part of the company, Zak said.

"Management is to ensure the proper outcomes and that those outcomes are being produced efficiently," he explained. "It doesn't do any good if you have the right outcomes, but it takes you six times longer than the average person to get those goals met." He said good managers not only do their administrative duties, they also spend time with the team they are leading.

For Zak, the best managers also have leadership skills as well. He said leaders inspire and motivate their team. "They create coalitions and give spark," he explains. "They help mobilize the team into a coalition. They point the direction the team needs to go in. But every step of the way, you need a manager to get every step going. If we trip and fall all over ourselves, it doesn't matter if we are going in the right direction." Zak says the two jobs can be separate people.

APPLYING FOR A JOB

When a candidate for a job comes to ACHCM, Zak says it is important that the person shows him they can do what they say they can do. There is an audition. "You have to walk the walk," he smiled. "If you say you are great at Excel, well then I am going to show you an Excel and I am going to tell you what to do and see how well you navigate."

He said with AI and Chat GPT a resume will look flawless. Zak reasons any person can get 100 different opinions on what a resume should look like. "The principle is don't have egregious grammar mistakes or misspellings on your resume," he said. "It is inappropriate to consolidate someone down to a spelling error, especially since you may be submitting to multiple jobs and have to tailor your resume to specifics. But anyone should double check their resume before they give it to any HR person."



YOU ARE THE CUSTOMER

Once a person is on the staff at ACHCM, Zak says they become a customer for the whole HR department. "We want everybody to know HR is here," he said. "This team is going to be orderly, principled, and we are going to be talking with employees and management to keep the highest standards."

And there are five people who make up the team, specializing in different areas of HR.

There is someone who takes care of the benefits. "People need to be comforted with the fact we have a person who lives with all of the philosophies you could ever want a benefits specialist to live by," he said. "She advocates for employees every single year when it comes to the tough decisions the company has to make about balancing things."

There is another person who does the background checks and does FMLA and worker's compensation cases.

You always need people to advocate for the employees. "We are driven by principle. We are informed by the literature about federal law. And that is what we are going to bring to the company as long as we are here."



July is Disability Pride Month

“The World Works Better With Us”

JULY DISABILITY PRIDE MONTH

Disability Pride Month has been observed every July since 2015, when the 25th anniversary of the signing of the Americans with Disabilities Act was observed. Disability Pride was celebrated for the first time in Boston in 1990, eventually turning into the month-long observance it is today.

The month focuses on inclusion for the disabled in public life, the workplace, healthcare, and transportation.

Not only is the month a celebration of disability culture, but it also serves as a campaign for equal rights, the fight against discrimination, reducing stigma, and establishing that disability is a natural part of human life.

The 2026 Disability Pride Month theme is “The World Works Better With Us.”

For employers, the month provides a way to not only support their disabled employees, but also serves as a reminder to continually improve the work environment’s inclusivity. An inclusive work environment includes:

1. Universal accommodations, including height-adjustable desks, ergonomic keyboards, and automatic meeting transcripts.
2. Flexible workspaces and scheduling.
3. Inclusive communication with digital materials and presentations being accessible to all.
4. Safe environment for discussing what disabled employees need to succeed.
5. Regularly evaluate the physical office space to identify barriers.

Hot Dogs and Ice Cream For July



HOT DOGS AND ICE CREAM

We hope you have been enjoying lots of hot dogs and ice cream all month long, because July is National Hot Dog and Ice Cream Month.

While we think of hot dogs as American fare, two countries lay claim to being the first to introduce hot dogs to the world.

A cook of Nero, Gaius (1st century AD in the Roman Empire), was said to be one of the first to make sausages by putting meat into pig's intestines.

That made its way to Frankfurt, Germany in 1484. The Germans made variations to sausages which became the Frankfurter.

But Vienna claims they were the first to create the "weinerwurst" over 500 years ago.

German immigrants brought their hot dogs and sold them in the United States in the 1860's. However, Nathan Handwerker, a Jewish immigrant from Poland, began selling hot dogs in New York's Coney Island in 1915.

Ice cream has a mystery surrounding its beginnings. A dairy-like confection dessert was believed to be enjoyed as early as 618 - 907 AD. Aristocracy was said to have been the first to eat what is similar to ice cream called sharabt or sherbert.

In 1686, a Sicilian named Francesco Procopio del Contelli sold gelato in his shop.

By the early 1700s, it is said ice cream made its way to America. George Washington, Thomas Jefferson, and Abraham Lincoln were big fans of ice cream.

Today ice cream is one of America's most popular desserts. In fact, 9 percent of all milk production goes to making it.

Have a hot dog and some ice cream this summer.



ACHCM Pictures



Luann Creech, Qualified Professional and Program Director, celebrated the 250th anniversary of the country in real red, white, and blue American fashion.



Tyrell, of our Greenville office, has been working out and has the muscles to show.



CALL TO ACTION

ACHCM Newsletter belongs to you
(consumers, staff, consumer families).

Please feel free to contribute and be seen.

Send us: 

1. Your artwork 
2. A poem you have written 
3. An article expressing your point of view 
4. Pictures of you and special moments 
5. Supervisors - a shout out to an employee who has done a great job. 
6. Your favorite recipe 
7. Your favorite joke 

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Subject: ACHCM Newsletter Submission 

 We love to see you shine. 



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