

# The Peak

*Pinnacle Services and Summit Fiscal Agency Newsletter*

Fall 2013

## Independent Housing Option

### *Program Highlight*

## Inside

### **Annual Performance Review**

As part of our CARF accreditation we provide a review of the services and aspects that highlight what the accreditation is about.

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### **What are employees saying about Pinnacle Services?**

Our employees share what they think about the services Pinnacle provides.

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Pinnacle Services' **Independent Housing Option (IHO)** is one more way in which Pinnacle Services aims to support each individual in achieving their highest potential. Through **IHO** we are equipped to assist individuals in locating safe and affordable housing and to live as independently as possible. These services may also allow clients the ability to apply their Group Residential Housing Funds towards their rent.

IHO works collaboratively with Pinnacle Services' residential, employment, and personal support programs to offer individuals a choice in how they want to live. The flexibility of our services allow us to meet the needs of each individual while encouraging clients to achieve their personal goals.

If you have questions regarding Pinnacle Services' Independent Housing Option, please contact Jamie Fann, Program Administrator, at:

[Jamie.fann@pinnacleservices.org](mailto:Jamie.fann@pinnacleservices.org) or 612-977-3115

A few small steps can make an important difference in safeguarding lives and protecting the environment when disposing of medicines in a safe and environmentally protective manner.



- Follow your medication prescriber's instructions and use all medications as instructed. If you do not use all of your prescribed or over-the-counter medication, you have several options to dispose of unused medicines properly:
  - DO NOT FLUSH unused medications and DO NOT POUR them down a sink or drain.
  - One option you have is to take advantage of state and local collection alternatives in your area, different counties have different rules in how they handle disposal. Numerous counties around the state have permanent drop-boxes managed by local law enforcement agencies.
    - If you live in the Twin Cities, you can visit [RethinkRecycling.com](http://RethinkRecycling.com) for information on local collection sites details.
  - You can safely dispose of your unused and expired medications in your household trash. When discarding medications, ensure you protect children and pets from potentially negative effects.
    - Pour medication into a sealable plastic bag. If medication is a solid (pill, liquid capsule, etc.), add water to dissolve it.
    - Add kitty litter, sawdust, coffee grounds (or any material that mixes with the medication and makes it less appealing to eat) to the plastic bag, seal, and place in trash.
    - Remove and destroy ALL identifying personal information (prescription label) from all medication containers before recycling them or throwing them away.

The U.S. Fish and Wildlife Service, the American Pharmacists Association, and the Pharmaceutical Research and Manufacturers of America via <http://mnsmartdisposal.com>



## When Smoker's Quit. What are the Benefits Over Time?

By:  
The American  
Cancer  
Society

### *These are just a few of the benefits of quitting:*

**20 minutes after quitting:** Your heart rate and blood pressure drop.

**12 hours after quitting:** The carbon monoxide level in your blood drops to normal.

**2 weeks to 3 months after quitting:** Your circulation improves and your lung function increases.

**1 to 9 months after quitting:** Coughing and shortness of breath decrease; cilia (tiny hair-like structures that move mucus out of the lungs) start to regain normal function in the lungs, increasing the ability to handle mucus, clean the lungs, and reduce the risk of infection.

**1 year after quitting:** The excess risk of coronary heart disease is half that of a continuing smoker's.

**5 years after quitting:** Risk of cancer of the mouth, throat, esophagus, and bladder are cut in half. Cervical cancer risk falls to that of a non-smoker. Stroke risk can fall to that of a non-smoker after 2-5 years.

**10 years after quitting:** The risk of dying from lung cancer is about half that of a person who is still smoking. The risk of cancer of the larynx (voice box) and pancreas decreases.

**15 years after quitting:** The risk of coronary heart disease is that of a non-smoker's.

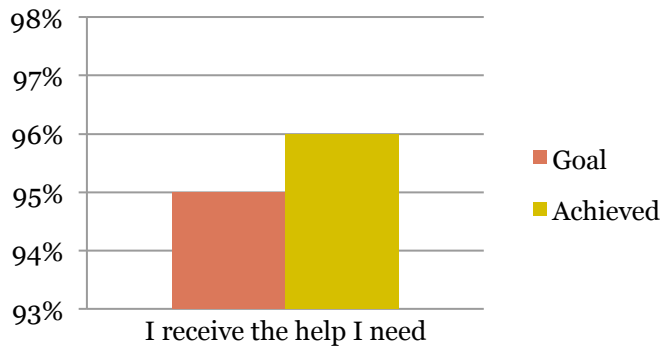
*Quitting smoking lowers the risk of diabetes, lets blood vessels work better, and helps the heart and lungs. Quitting at any age can give back years of life that would be lost by continuing to smoke.*

<http://www.cancer.org/healthy/stayawayfromtobacco/guidetoquittingsmoking/guide-to-quitting-smoking-benefits>

Last Medical Review: 10/04/2012, Last Revised: 09/09/2013

# Annual Performance Review

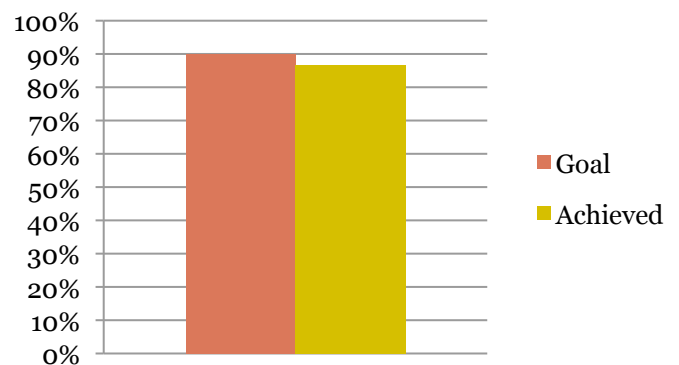
### Satisfaction with Services



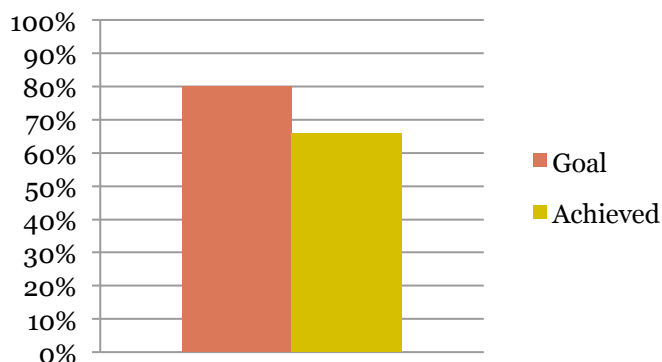
**“Pinnacle” means the highest point of achievement. It is Pinnacle Services’ goal to help the people we serve attain their highest level of achievement. We support consumers and their families in meeting their needs and accomplishing their goals. Here is some data on progress towards achieving our goals.**

In-Home Family Support is a service provided to families and caregivers who have children or adults with developmental disabilities living in their homes or in foster care settings. The primary purpose of this service is to support the consumer as they develop to their fullest potential and achieve the most normal lifestyle possible. Pinnacle Services’ In Home Family Support program helped keep 87% of those served from entering into a formal residential placement setting. This falls just short of our goal of 90%.

### Effectiveness of Family Services



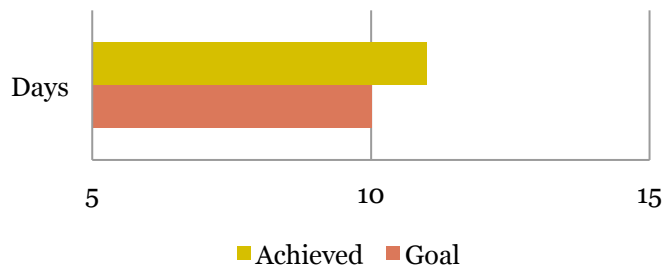
### Efficiency of Family Services



We strive to achieve delivering the maximum level of services available to the consumer while respecting the right of the individual to set the frequency and duration of the staff visits. We measure this through contract utilization and have set a goal of reaching 80%. Pinnacle Services’ In Home Family Support program reached 66% utilization.

continued Annual Performance Review...

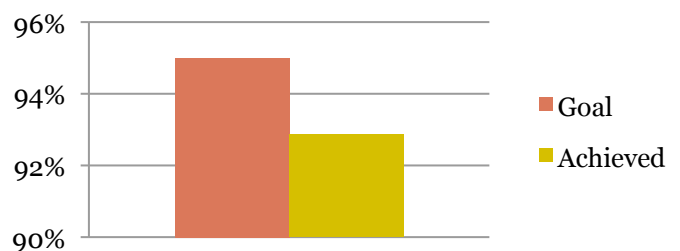
### Service Access to Family Services



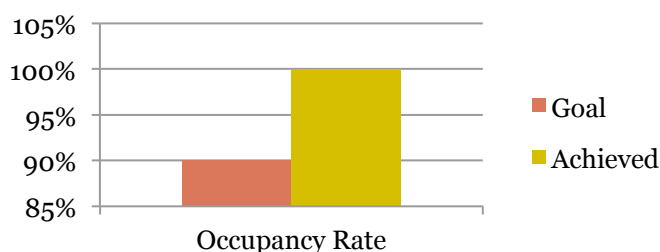
The process to secure funding to access services can be lengthy; we don't want to add to that. It is our goal to begin providing services within 10 days of securing intake documents. Pinnacle Services' In Home Family Support program attained an average of 11 days lead-time. Through continued use of the Service Initiation checklist and other efficiencies built into our referral process we expect to attain this goal.

Supported Living Services are based in residential neighborhoods, usually with four individuals of similar needs and interests living together. We support a living environment that promotes as much independence as possible, within a supervised setting. Pinnacle Services' Supported Living Services program helped keep 93% of those served from entering into a formal residential placement setting. This falls just short of our goal of 95%.

### Effectiveness of Community Housing



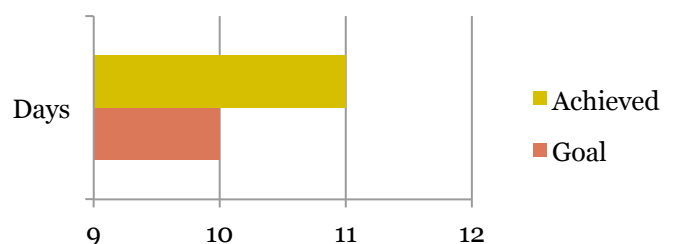
### Efficiency of Community Housing



Supported Living Services is a valuable and needed service to many; we want to meet this need. To do this we measure occupancy through the program. Pinnacle Services' Community Housing exceeded our 90% occupancy goal.

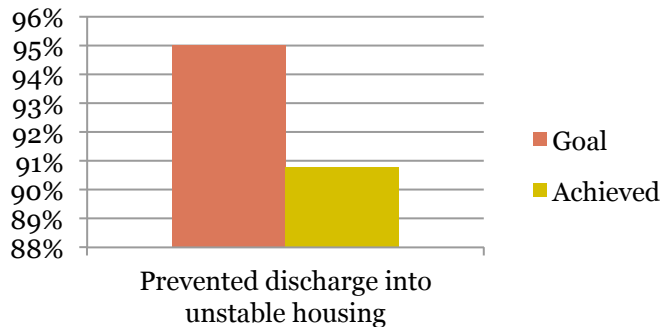
As with all of our programs we want to be as immediately available as possible and strive to begin services within 10 days of completing the intake process.

### Service Access to Community Housing



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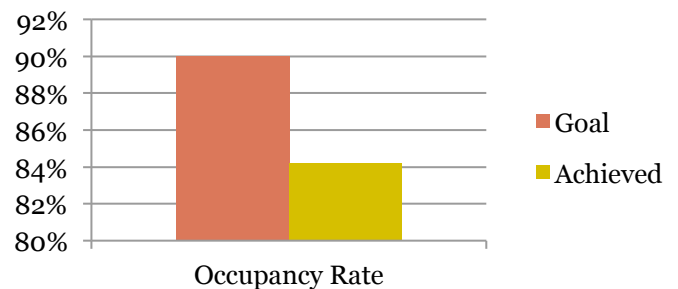
### Effectiveness of Supported Living



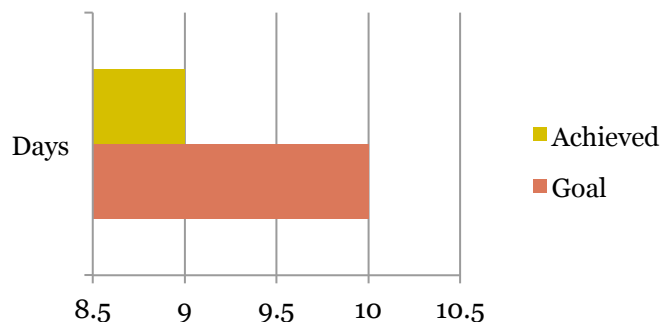
Appropriate housing and housing supports are vital for individuals seeking stability and independence. Housing with Services/Assisted Living balances the presence of on-site staff with the freedom of independent living. Pinnacle Services' Housing with Services/Assisted Living program prevented 91% of those served from discharging into unstable housing. This recognizes the individual's right to discharge from services at will but falls just short of our goal of 95%.

We maintained an occupancy rate of 84% within these programs and are eager to realize our goal of 90% occupancy.

### Efficiency of Supported Living

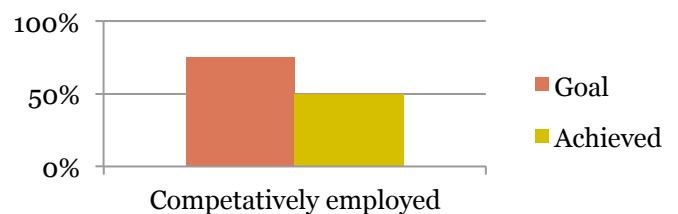


### Service Access to Supported Living



Pinnacle Services' exceeded the 10-day goal to provide access to services and averaged a 9-day lead-time to begin services after securing intake documents.

### Effectiveness of Community Employment Services

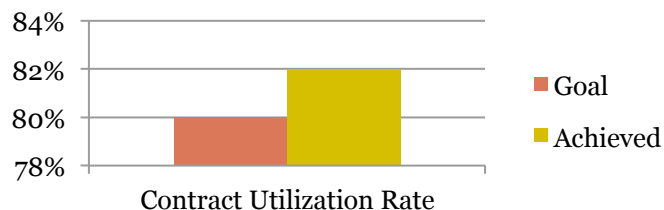


Individuals participating in the Supported Employment Services are capable, dependable and enthusiastic members of the workforce. Our staff works individually with each person in developing a career path. We search cooperatively throughout the community for suitable employment opportunities.



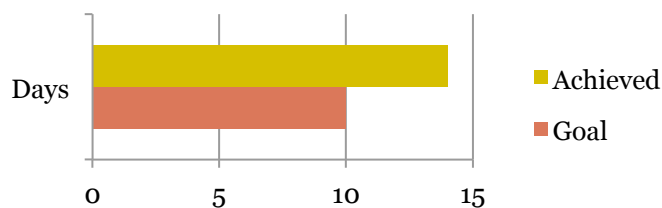
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### Efficiency of Community Employment Services



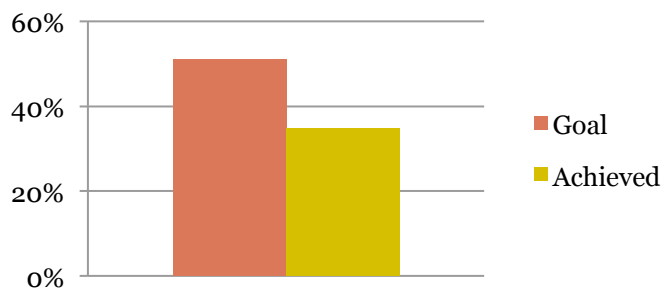
Our services promote independence of the person served and work towards creating natural supports in the community employment setting. We measure this through contract utilization and have set a goal of reaching 80%. Pinnacle Services' In Home Family Support program reached 82% utilization.

### Service Access to Community Employment Services



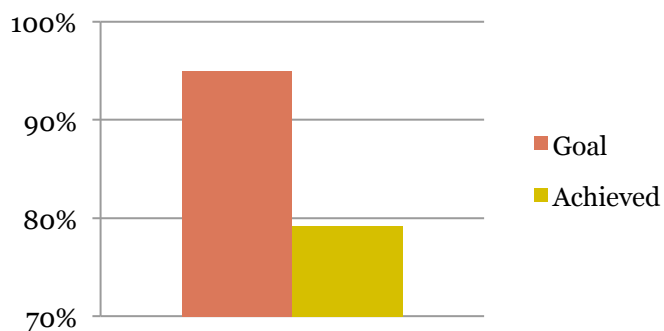
The number of days to access services upon securing intake documents was 14 days, which is longer than we like. New efficiencies within the referral process promise to bring that number closer to our goal.

### Agency Employee Retention

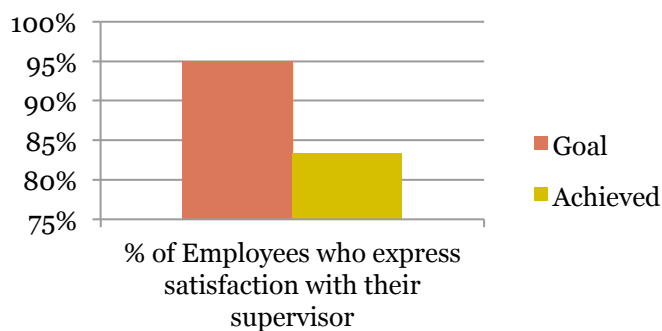


We welcomed a new Human Resources Department in 2013 and these folks immediately went to work strengthening the department. Much as already been accomplished in the department analysis and redesign to reach retention goals.

### Service Access Support through filled available hours



### Human Resources Satisfaction Measure





DOING  
THE MOST  
GOOD<sup>SM</sup>

## Pinnacle Gives Back

Pinnacle Services and Summit Fiscal Agency is glad to support volunteer efforts and giving back to the community.

For the third year in a row, a team of employees will be volunteering with the Salvation Army; assisting families in doing some holiday shopping on December 20<sup>th</sup>.

The Salvation Army as well as many local organizations and non-profits have extra volunteer opportunities over the holidays.

The website Volunteer Match can assist you in finding a volunteer opportunity that matches your interests.



**VolunteerMatch.org**  
Where volunteering begins

## What Are Employees Saying?

### About Pinnacle and our Services...

- We live by our core values at this company; we work hard but also have fun doing so.
- We are a close-knit agency that strives to serve/meet clients where they are. We are not afraid of innovation and find new ways to serve those receiving our services.
- The people you work with are well trained and caring professionals and are there to answer any questions you have.
- Each employee works to provide the best service possible for their clients. The employees work hard to understand the issue that they are faced with daily and they work to come up with the best possible solutions.
- We deliver services designed with the consumer in focus, and exceed the expectations of clients.
- We have exceptional staff. They participate in a lot more training hours each year than most agencies due to CARF requirements. This makes them better qualified and trained on policy and procedure than other agencies.
- We truly work on behalf of our clients to ensure that their needs are being met to the best of our ability.
- Pinnacle's employees are dedicated to services of the highest quality and pay attention to the particular needs of each person. Pinnacle employees are motivated and work hard to ensure needs are being met.
- We make your interests our interests. What is important to you is the center of how we shape a plan that will be satisfying and successful.
- Pinnacle is devoted to giving our clients the best services that we can with the best employees. We work to share information between employees to better serve our clients. We are available to clients and follow through with answers in a timely manner.
- Pinnacle has a great team of employees. Supervisors are knowledgeable and advocate for their employees. Pinnacle strives to make the work environment fun.
- Pinnacle has employees that are passionate about their work and are client focused.

## Pinnacle Introduces:



Elizabeth  
Paulus

Program  
Coordinator

**Please provide a brief paragraph about yourself and your background.**

I was born and raised in southeast WI, but went to college in Eau Claire, WI. I'm a diehard Milwaukee Brewer and Green Bay Packer fan, and can't stand the Vikings (=O). I'm very proud of my ethnicity (Italian and Luxembourg), and that I am second generation on both sides of my family. I'm also very adventurous, competitive, and absolutely love people who can make me laugh at any given moment.

**If you could give the world one piece of advice, what would it be?**

Things truly happen for a reason.

**You are given the opportunity to create and direct a feature film. What would it be about?**

I'm not a movie-kind-of-gal. No clue.

**What's the hardest lesson you've had to learn?** Always follow your instincts.

**What did you want to be when you grew up?** A nurse in the newborn infant room.

**The last movie I saw was...**  
MIB (...and never again).

**It's hard to believe but I have never...**  
liked bacon.

**What talent do you wish you were born with?** I wish I could dance!

**What would we find in your refrigerator right now?** Beer and wine...lots of wine.

**If you could have a \$10K shopping spree to one store, which store would it be and how long would it take to spend it?**

At a grocery store. I never have food. ☹

**What is your least favorite word?**  
The "R" word.

**Do you have a nick-name? If so, what is it and how did you get it.**

Zib or Zip. Long story....

**What was your favorite sitcom growing up?** Full House!

**My life would be complete if...**

I had an endless amount of PTO days to travel the world.

**What's the most spontaneous thing you've ever done?** Skydive!

**If you had to eat one thing for the rest of your life, what would it be?**

Cheese. No Question about it.

**Which super power do you wish you possessed and why?**

The power to never have those I love, die. I'm terrified of losing people.



## Pinnacle Introduces:



Meredith  
Pedroza

Medica Care  
Coordinator

**Please provide a brief paragraph about yourself and your background.**

I got my social work degree from St. Scholastica. I previously worked in adult foster care. You can make up the rest.

**If you could give the world one piece of advice, what would it be?**

Don't be so serious.

**You are given the opportunity to create and direct a feature film. What would it be about?**

The immigration process.

**What's the hardest lesson you've had to learn?**

Growing up is not as fun as I thought it would be.

**What did you want to be when you grew up?**

A homicide detective

**The last movie I saw was...**

Robot and Frank

**What would we find in your refrigerator right now?**

Expired food.

**If you could have a \$10K shopping spree to one store, which store would it be and how long would it take to spend it?**

IKEA, probably not too long.

**What is your least favorite word?**

No

**Do you have a nick-name? If so, what is it and how did you get it.**

Red, my mom calls me that because I have red hair.

**What did you eat for breakfast this morning?**

A donut

**What was your favorite sitcom growing up?**

Home Improvement

**My life would be complete if...**

My husband's family lived in the United States.

**What's the most spontaneous thing you've ever done?**

Summersaulted down the Blue line concourse in Chicago.

**If you had to eat one thing for the rest of your life, what would it be?**

Yummy steak

**Which super power do you wish you possessed and why?**

Supersonic Flying, so I can go anywhere I wanted to and get there fast.

## Pinnacle Introduces:



Leticia Ginter

Registered Nurse

**Please provide a brief paragraph about yourself and your background.**

I grew up on a farm; in small town, with a population of 230. (Two bars & a church type of town). I have 3 brothers & 3 sisters; you can just about imagine the chaos we got into. After graduating high school, I moved to St. Cloud MN, attended college and received my LPN. I attended an accelerated program at Alexandria Tech College for my RN. I moved to Maple Grove in 2009; & prior to starting with Pinnacle Services, I worked in a detox & crisis unit, nursing home; as evening supervisor and in the level 4 correctional facility in Bayport, MN....Oh, the things I have witnessed! I now live in Coon Rapids, and recently engaged to my significant other of 3 years. I keep busy with home improvements, traveling, crafts and planning the wedding of the century!

**If you could give the world one piece of advice, what would it be?**

Life is too short, to sit and match socks.

**You are given the opportunity to create and direct a feature film. What would it be about?**

My childhood!  
I had the best childhood ever & was fortunate enough, to spend it with 6 of my best friends! I honestly don't know how we all survived. We attempted "stunts"; I wouldn't dare do at the age I am now.

**What's the hardest lesson you've had to learn?** You can't help someone, if they are not willing to help themselves.

**What did you want to be when you grew up?** I wanted to be a clay potter, with my own art studio & kiln....a girl can dream ☺

**The last movie I saw was... Can't recall.**  
I'm not a big TV/movie person, would rather be outside or spending time with family & friends.

**If you had an Honesty Room, who would you want to question in there and why?**  
US government. I would like to know; if they were behind the attacks of 911.

**It's hard to believe but I have never...**  
SMOKED cigarettes! When people find that I don't smoke, their response is always..."really?!" I thought you did."

**If you could have a \$10K shopping spree to one store, which store would it be and how long would it take to spend it?**  
Menards (home improvements), couple hours.

**What is your least favorite word?** "Why?"

**Do you have a nick-name? If so, what is it and how did you get it.** The name I go by, "Tish". No one, can properly pronounce Leticia.

**My life would be complete if...**  
I never had to pay a bill again!

**What's the most spontaneous thing you've ever done?** Trip to Hawaii in 2010, went snorkeling & parasailing.

**Which super power do you wish you possessed and why?** To be able to fly! NO traffic, gas prices or road construction to worry about!

## Pinnacle Introduces:



**Steff Pawlina**

Human Resources  
Associate/Trainer

**Please provide a brief paragraph about yourself and your background.**

I was born and raised in Gainesville, Florida (which automatically makes me a diehard Gator fan)! My parents moved me up to Minnesota just before high school, which was the first time I ever saw snow. I went to the University of Minnesota and graduated with my Bachelor's of Science in Psychology. I have the best dog, a yorkiepoop, in the world – Winston. One of my greatest passions in life is traveling. I love to experience new cultures and see what the world has to offer. I have been to six out of the seven continents (and hope to one day visit the seventh) and have been to all 50 states. When I'm not working or traveling, I like to go to Twins games, spend time with friends and family, or just catch up on my favorite TV shows.

**If you could give the world one piece of advice, what would it be?**

"In between goals is a thing called life, that has to be lived and enjoyed." – Sid Caesar

**You are given the opportunity to create and direct a feature film. What would it be about?**

My life. I swear everything ironic, hysterical, and embarrassing happens to me. And who better to direct a movie about my life, than me?

**What's the hardest lesson you've had to learn?**

The world keeps spinning even if you stand still.

**What did you want to be when you grew up? A singer.... But everyone knew I was a horrible, horrible singer.**

**The last movie I saw was...The Great Gatsby**

**If you could have a \$10K shopping spree to one store, which store would it be and how long would it take to spend it?** Macy's – it would take me about six months to spend it because I only buy things on sale and I always second guess if I want to purchase something or not.

**What is your least favorite word?** Impossible

**What did you eat for breakfast this morning?** Saltine Crackers and Peanut Butter.

**What was your favorite sitcom growing up?** Boy Meets World

**My life would be complete if...** I could travel to Antarctica.... It's the only continent I have not traveled to yet.

**What's the most spontaneous thing you've ever done?** I do spontaneous things all the time, that's what makes life fun and interesting. But the most spontaneous thing? I packed up my car and decided to move back to Florida after thinking about it for a day.

**If you had to eat one thing for the rest of your life, what would it be?** Dinosaur Chicken Nuggets!

**Which super power do you wish you possessed and why?** Be able to read minds. I'm always curious what people are thinking.

# Pinnacle Peak Players

The following folks are the Peak winners. Many were nominated because someone caught them displaying one or more of Pinnacle Services' Core Values. If you see someone you work with practicing integrity, encouraging someone to achieve their full potential, providing high quality service, working with enthusiastic passion, celebrating diversity, creating fun, innovating, and/or pursuing growth as an individual take time to nominate them. Please let Steff Pawlina or Alicia Allen in HR know your nomination by the 3<sup>rd</sup> of the month.

You're Simply  
Amazing

Your Work  
Made  
Someone's  
Day

Way to  
GO!

July Winners:  
Stephanie Aina  
Jordan Buggert  
Stefany Hones  
Kristin Jeske  
Jennifer Campbell

September Winners:  
Thomas Wasescha  
Desiree Gnerre  
Charlotte Johnson  
David Battle  
Maria Trueblood

August Winners:  
Alex Ofei  
Jana Le Petrova  
Julia Burkstaller  
Eyvette Maggett  
Natasha Privratsky

October Winners:  
Kasey Kne  
Char Johnson  
Sam Doy  
Elizabeth Paulus  
Donna Baty



**Thanks for already  
being a part of  
our team.**

**How about earning some extra  
holiday cash, meet some great new  
co-workers, and build your  
resume by learning new skills?**

Cross training in new programs and working at other locations broadens your knowledge base and further equips you for greatness.

There are currently openings in Monticello, Chaska, Chisago City, Mound, St. Paul, and a variety of other Metro Cities.

If you are interested in learning about the opportunities, please contact our HR department at 612-977-3119.