

# The Peak

*Pinnacle Services and Summit Fiscal Agency Newsletter*



Winter ❖ 2014

## Program Highlight

### *Hidden Valley*

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Hidden Valley is located where Golden Valley, New Hope and Crystal meet. It is the home of four remarkable ladies: two renowned artists, a pianist and a scuba diver! The ladies are always on the go with various activities such as shopping, movies, individual activities and family outings.

Each of the ladies has been in this home for many years and are as much friends as they are housemates. They are always looking for ways to improve their lives and help each other in this endeavor.

Along with fantastic consumers, Hidden Valley is also the home site to some pretty awesome staff, some having been there nine and ten years. This home represents teamwork both between consumers and staff.



# Pinnacle Gives Back

By: Desiree Gnerre

## The Holiday Season is for all to enjoy!

One mission of Pinnacle Services Inc. is to stay actively involved within Minneapolis and the greater Twin Cities communities we serve. Within the past three years of being employed with Pinnacle, I have had the opportunity to join with other employees volunteering our time to provide assistance to the parents of children in the neighboring communities at the Salvation Army. The Salvation Army receives thousands of toys from vendors and then allows parents to choose items for their registered children to receive during the Holiday Season.

***This year*** we have been given a new challenge and direction with our volunteer time. With such a large group of Pinnacle Team volunteers, we have been asked serve at the Minneapolis Harbor Light homeless shelter, to assist with sorting of donated food items from Lunds & Byerly's in December. Daily, they receive at least one if not several vans full of donated items from these retail stores. The items then need to be stored appropriately and in a timely manner, in order to provide quality food items to individuals who need them.

Our position was the In-Kind Assistant, filling

in the needs of the kitchen not being met. A volunteer who accepts this position will gain satisfaction by playing an important "behind the scenes" role in helping The Salvation Army support others who are homeless, going through drug or alcohol treatment, in transition, or getting off the street.

According to the Salvation Army, "In every community, there is work to be done. In every nation, there are wounds to heal. In every heart, there is the power to do it." Pinnacle is proud to volunteer time to serve surrounding communities.

Every chance we get; we try to encourage and support others to be active in the community doing something good for someone else. Here are a couple websites that can assist you in finding a great opportunity:

<http://www.handsontwincities.org>

<http://www.volunteermatch.org>

<http://volmps.mpls.k12.mn.us>

<http://www.icanhelptwincities.com>

<http://www.redcrossblood.org/make-donation>



## Our Brand Promise

- **Flexible**
- **Responsive**
- **Respectful**

We promise our consumers to provide services that are Flexible, Responsive and Respectful.

We offer creative person-centered solutions that allow our consumers to know and choose the options that are the best fit.

We follow through in a timely manner; our consumers never wait more than 24 hours for a response from one of our employees.

We deliver services that put our consumer's privacy, individualism and choice about how they want to live at the forefront of care.

## What are our employees saying about working at Pinnacle Services?

- The appeal is our pursuit of growth and transparency.
- We're fun, innovative, we work together and all want to help one another.
- Our culture is fun and creative; we like to have a good time at Pinnacle and develop our agency through the creative ideas of our employees and there are opportunities for internal growth.
- Within each department there is good communication and we work to build relationships across departments.
- It is a fun place to work; the consumers are fun to be around.
- Pinnacle is flexible with work hours.
- Friendly co-workers poised to make a clear difference in people's lives.
- The people at Pinnacle are awesome; always willing to help and it is a very enjoyable place to work.
- The people I work with are very helpful and knowledgeable.
- The clients truly appreciate our hard work, they recognize good staff and that makes it a lot of fun to work with them.
- We have a fun atmosphere where fellow colleagues make you feel welcome and comfortable. The orientation and training set you up to get a great feel for the agency and to all the services that Pinnacle offers.
- Pinnacle provides a relaxed work environment that truly supports all employees and makes each employee feel valued and appreciated. Pinnacle provides opportunities for growth and learning.
- Pinnacle is a fun group of people who care about those we serve. Pinnacle focuses on quality and individual care.
- Pinnacle offers good benefits, a great place to get your foot in the door and gain great experience to set you up for more success in your future.
- The team works really hard to keep the company moral high.
- The work environment is what is important and unique about Pinnacle. Pinnacle truly cares about its employees' well being and making this workplace somewhere that they look forward to coming to, even on difficult days.
- This is a laid back environment, but still serious about service to our clients.



## Consumer Highlights

We have had great success towards our company's mission and goal because our consumers have had great success. We want to take some time to congratulate and honor the hard work and efforts of some people Pinnacle serves.

### Here are just some of the exciting successes of consumers Pinnacle works with:

- ❖ BW recently was hired on at Target for a seasonal position. This is a more demanding and challenging position than BW has had in the past. In fact this particular store is the 2<sup>nd</sup> busiest in their district. From the very moment BW got the call for the interview he had a positive outlook. He was excited and presented himself extremely well. He attended training and has done a wonderful job of remaining positive despite being challenged in many areas. This is a very exciting time for BW and we look forward to seeing where this opportunity takes him.
- ❖ SB has recently started volunteering at ARC Value Village in Brooklyn Center on Wednesdays. At first, her staff could sense her uncertainty in her position at ARC. She needed prompts and helpful guidance. Within a few weeks, she began opening up to her position. Her staff slowly backed off, allowing SB to work on her own. Now SB is able and comfortable to do tasks without assistance from staff. She has come very far in a short amount of time.
- ❖ Edinbrook Crossing resident, Stephanie Davis has been attending DBT classes and working on her communication skills. SD attends both group sessions as well as individual sessions. She has been working very hard on communicating her needs to others. SD feels that once she is able to build her confidence in this area, she hopes to be able to start working again. SD has been keeping her eye on jobs so that when she is "ready" she can apply and have the opportunity to return to work. Pinnacle staff and management that are able to work with SD daily are very proud of her and the improvement she has made for herself.
- ❖ In July, one of the programs threw a consumer party that was a great success. Approximately 45 consumers, staff and family members attended the picnic at Columbia Park. Thank you Peter, Laura, and Alley for putting this together!



Sunset Park consumer Jason started a new job at the beginning of September at Culver's. Jason enjoys being able to talk to customers and bring them their food.

Everyday he comes home from work, he always says his day was "Great!" with a big smile on his face. Staff and management stated "It is always pleasant with Jason, He ALWAYS has a smile on his face and a great attitude!"

Jason also got to spend some time in Scottsdale, AZ with his family for Thanksgiving. He went to Butterfly World and had a great time.



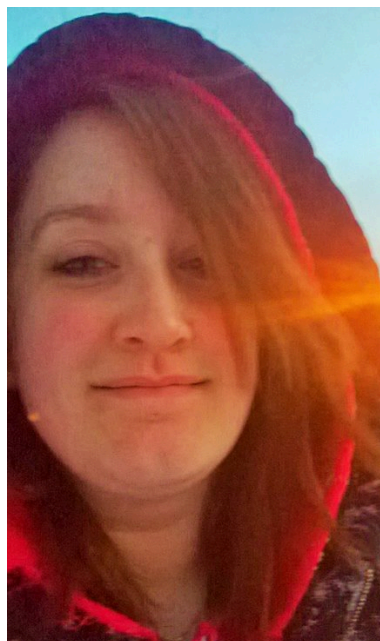
## More successes...

- ❖ Marrie Bottleson is a force to be reckoned with. This is someone that sets her sights on the golden ring and always manages to grab it. She is an artist that is well known in the area, showing her work in many shows such as: Taste of Art, St. Paul Art Crawl, and many other venues. She has recently participated in a showing of “Annie” at the MacPhail Center for Music. She is a member of Glee Club and has performed with this club as well. One cannot speak of MB without mentioning her leadership role in the area of self-advocacy. MB has appeared at the state capital on many occasions to speak on the behalf of people with disabilities, lobbying against cuts and generally making her voice heard loud and clear. She has led several group meetings in her home to help others learn how to advocate for themselves. The Star Tribune included Marrie in a blog post about her advocacy efforts.

<http://www.startribune.com/politics/blogs/201151691.html>



- ❖ There are 4 clients at Bavaria Lake group home located in Chaska, MN. All four clients stay active in the community. They share a variety of interests that make them essential to community living. While all four gentlemen are religious, there are two clients who go to church every weekend and one client who volunteers at the Lutheran church every Monday evening serving food to those who are hungry.
- Lyle Baumann is exceptional when it comes to sports. He participates in three different sporting events every year, Bowling, Basketball, and Softball, earning several medals. No matter what the challenge, he rises to the occasion with a smile on his face and an incredible attitude. He is always eager to help others.
- Terry Kaufhold has a knack for decorating. Although his budget is tight, he somehow manages to make everything look as though it came out of a magazine. He possesses a 100 watt smile that is contagious to everyone who comes in contact with him. He is quick to call everyone a friend and consistently says Hello...especially to those who work at the Main Office.
- Jerome Eiden is the jokester of the house, always hiding around a corner, under his bed, or in his closet to jump out and say BOO! He is also an excellent Polka dancer and bowler. He has a strike dance that makes everyone around him enjoy themselves just that much more.
- Kevin Kurvers is the newscaster of the house. If you want to know who won the game, what the temperature outside is, if it's going to snow, or what famous person died ten years ago, Kevin is your man! He is loyal and hardworking; he has been at the Chanhassen Dinner Theater for over 30 years. Kevin keeps the balance in the home with his never-ending patience and even temper.



## Pinnacle Introduces:

Tiffany Berube

Case Manager

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

I am one of 8 kids. I have 6 brothers and 1 sister. I grew up in Bemidji, MN, studied Social Work in Moorhead, MN (go dragons!!!) and slowly found my way to the cities area. I have been married for 2 and a half years and have a wonderful 21 month old son named Sam.

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

Surround yourself with people that make you laugh and you feel comfortable laughing with.

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

Probably some sort of documentary.

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

Everyone has an idea of who you are before you have even opened your mouth. Often, what they believe about you is not exactly correct.

**What did you want to be when you grew up?** A ballerina.

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

**If you had an Honesty Room, who would you want to question in there and why?**

My dad. He is kind of a closed book and has really good stories to tell.

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

Enjoyed Ramen Noodles.

**What talent do you wish you were born with?** Artistic talents. I can't paint/draw much more than stick figures.

**What would we find in your refrigerator right now?** Milk, pickles, condiments, lunch meat, cheese..nothing too exciting.

**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?**

TARGET. Probably an hour. Well maybe a day at most.

**What is your least favorite word?**

I hate when people say "legitly". I also hate luscious.

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

People have usually just called me "Tiff" or "Berube" both for obvious reasons.

**What did you eat for breakfast this morning?** Cookie dough pop tarts at my desk.

**What was your favorite sitcom growing up?** Friends (it was the 90s...)

**My life would be complete if...** I could go to Ireland.

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

Flew out to Seattle and took a train down the coast to Portland, Oregon, San Francisco and LA just because I wanted to.

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

(drink) Mountain Dew

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

I wish I could jump really high because it seems fun.





Sarah Fiala

Medica Care  
Coordinator

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

I grew up in small town Jackson, MN. I have two cats and a dog and would have more if finances and my living arrangement would allow it. I started school at St. Cloud State and then transferred to MSU – Mankato. I changed my major to social work when I learned my GPA my first semester of college would ruin my chances of getting into a nursing program, though I am happy with the path I chose!

**If you could give the world one piece of advice, what would it be?** If you don't go after what you want, you will never have it.

**You are given the opportunity to create and direct a feature film. What would it be about?** Animals! Where the cats and/or dogs are the main characters – like Charlotte's Web or Homeward Bound.

**What's the hardest lesson you've had to learn?** If you don't spend time with your family and friends when they are here, you'll regret it when they're gone.

**What did you want to be when you grew up?** It changed from year to year but I had dreams of being a cashier, a teacher, and a Burger King worker ☺ Dream Big!

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

## Pinnacle Introduces:

**If you had an Honesty Room, who would you want to question in there and why?** Chris Harrison – to find out more details about the Bachelor/Bachelorette shows and then maybe I can stop being addicted to it!

**It's hard to believe but I have never...** watched any of the Harry Potter, Lord of the Rings, or Hunger Games movies – and I have no intention to.

**What talent do you wish you were born with?** Artistic! I would love to do my own paintings and drawings for wall art or to give away but I do not have a creative or artistic bone in my body.

**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?** If only Amazon was considered a “store”. Target and it would take me at least a month or two.

**What is your least favorite word?**  
Retard or moist

**Do you have a nick-name? If so, what is it and how did you get it.** Squirt. My brother is the only one who calls me that and I don't know how that got started but it's been all he has called me for about 4-5 years now.

**What was your favorite sitcom growing up?** Full House or Sister, Sister

**My life would be complete if...**I had a house big enough for a bunch of rescue cats and dogs and the money to fund it.

**What's the most spontaneous thing you've ever done?** Go to Europe as a to-be senior in high school and repel off a castle in Italy.

**Which super power do you wish you possessed and why?** The power of healing – take away the cancer, Alzheimer's and Dementia and any other ailing disease that takes loved ones from us too soon!

# A Few of Our Favorite Things



## Thank Yous.

## Shout Outs.

Pinnacle Services would like to thank **all** of our direct care employees who go above and beyond everyday but we would also like to extend a special **THANK YOU** to:

**Bill Paterson, Amy Blake, Doug Swehla, Sylvester Martin, Sam Doy, Johanna Geurkink, David Giddings, Denise Johnson, Kulah Gordon and Al-Jerometta (Mimi) Chede.**

These **super stars** stepped up to offer their time to help support our new 24 hour IP client.

After weeks of MUCH hard work from the Program, HR and RNs. We are able to provide cares to an extraordinary individual. Services were initiated on Monday, December 9<sup>th</sup>. This is a very NEW, unique and exciting opportunity for the agency and IP. A huge thanks goes out to all employees of the agency and specifically to:

ALL Program Manager/Coordinators: EP, LMc, LM, WS, AH, EG, PN, SK, AS  
 ALL PD's: JA, LB and LJ  
 ALL RN's: CH, DB, JO and LG  
 HR: MO, AA and SP  
 and Joe Cupka, Shannan Anderson, Stephen Horn, Natasha Privratsky and Chris Smith.

The following individuals have demonstrated **Pinnacle Services Core Values** in all aspects of service. We would like to thank the following individuals for all that they do:

**Heidi Crees (Jackson Square)** - is always positive and consistently asks for additional tasks to complete during downtime.

**Ruby Kimbrugh (Sunset Park)** - rocks! Thanks for helping a consumer renew his ID and for shuffling shifts around.

**Anna Grubb (Sunset Park)** - always gets consumers to smile.

**Katie Hoffman** found potential care for a member within 2 hours and it wasn't even her case!

## GO TEAM Jackson■

Jackson Square had 4 client vacancies going into 4<sup>th</sup> quarter. Our goal was to fill them by December 31<sup>s</sup>, but we are pleased to say the program reached full capacity before the end of November! Emily Girard (Program Manager) and JoAnn Olson (RN) have done a remarkable job at overseeing the program, leading staff, and tending to the needs of all 19 clients! A kudos also goes out to Jeremy Anderson and Jamie Fann.



## Events and Happenings:

### • Kinship Caregivers Resource Fair

On Jan 25<sup>th</sup> from 10am-1pm, Summit will be attending the Kinship Fair. There will be free family portraits, childcare, refreshments, and goodie bags. [Resource Fair Flyer at http://www.atpeace.org/Pages/NewsandEvents.htm](http://www.atpeace.org/Pages/NewsandEvents.htm)

- **MSSA Conference** at the Hilton, Minneapolis March 18-20<sup>th</sup>. Join leaders of health and human service agencies and the Minnesota Social Service Association for the largest, most comprehensive, cost effective health and human service conference in the nation <http://www.mssaconference.org/>

- **Theo With Park** - The largest regional park in the Minneapolis Park System, Wirth Park is 759 acres of year round recreational activities and natural treasures. They have a variety of winter activities. <http://www.minneapolisparcs.org/?PageID=4&parkid=255>



## Did you make a New Year's Resolution to exercise more?

### Here are some ideas to accomplish your goal with less strain on your wallet:

- Use a free intake tracker or calorie counter online (or a free app on your smartphone), myfitnesspal or weightwatchers.
- Get a membership with your local YMCA.
- Check with your insurance provider to see if they provide a discount for a gym membership.
- Search for free exercise videos online instead of attending a class, Hulu and YouTube have many.
- Use canned goods for light toning.
- Count your 'productive' active moments as exercise: painting your bedroom, walking the dog, dusting your baseboards, shopping.
- Get used exercise equipment for your home. You could even trade old machines with friends or family.
- Join an adult sports league: sand volleyball, softball, broomball, or bowling.

## Pinnacle Has Some Great



For instance, through our partnership with Augsburg College, employees are eligible for tuition grants. The grant amount for the 2013-2014 Academic Year for the weekend and evening undergraduate program is \$46 per credit and for graduate programs is \$80 per credit. Employees are required to complete an enrollment form and attach a pay stub to prove employment. This benefit applies to new students in the program

and does not apply to current students.

Employees must be currently employed with the company to qualify for this benefit.

In addition, our company is a MNSSA member (Minnesota Social Service Association) and as an employee, you are able to receive a \$2,000 tuition discount at Concordia University St. Paul and priority admission status upon enrollment into any undergraduate or graduate program. This program also allows for credit transfers! Learn more at [online.CSP.edu/mnssa](http://online.CSP.edu/mnssa).

We believe it is important to support our employees who seek to enhance their skills and career development with the company.

# Employee Info...

## Pinnacle Services is pleased to introduce a new payroll feature for employees.

Through ADP, our payroll provider, we are able to offer you immediate access to your earnings statements and W-2 forms 24 hours per day, 7 days a week. You will no longer need to request this information from the Payroll Department. You will also have access to your 2013 W-2 forms before they get mailed out! There are also tools to assist on how making changes to your W-4 or enrolling in a 401k will affect your paycheck.

### *How to Register on ADP iPayStatements*

- Go to <https://ipay.adp.com>
- Click on "Register Now".
- Enter the **Self Service Registration Pass Code** which is: **PinnacleSv-1234**
- Verify your identity by selecting Social Security Number from the drop down box.
- Type in your personal information
- Enter your contact information. The email address is where you would like the notification that your current pay statement is available to be sent.
- Enter in Security Questions
- Set up your password. Your password must contain between 8 to 20 characters and at least one alpha and one numeric character
- You will receive your User ID through the email that you assigned
- Upon completing the registration process and received your User ID, login in at <https://ipay.adp.com>. (you may also opt to save the site in your Favorite Places.)
- Choose the "Go Paperless" from the menu under "Things that you can do" on the right side
- Check the box next to "Access my pay statements online only" and click Next and then accept the terms
- Enter the Confirmation Number and click save

We hope you will enjoy this new feature. We appreciate the opportunity to provide you with this exciting new way of viewing your pay information.

Payroll/Human Resources Department



Pinnacle Services is always **looking for good people** and **you can help**. Research (and our own experience) has shown that new hires that come into a company through employee referrals are excellent contributors and stay with the company longer. If you know someone who would be a good addition to Pinnacle Services and they meet the qualifications for an existing open requisition, it may be worth up to **\$100** if you refer them for employment and they are hired!

### **Referral Guidelines**

1. The applicant must include the referrer's name on his/her employment application.
2. In order to receive the Referral Bonus payouts, the referrer and the referee must still be employed at Pinnacle Services.



Our **MANDATORY** Quarterly Mass Meeting dates for the upcoming new year are Monday January 13th, 10:00am to 12:00pm, Wednesday January 15th, 6:00pm to 8:00pm and Monday January 20th 1:00pm to 3:00pm. Please plan accordingly and also bring any missing or outdated information your manager may have requested from you. **We look forward to seeing everybody!**