

# The Peak

*Pinnacle Services and Summit Fiscal Agency Newsletter*

Spring ❖ 2014

## Program Highlight

*Ryan White*

### Inside

#### **Pinnacle's Mission and Vision**

Our Mission, Values, & Core Purpose and stories of them in action.

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#### **Employee Survey**

Have you participated in the survey? Please take this opportunity to tell us how we are doing.

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Pinnacle Services' **Ryan White Program** is *Homemaker Services* for those who do not have sufficient health care coverage or financial resources for coping with HIV disease. Ryan White fills gaps in care not covered by these other sources.

Homemaker or Companion services may include:

- Assistance with housekeeping (sweeping, vacuuming, dusting, wiping down counter tops, removal of garbage, changing bedding)
- Personal laundry (wash, dry, fold, put away, for individual)
- Meal preparation (breakfast, lunch, dinner preparation and clean up, cutting up food)
- Shopping (assist with or complete routine shopping, seasonal or special occasion shopping, preparing of lists, cutting coupons)
- Assistance to scheduling appointments (arrange activities with family/friends, transportation, provide reminders of appointments)
- Transportation (arrange or provide transportation)

If you have questions regarding Pinnacle Services' Ryan White Program, please contact Jamie Fann, Program Administrator, at:

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

# Pinnacle

## SERVICES

# Summit

## FISCAL AGENCY

# Mission, Values, & Core Purpose

By: Jill Cihlar

## Above all, we strive for excellence in all we do.

Do you ever arrive to work and wonder why you chose to come in to work that day? Or pick up the phone to answer a call and wonder if there is something better you could be doing with your time? Look outside, see the sunshine and think of one million things you would rather be doing than working?

We all have those days but for many of our employees they are few and far between. The things that makes that possible for that staff is:

- ❖ They are conscious of the bigger picture purposes of the work we do every day, even when attention might be called elsewhere.
- ❖ They have an understanding of and connection with the agency's mission, vision and core purpose.

### **Pinnacle Services Mission**

*Our mission is to ensure that quality services are provided to the consumers we serve, so that they may achieve their full potential and realize their dreams.*

*We achieve this mission by utilizing, investing and celebrating our consumer's needs, dreams and choices about where they live, learn, work and play.*

*We will conduct our operations in a fiscally and ethically responsible manner*

*Above all, we will strive for excellence in all that we do.*

### **Vision**

*Pinnacle Services will empower people to achieve their full potential and to realize their dreams.*

### **Core Purpose**

*To support the well-being of others and build stronger communities.*

These may seem like lofty statements; statements which could lose meaning without evidence of fulfillment. Please read the stories on the next page, they are just some of the evidence of our vision and mission in action.

**Deb Mason, one of our agency's care coordinators, shared this story:**

I received a phone call from one of my clients, an elderly gentleman in his mid-70s; he started out with "Hi Deb, I hope all is well with you, I just wanted to call and tell you it is -4 out there today and to dress warm when you are out an about." I thanked him.

"He then went on to say "-4 [pause] hmm -4 [Pause] makes me really thankful for you Deb" then he went one to say "Last year at this time I was homeless and walking the streets, carrying my stuff, riding busses to stay warm and got sick and fell down. You met me at the ER and convinced the Doctors to admit me as I was sick and it was going to be colder and windier." He continued "Today I got up in my warm apt with my bed and quilt, a small TV, all of which you found for me. I watched the weather on the TV, rather than experience it, and sat at my table and drank my hot coffee at home. I stayed in; I did not have to head to McDonalds or Caribou for hot coffee, I made my own. None of these things I have or the warmth of a home would be mine if, it weren't for you and your hard work. You never gave up on me even, when I lost faith in everything, you did not let me give up, always giving me something to be thankful for, something positive to look toward. So Deb I just wanted to call and say thank you, you are truly my angel."

**Katie Hoffman, one of our agency's care coordinators, provided this:** I was able to help a client move into a Customized Living facility which would provide the safety and assistance the client needed, while still fulfilling the client's wish to attend the Adult Day Care the client enjoys.

**Paige Williamson, one of our agency's care coordinators, offered this example:**

A client of mine who frequently struggled with the symptoms of a mental health diagnosis has taken responsibility of his health and has gotten a Primary Care Physician, completed a physical, gone to the dentist, is seeing a mental health provider regularly and reduced his smoking. He told me in the beginning that he needed motivation to actually take the right steps for his health and said that I provided that motivation. He now has a goal to go back to school when his health is more stable and he feels comfortable doing so.

**Katelyn Nold, one of our agency's care coordinators, shared this:** A new client, who had initially refused to meet with me to complete her initial assessment, needed quite a few services but was afraid to accept help. At our meeting we talked about what was available to her and put together a plan. I received a call from her psychologist who stated that she had been encouraging this client to go to her Adult Day Care due to severe isolation and depression, and it wasn't until after our meeting that the client agreed. My client's psychologist thanked me for whatever encouragement I gave the client in order to get her to go. She was scheduled to start Adult Day Care the following day and was really looking forward to it.

**A couple of the ways in which our employees contribute to the core purpose include volunteering at The Bridge For Youth co-facilitating a weekly LGBTQ youth support group, volunteering with Special Olympics assisting athletes to their events, volunteering at Harbor Lights, ringing the bell for the Salvation Army and volunteering at the Toy Shop. We believe so strongly in the importance of giving back to our communities that volunteering is a regularly scheduled activity for many of our employees.**

Please share your stories with us. Email Molly Oeffling, Executive Assistant, with your *Mission in Action* story at [Molly.Oeffling@pinnacleservices.org](mailto:Molly.Oeffling@pinnacleservices.org).

## Understanding Dementia

The following is a list of ways in which you can be sensitive or helpful to a person who might have dementia while in public. The list was compiled by Norman McNamara, a 55-year-old man with dementia.

**Money Handling:** Sometimes people with dementia have trouble understanding money and currency. They might appear to struggle understanding the amount they have to pay. Patience and understanding from those in line and the cashier can be extremely helpful.

**Confusion and Staring:** One common thing for people with Dementia is sometimes they may stand there in what is called a “Catatonic Trance.” Simply put, it will look like they are “Daydreaming.” Please just observe and offer help if needed. A little gentle reassurance and an offer of help will always be welcomed.

**Spatial Awareness:** A person may reach out for something and not quite understand why they have not been able to get what they want. Offer help if you can.

**Speech:** People with Dementia tend to repeat themselves and will ask you the same thing, sometimes over and over again. Listening patiently and offering a helping hand to take them to what they are looking for can relieve a lot of stress.

**Repetitiveness:** This comes in many forms but the most common form after speech repetitiveness is doing the same action time and time again. This may include buying the same thing over and over again.

**Talking about Dementia:** Be sensitive; follow the person’s lead on how much they choose to share. Always try to keep in mind that Dementia is a debilitating disease of the brain, just as cancer is on the lungs. Sometimes just showing an interest in them and allowing them to share their stories (even if you have heard it before) will let them know they are not on their own.

**Full article and other dementia resources can be found at <http://www.tdaa.co.uk>.**



For people 60 and older, just keeping busy with daily activities can reduce the risk of cardiovascular problems by nearly 30 percent and even prolong life. Being on your feet and active cuts the time spent sitting around. A recent study found long periods of sitting actually increased the risk for diabetes, cardiovascular disease and death. The results of this study showed that activities of daily life are as important as regular intentional exercise for older adults for cardiovascular health and longevity. But that doesn't mean formal exercise isn't important. They found that those who exercised regularly and that also had a daily physically active life had the lowest risk of all. You can burn up to six times as much energy per minute when house cleaning as you do when you are sitting still. People of all ages need to be encouraged to get up off the couch and turn off the computer and TV and move.

Here are a few simple ways to add more physical activity into your day:

- Stand up while talking on the phone
- March in place while watching TV
- Take a 3-5 minute movement break every hour at your desk
- Clean your house
- Take the stairs

*Brought to you by the Pinnacle Health Committee:  
WebMD News from HealthDay; By Steven Reinberg*

## Pinnacle Introduces:



Ellen Behrhorst

Human Resources  
Director

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

My name is Ellen Behrhorst and I am your HR Director. I am first gen to the U.S. and I'm Korean. I'm married and I have a 14-year-old daughter. I have an English Bulldog and a Chihuahua (my other 2 kids). I grew up in friendly Fridley, but have lived in Burnsville for 10 years now. I ran a full marathon a few years ago and I love cooking. I enjoy entertaining friends and my family means the world to me.

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

Smile, it goes a long way.

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

I love scary movies and enjoy watching anything zombie-related, so my feature film would be a zombie horror flick.

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

Actress or singer

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

The Wolf of Wall Street

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

Michael Jackson, because he's a legend.

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

Watched Breakfast Club

**What talent do you wish you were born with?**

Singing

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

Everything from Korean food to American 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?**

Macy's and at least a few days

**What is your least favorite word?**

Twerk

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

My friends call me "El"

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

Kimchi soup

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

Kids Incorporated

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

I had a \$ tree

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

Bungee jumping

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

Spaghetti, Pizza, or anything Korean

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

To fly, because then I wouldn't have to drive or walk anywhere.

## Pinnacle Introduces:



Rose Hoyer

Human Resources  
Associate

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

I was born and raised in St. Paul. I am the 12<sup>th</sup> of 15 kids; we all have the same parents, there are no twins, and yes, our parents are Irish Catholic. I relocated to Hastings Minnesota 8 years ago. I am a single mom of 2 kids, TJ age 13 and Billie age 12. I graduated in December 2013 with a BS with honors (pretty good for a single mom working full time and going to school full time). When not working, I keep pretty busy with volunteering at church, Ronald McDonald House, and Feed My Starving Children. I have been working with people with disabilities for more than half my life! I am excited to be a part of the Pinnacle HR team. Stop by and say Hi! I would love to meet you.

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

Volunteer and help others, it is so rewarding!!

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

Helping others and how much fun you can have while doing so.

**What's the hardest lesson you've had to learn?** I have learned to be a successful single mom. My kids are happy, healthy, and alive.

**What did you want to be when you grew up?** I wanted to be a nurse.

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

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

sailed on a cruise ship even though I have been aboard 5 of them.

**What talent do you wish you were born with?** Being able to play the guitar - well

**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?**

A travel agency. I would book a trip in the sun.

**What is your least favorite word?**

Idiot

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

In my 20's when my hair was longer, my naturally curly hair would have ringlets in it. I got the nickname "Nellie" Rose because my curls were like Nelly Olson's on Little House on the Prairie.

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

Yogurt and granola bar

**What was your favorite sitcom growing up?** Facts of Life

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

I was more like Jamie Fann.

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

When I went to Germany to visit a friend studying abroad, I left the airport and got on a bus and a train without knowing ANY German. I successfully found my friend's apartment. She however was not there when I arrived because she was at the wrong airport to pick me up.

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

Hard shell Tacos.

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

To heal people because I don't like to see people sad or hurting.

## Pinnacle Introduces:



Susie Mayer

Human Resources  
Associate

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

I have a degree in Communication Studies. Most of my history is on the Program side. I am married and have one son and a daughter on the way.

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

Enjoy each day.

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

Baseball

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

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

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

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

Lee Harvey Oswald to get the truth.

**It's hard to believe but I have never...been to a Vikings game**

**What talent do you wish you were born with?** Piano playing

**What would we find in your refrigerator right now?** Fruit, soda, and milk.

**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...3 months

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

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

Rudy, from my Dad.

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

Granola bar and Yogurt.

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

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

I won \$10,000,000

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

Cliff Jumping

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

Chocolate.

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

Invisibility...to spy on others.

# Consumer Highlights

Sharing the successes of our consumers and staff is one of our favorite things. There are so many wonderful things happening. Here are just a few things that the programs and individuals have been up to.



- ❖ Hidden Valley, Sunset Park and Bavaria Lake consumers joined the Hidden Valley ladies for an Italian themed potluck dinner. After dinner and peanut butter balls, compliments of LB, everyone discussed the need for the 5% increase and learned how to let the legislature know how important it is. MB led the discussion on how it affects everyone, both staff and consumers. The group plans to meet bi-monthly, moving the location to different sites and covering many topics. (group photo above)
- ❖ MB at Hidden Valley headed up another self-advocacy meeting on April 10, 2014.
- ❖ AD is about to begin taking GED classes four days a week after taking tests and acing them. Way to go AD!
- ❖ At Jackson Square we have a consumer who is graduating from a support group they have been attending for nearly two years and moving on to independently pursue a volunteer job!
- ❖ SD started working at Opportunity Partners twice a week, and will soon begin three times a week next month. She works extremely hard over there and is continuously improving!
- ❖ All three Ridge Point ladies had a successful birthday bowling party at the end of March where 25+ family and friends showed up from the invitations they created and sent out themselves.
- ❖ In less than 4 months, Ridge Point has doubled their staffing!
- ❖ CB continues to volunteer every Monday, Wednesday and Friday at the Fairview hospital and Tuesdays and Thursdays at the Forest Lake and Chisago City libraries!
- ❖ Jackson Square's interiors have been upgraded with new flooring in the hallways and in most of the client apartments.
- ❖ Jackson Square met the goal of being at full client capacity for three months in a row, thanks to the solid leadership and stability of the management, nursing, and direct care staff.
- ❖ Pinnacle programs have had several great opportunities to show its successes to the outside world at various events, such as: MSSA, the ARC Creative Housing Conference, MN Brain Injury Alliance, and PACER's Annual Housing Fair.



### Consumer Highlights continued...

- ❖ Two clients at Edinbrook Crossing significantly reduced their 911 phone calls and hospitalizations over the last year. In particular, one client has made zero 911 calls since their annual meeting in August 2013 and had been seeking medical attention using her other resources.
- ❖ Aaron at JH was invited to compete in the National Special Olympics in Football; he will do this in June of this year.
- ❖ Kody at JH obtained his drivers permit in February of this year.
- ❖ Kevin at BL went to a Timberwolves game; he has been excited to share about it with others.
- ❖ Terry at BL got new bedroom furniture and painted his room.
- ❖ Jeff will be starting work back up at Pet Crossings Veterinary clinic.



- ❖ Ian attended a clothing drive at PRI and acquired 3 new great shirts!

## Employee Survey

Every year we ask our employees to tell us how we are doing as a company in regards to your training, co-workers, environment, communication, supervisor and work responsibilities.

Your feedback helps us adapt and change as an organization, which allows us to retain fantastic staff to help our consumers reach their goals.

If you have not taken a few moments to complete this year's survey, would you?  
Please go to: <https://www.surveymonkey.com/s/LTQKMP9>



## Employment opportunities available:

- Part Time Program (multiple)
- Full Time Program Coordinator (multiple)
- Full Time Case Manager – Minneapolis
- Full Time Program Specialist – (multiple)
- Independence Programs – (multiple)

Please feel free to forward the information to qualified persons that you know would be a great addition to our team.

For a complete job description and qualifications and to apply please check out the Pinnacle website careers page at: <http://www.pinnacleservices.org/careers/> or you pick up an application to complete at the NE Minneapolis Office, 724 Central Ave NE, Minneapolis, MN 55414.