



The Peak

Pinnacle Services and Summit Fiscal Agency Newsletter

Summer ❖ 2014

Inside

5% COLA increase for Continuing Care Providers

Pinnacle, exceeding legislative requirements.

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Employee Survey Results

Results are in from the employee survey. Thank you for your responses; your input helps us to continually improve.

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Program Highlight

Independent Housing Option

On September 20, 2014, Pinnacle will be attending the annual Creative Housing Conference hosted by ARC Greater Twin Cities.

Pinnacle will be educating an estimated 250 attendees on our Independent Housing Option (IHO). 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 about Pinnacle Services' Independent Housing Option, please contact Jamie Fann, Program Administrator, at 612-977-3115.

Event Details:

Saturday, September 20, 2014 from 8:30AM to 1PM. Conference will be held at the Holiday Inn, 2201 Burns Ave., St. Paul (Maplewood).



Pinnacle Consumers, Doing Great Things.

We love to share some of what our consumers are up to. We have the privilege of working with some truly amazing and gifted folks.

Jasper Hill

AL (above) was invited to participate in Special Olympics National games held in New Jersey. He represented Minnesota in Football and took home a silver medal. Their team showed exemplary sportsman ship by high fiving all athletes from all states, giving encouragement to all who participated earning them the privilege of putting out the torch during the closing ceremonies. What a fine example of reaching goals and doing it with style

Hidden Valley

MB received a certificate of appointment to the Governor’s Council on Development Disabilities as a SelfoAdvocate. MB is extremely proud of the appointment (Pinnacle Services is too). MB was chosen without submitting or applying. (pictured right)

NOTICE OF APPOINTMENT

Marrie Bottelson

8308 – 29th Avenue North
New Hope, MN 55427
County of Hennepin
Congressional District 5

Because of the special trust and confidence I have in your integrity, judgment and ability, I have appointed and commissioned you to have and to hold the office of:

SELF-ADVOCATE MEMBER

GOVERNOR’S COUNCIL ON DEVELOPMENTAL DISABILITIES

Effective: June 29, 2014
Term Expires: January 2, 2017

This appointment carries with it all rights, powers, duties and emoluments granted by law and pertaining to this position until this appointment is superseded or annulled by me or other lawful authority or by any law of this State.

IN TESTIMONY WHEREOF, I have hereunto set my hand and caused the Great Seal of the State of Minnesota to be affixed at the Capitol in the City of Saint Paul, June 24, 2014.



Mark Dayton
Governor
Mark Ritchie
Secretary of State

More Good Things from Hidden Valley

MB has had two recent successful art shows in the St. Paul area. She was recently chosen to be a self-advocate member of the Governor's Council on Developmental Disabilities. MB will serve for a term of three and a half years. During this time, she will attend bi-monthly meetings and will be a strong voice for her peers.

AD has completed her first semester of GED classes. She has advanced in all of her classes for the next term and elected to attend a summer session. AD's teachers have commented that she has become an inspiration to the other students at the school who do not have disabilities. It is often heard in class, "If AD can do it, I can do it!" She has made new friends and has earned the respect of her peers and instructors.



Sunset Park gentlemen enjoying the fireworks together on the 4th of July.



Hillcrest ladies having a great time at the Cat in the Hat in May.

Consumer Highlights Continued...



Bavaria Lake housemates celebrating TK's birthday at a bowling alley.

Ridge Point

The ladies of Ridge Point have been keeping very busy. They recently attended a showing of *The Cat in the Hat* and have become friends with another site. Together they have been having cookouts and going on shopping trips to Mall of America.

CB and RL competed in Special Olympics Track & Field in June and did excellent. CB is now participating in Special Olympics Bocce Ball events and competed again in July.



Jackson Square's consumer garden, so lovely and functional. Jackson Square residents planted, have kept up on weeding, and will soon be able to cook with some of their garden goods.



Jackson Square's new patio.

Thanks for letting us brag about some of the fun and exciting things that Pinnacle Service's consumers are up to. These are just some of the reasons why we do what we do here at Pinnacle Services.

Pinnacle Gives Back



- ❖ On 7/18/2014 a group of 27 staff from Pinnacle Services volunteered at Feed My Starving Children. We had a lot of fun filling, sealing, and boxing packs of nutritious food for folks around the world. The 96 boxes of food we packed will be headed to Peru. The boxes contained 20,736 meals or 56 kids for a year. For more information about Feed My Starving Children you can check out their website: www.fmsc.org/
- ❖ Pinnacle staff will also be participating in a walk and helping to raise funds for National Alliance on Mental Illness (NAMI) on September 27th. Please contact Ellen in Human Resources (612-977-3103) if you have questions or would like to participate; we would love to add you to our team.
- ❖ Members of Pinnacle staff volunteered at the Special Olympic Summer Games on 6/26/2014.

Commission on Accreditation of Rehabilitation Facilities (CARF)

A survey team from CARF International was scheduled to be in the Pinnacle offices August 4th and 5th.

We invited the surveyors to evaluate how well we meet international standards for quality. The survey will tell us what we are doing well and ways we might improve. As a result of this survey we may continue our accreditation.

If you would like to learn more about CARF please contact a Pinnacle Services team member or you can look online at: www.carf.org.

Health Focus: Physical Activity

The Physical Activity Guidelines for Americans describes the major research findings on the health benefits of physical activity:

- Regular physical activity reduces the risk of many adverse health outcomes.
- Some physical activity is better than none.
- For most health outcomes, additional benefits occur as the amount of physical activity increases through higher intensity, greater frequency, and/or longer duration.
- Most health benefits occur with at least 150 minutes (2 hours and 30 minutes) a week of moderate intensity physical activity, such as brisk walking. Additional benefits occur with more physical activity.
- Both aerobic (endurance) and muscle-strengthening (resistance) physical activity are beneficial.
- Health benefits occur for children and adolescents, young and middle-aged adults, older adults, and those in every studied racial and ethnic group.
- Health benefits of physical activity occur for people with disabilities.
- The benefits of physical activity far outweigh the possibility of adverse outcomes.

<http://physicalactivitysociety.org/>

Peak Pinnacle Player Winners

1. Absolute honesty, integrity and ethics in all aspects of business.
2. Encourage people to achieve their full potential.
3. Services of the highest quality.
4. Work with passion, commitment, and enthusiasm.
5. Create fun and happiness in people's lives.
6. Celebrate diversity and the uniqueness of people.
7. Be tenacious and innovative agents of change.
8. Pursue growth and learning.



Pinnacle

Core Values

The following individuals have demonstrated Pinnacle Service's Core Values in all aspects of service. On behalf Pinnacle Services, we would like to thank these folks for all that they do.

April 2014 Winners –

- ***Kelly Leonard** from Hidden Valley is valued for her high quality service.
- ***Angela Price** from Hidden Valley is always helpful in letting the next shift know what is going on in the house.
- ***Kulah Gordon** from Sunset Park assisted in taking an individual to therapy and picked up open shifts.
- ***Rob Lowry** from Sunset Park is valued for being very friendly to co-workers.
- ***Mallory Carlson** from Ridge Point is very productive during her shifts, which make them flow nicely.

May 2014 Winners –

- ***Laura Boss** always has a great attitude and is great with all her programs.
- ***Chong Khang** went above and beyond to assist a consumer in cleaning and rearranging her apartment.
- ***Suzanne Stoy** helped comfort a co-worker when needed.
- ***Jeanne Schwartz** is always willing to help co-workers when they are in need.
- ***Michelle Brink** does a great job of reporting to the next shift what is going on.

June 2014 Winners –

- ***Rob Lowry** is always helpful and happy while doing his job.
- ***Tiffany Jeske** helps keep the consumers focused and on track.
- ***Bryan Hammes** is reliable, consistent, and a pleasure to work with.
- ***Dylan Curto** is a great co-worker and a pleasure to work with.
- ***Kristin Jeske** is very helpful and makes training fun and enjoyable.

July 2014 Winners –

- ***Kathy Noble** pays a lot of attention to detail that may get overlooked by others.
- ***Stefany Jones** is awesome at relaying information to her co-workers.
- ***Emily Reynolds** makes coming to work fun.
- ***Sadiyo Mohamed** showed his excellent med skills to the nurses during a mock observation.
- ***Beka Ingram** takes the time to find overlooked or forgotten things for others.

Please nominate your co-workers who have displayed one or more of Pinnacle Services Core Values by filling out a nominee card in your staff's office. We ask that all nominees be turned into the Central office by the 3rd of each month.

5% Cost of Living Adjustment (COLA) increase for Continuing Care Providers

The legislation requires that 80% of the money made available by the rate adjustment be used to increase wages and compensation-related costs for eligible employees. **Pinnacle Services will be passing 100% of the COLA increase on to our employees** by increasing starting wages for all employees, increasing initial orientation and asleep shift wages to exceed 2014 minimum wage requirements, increasing mileage and meal reimbursements, establishing Affordable Care Act compliant medical insurance coverage and providing existing employees 4% increase to present wages. The wages and increases are as follows:

- **Initial Orientation** wage will be increased to \$9.50.

- Starting wage for **Asleep Overnight** will be increased to \$9.50.

This increase exceeds the requirement to increase asleep wages following a minimum wage increase mandate. Pinnacle is choosing to provide higher wage immediately rather than waiting until 2016 as allowed by law. Existing employees who work asleep overnight shifts will have their wages increased to \$9.50.

- Starting wage for **Program Counselor** will be increased to \$11.64.

Existing employees who work at Bavaria Lake, Hidden Valley, Jasper Hill, Sunset Park, Ridge Point, and in Supported Employment Services (SES), Independent Living Skills (ILS), In Home Family Support (IHS), Ryan White (RW) will receive a 4% increase to their present wage.

- **Jackson Square** and **Edinbrook Crossing** starting Program Counselor wage will be increased to \$12.08.

Existing employees who work at Jackson Square and Edinbrook Crossing will receive a 4% increase to their present wage.

- The starting wage at **Hill Crest** will be increased to \$12.60.

Existing employees who work at Hill Crest will receive a 4% increase to their present wage.

- **Program Specialist** starting wage will be increased to \$13.40.

- **Meal reimbursement** rates will be increased to: \$6.25 for breakfast, \$7.00 for lunch, and \$8.25 for dinner.

- **Mileage reimbursement** will be increased to \$0.50 per mile.

All wage and reimbursement increases took effect July 13, 2014 and be reflected on the paycheck received on August 8, 2014. If you have questions regarding how the 2014 COLA specifically applies to you, please contact:

Ellen Behrhorst, Human Resources Director at 612-977-3103;
Susie Mayer, Human Resources Associate at 612-977-3119; or
Rose Hoye, Human Resources Associate at 612-977-3128.

Employee Goods and Information

ADP Paperless Options

Sign up today to “go paperless” with ADP. You will be able to access your paystubs online at any time. Complete the following steps:

1. Log into your ADP account
2. Under the "Pay and Taxes" Tab click Pay Statements
3. On the top left of the screen you will see a link to "Go Paperless"
4. Follow the prompts to accept the terms and stop getting paper statements
5. Enter the confirmation number as it asks and then click save

If you have yet to sign up for Direct Deposit, please consider doing that today, it's easy and your check will be deposited directly into your savings/checking account or approved card.

Referral Bonus

Do you know someone looking for a job? Are they reliable and hard working?

If you do, refer them to work for Pinnacle Services and you could earn some extra cash.

If an applicant you refer is hired and completes 6 months of employment you will earn \$50 per referral. If a referral completes one year of employment, you will earn \$100 per. You do have to be a *current* employee to receive these bonuses.

All of our open positions can be accessed online on our website at:

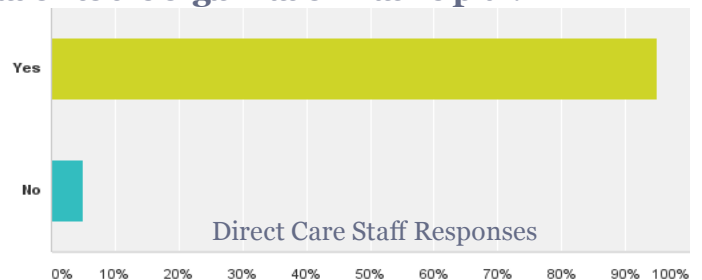
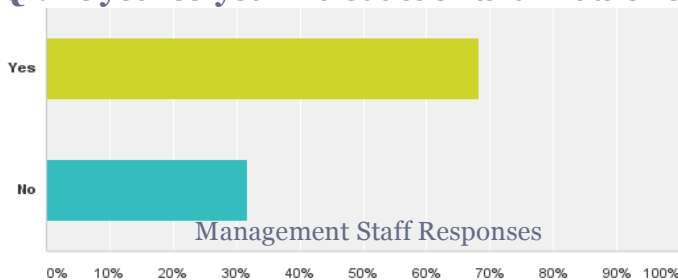
<http://www.pinnacleservices.org/careers/>

Please contact HR at 612-977-3128 for assistance with ADP, Direct Deposit, or the referral bonus questions.

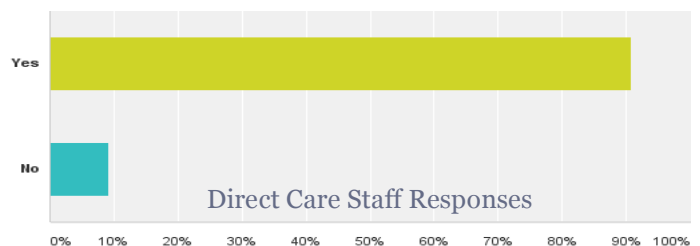
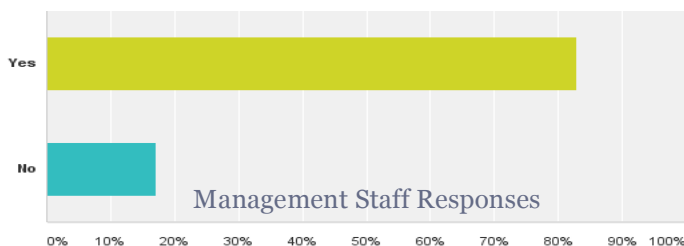
Employee Survey Results

Every year we conduct an Employee Survey to gain insight into how our employees are doing and how we are doing as a company to make sure our employees feel equipped and valued for the invaluable work they do. The direct care staff and management responses are separated. Each question will have two graphs, one for management staff and one for direct care staff.

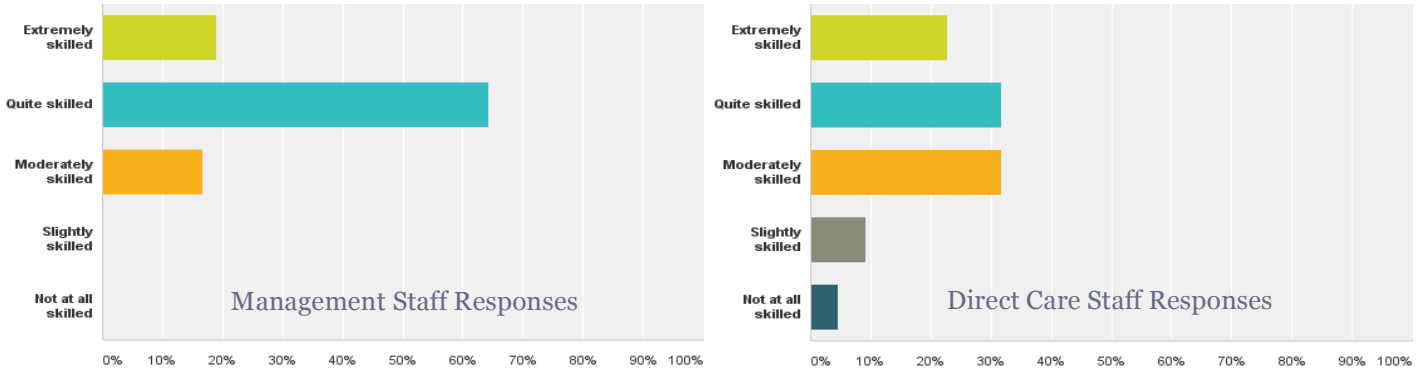
Q1: Do you feel your introduction and initial orientation to the organization was helpful?



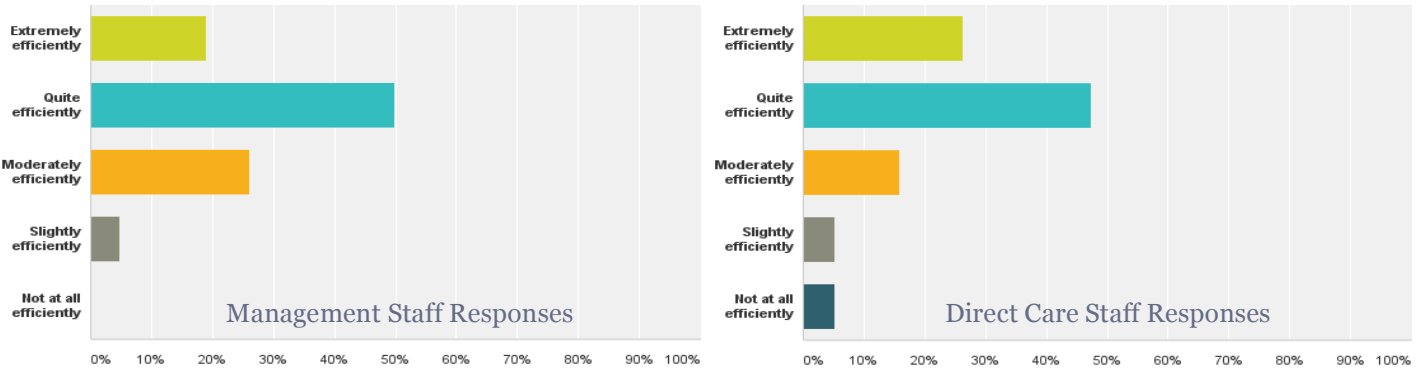
Q2: Do you feel the training to your specific job duties was appropriate for your position?



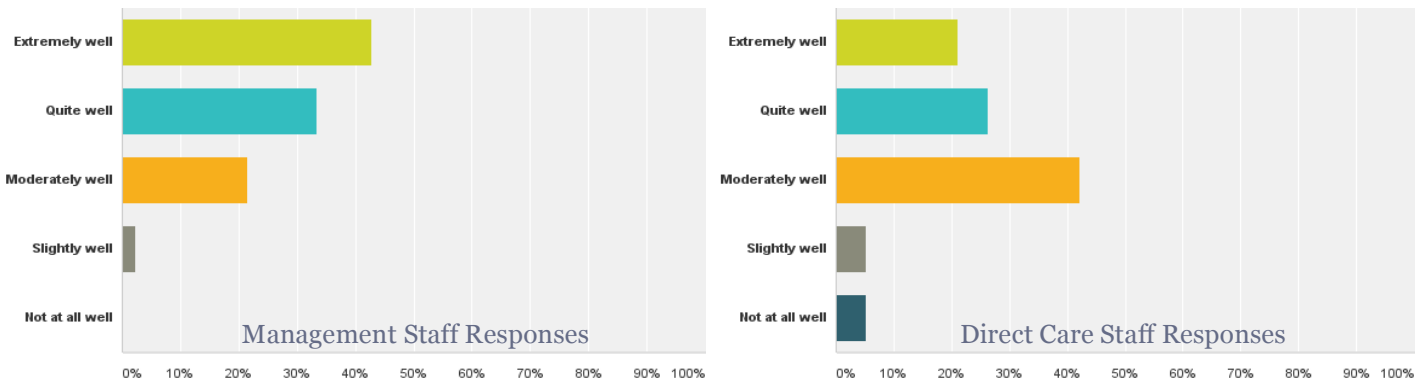
Q3: How skilled at their jobs are your co-workers?



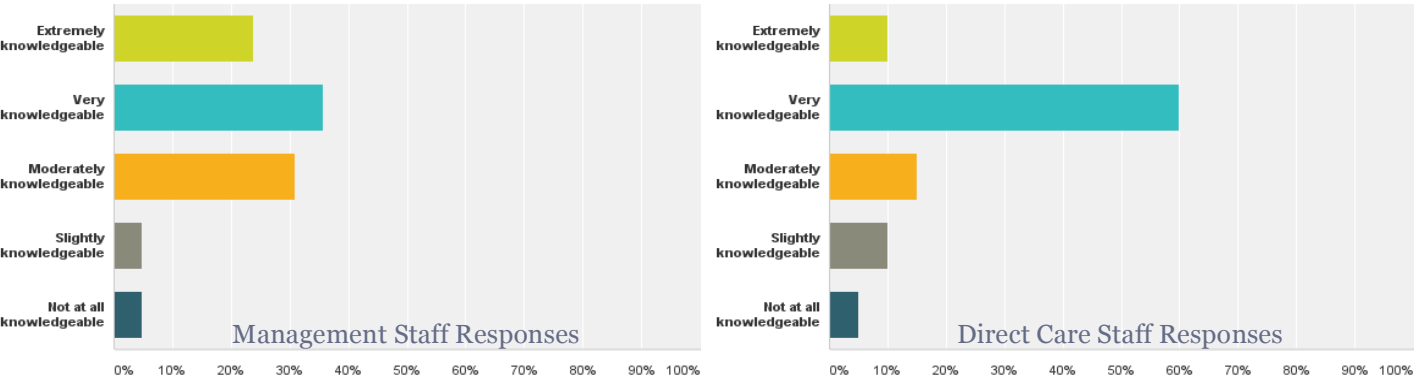
Q4: How efficiently are team meetings conducted?



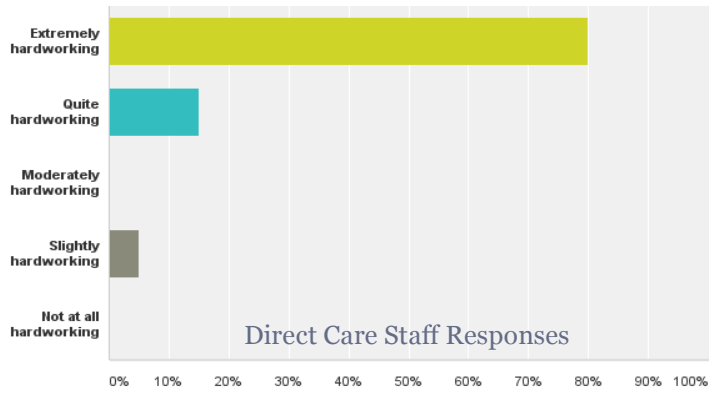
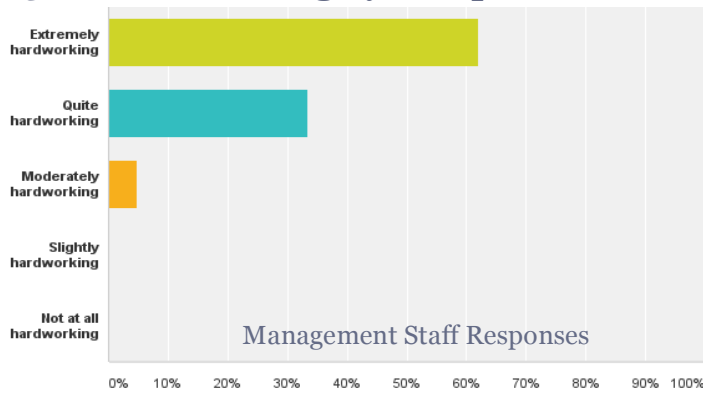
Q5: How well do the members of your team communicate with each other?



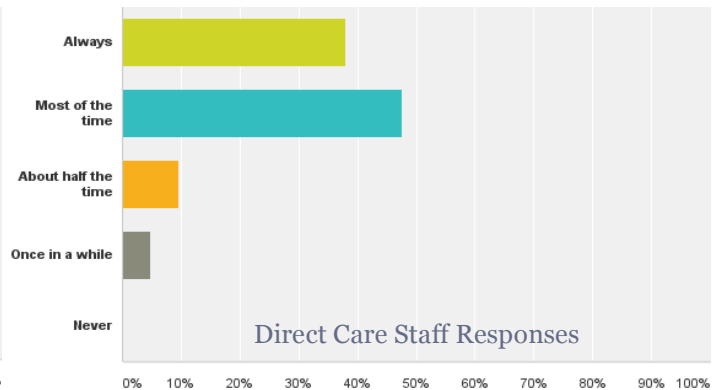
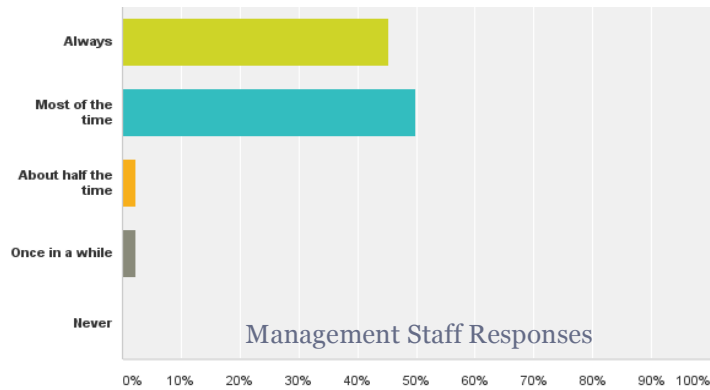
Q6: How knowledgeable are you about the company's goals?



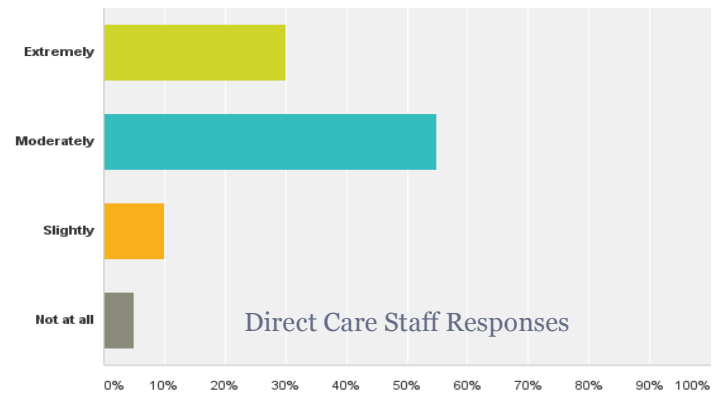
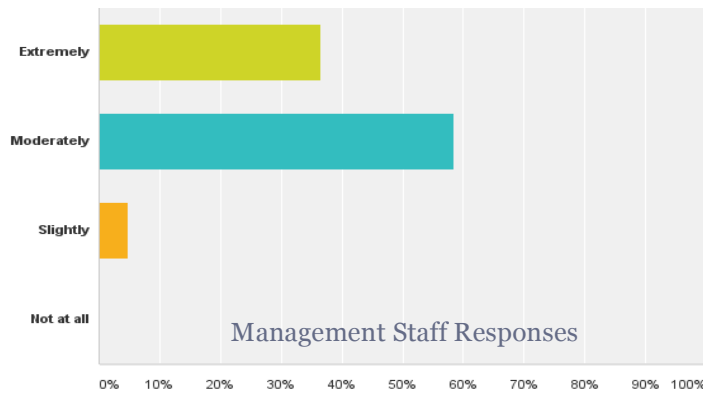
Q7: How hardworking is your supervisor?



Q8: Do you feel comfortable in your work environment?



Q9: Do you feel appreciated for your work?



Q10: Has working for the organization been a good experience for you professionally?

