

The Peak

Pinnacle Services and Summit Fiscal Agency Newsletter

Fall ❖ 2014

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Program Highlight

Independence Program

Pinnacle Services' Independence Program (IP) is happy to welcome two new employees to the management team. Jessica Reno has assumed the role of Program Director and Michelle Schneider is the new Program Coordinator supervising the Ryan White program. The Ryan White program serves consumers diagnosed with HIV/AIDs. Under Michelle's leadership, the Ryan White consumers are receiving consistent services and support to keep them healthy and living independently.

The Independence Program also works collaboratively with Summit Fiscal Agency to successfully transition the Personal Support program to Pinnacle Services. The Personal Support program provides in home or community based services for consumers to increase independence, productivity, and inclusion into the community.

For questions about Pinnacle Services' Independence Program, please contact:

Jessica Reno, Program Director,
jessica.reno@pinnacleservices.org, 612-977-3105



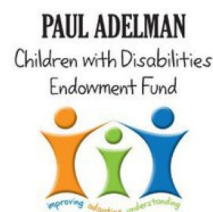
NAMI Walks Team

Pinnacle Gives Back

Pinnacle Services and Summit Fiscal Agency are happy to support volunteer efforts and are dedicated to give back to the community.



Pinnacle staff participated in a 5K walk to help raise funds for the National Alliance on Mental Illness ([NAMI](#)) on Saturday, September 27th. We had 21 people on our team who, with the Pinnacle donation, raised \$755 to support individuals impacted by mental health issues.



Four of our staff participated in the 19th Annual Paul Adelman Children with Disabilities Golf Classic on July 28th. This event raised over \$250,000 for children with disabilities. We are honored to be part of such a wonderful charity event that serves children right in our own communities! If you go to event [website](#), you can see our Pinnacle golf crew.

DOING THE MOST GOOD

For the fourth year in a row, a team of employees will be volunteering with the Salvation Army assisting families with holiday shopping on December 18th from 3:30 – 7 PM. Contact Desiree Gnerre at desiree.gnerre@pinnacleservices.org if you're interested in participating. The Salvation Army, local organizations, and non-profits have many [volunteer opportunities](#) over the holidays.



Consider volunteering! Check out www.VolunteerMatch.org to help you find volunteer opportunities in your area.

Did you know?

Most of us know some facts about the environment; we know recycling is good, pollution is bad, and that we need to take care of the Earth if we want to continue living on it. Below are some environmental facts to inspire you to continue to reuse, reduce, and recycle.



- Recycling one aluminum can saves enough energy to run a TV for three hours — or the equivalent of a half a gallon of gasoline.
- More aluminum goes into beverage cans than any other product.
- Once an aluminum can is recycled, it can be part of a new can within 6 weeks.
- During the time it takes you to read this sentence, 50,000 12-ounce aluminum cans are made.
- An aluminum can that is thrown away will still be a can 500 years from now.
- There is no limit to the amount of times aluminum cans be recycled.
- To produce each week's Sunday newspapers, 500,000 trees must be cut down.
- Recycling a single run of the Sunday New York Times would save 75,000 trees.
- If all our newspaper was recycled, we could save about 250,000,000 trees each year.
- Plastic garbage thrown into the ocean kills as many as 1,000,000 sea creatures every year.
- Recycling plastic saves twice as much energy as burning it in an incinerator.
- Americans throw away 25,000,000,000 styrofoam coffee cups every year.
- Every month, we throw out enough recyclable glass bottles and jars to fill up a giant skyscraper.
- The energy saved from recycling one glass bottle can run a 100-watt light bulb for four hours and causes 20% less air pollution and 50% less water pollution than when a new bottle is made from raw materials.
- A modern glass bottle would take 4,000 years or more to decompose and even longer if it's in the landfill.
- Every week about 20 species of plants and animals become extinct.
- Rainforests are being cut down at the rate of 100 acres per minute.

If you are not currently a recycler, we hope you will be after reading this. [Minneapolis single sort](#) makes it super easy, all recyclables go into one bin.

Information taken from
<http://www.recyclingawarenessideas.com>.



Pinnacle Services Awarded Three-Year CARF Accreditation

CARF International announced that Pinnacle Services has been accredited for a period of three years for its Community Employment Services: Employment Supports, Community Employment Services: Job Development, Community Housing, Family Services, Services Coordination, and Supported Living programs. The latest accreditation is the fourth consecutive Three-Year Accreditation that the international accrediting body, CARF, has awarded to Pinnacle Services.

This accreditation decision represents the highest level of accreditation that can be awarded to an organization and shows the organization's substantial conformance to CARF standards. An organization receiving a Three-Year Accreditation has put itself through a rigorous peer review process. It has demonstrated to a team of surveyors during an on-site visit its commitment to offering programs and services that are measurable, accountable, and of the highest quality.

Pinnacle Services, Incorporated is a human services agency, founded in December of 1999, to provide services to people with disabilities and has grown significantly in its short history in the number of programs operated, people employed, and consumers served. Pinnacle Services currently provides Customized Living/Customized Living 24 Hour Services, Home Care Services, Supported Living Services, In-Home Family Support, Respite Care, Supported Employment Services, Semi-Independent Living Skills, Independent Living Skills, and Case Management/Care Coordination to more than 2,200 Minnesota residents and employs approximately 800 people throughout the Twin Cities and its suburbs.

CARF is an independent, nonprofit accrediting body whose mission is to promote the quality, value, and optimal outcomes of services through a consultative accreditation process that centers on enhancing the lives of the persons served. Founded in 1966 as the Commission on Accreditation of Rehabilitation Facilities, and now known as CARF International, the accrediting body establishes consumer-focused standards to help organizations measure and improve the quality of their programs and services. For more information about the accreditation process, please visit the CARF website at www.carf.org.

For additional information, contact Jill Cihlar, Chief Executive Officer at jill.cihlar@pinnacleservices.org or visit <http://www.pinnacleservices.org>.

Department Highlight:

Case Management

This year, the Minnesota Department of Human Services expanded the Special Needs Basic Care managed health care program. Special Needs Basic Care (SNBC) is for people under age 65 who have Medical Assistance or MA-Employed Person with Disabilities (MA-EPD), with or without Medicare. With this expansion, Pinnacle Services' Medica Care Coordinators welcomed over 100 new clients!

For more information on Special Needs Basic Care and the health plans that offer SNBC visit the DHS website <http://mn.gov/dhs> and search SNBC or call the Disability Linkage Line at 1-888-333-2466.

Pinnacle Services also expanded Case Management services to serve Dakota and Chisago Counties and welcomed over 120 clients from these areas. With this growth, we have had the pleasure of welcoming nine additional Case Managers to our team in 2014.

Pinnacle Health Initiative Committee Presents

Moving into Fall

*Enjoy a hike in a MN State Park within the next couple weeks to see the fall colors at their peak.

Here are a few parks you might try:

Lake Maria State Park
Fort Snelling State Park
Interstate State Park
Afton State Park
Wild River State Park
MN Valley State Recreation Area
William O'Brien State Park



For fall color map and more park information, visit the [DNR website](#).

*The Health Initiatives Committee is hosting an exercise challenge for Pinnacle employees. The challenge runs from September 8th to September 28th with 9 teams participating. Each team consists of 4 competitors and each participant on the team will earn one point for every 30 minutes of exercise completed. The team with the most points at the end of the challenge will win a prize for their efforts. The winners will be announced in early October.



Key Facts about Influenza (Flu)

What is influenza (also called flu)

The flu is a contagious respiratory illness caused by influenza viruses that infect the nose, throat, and lungs. It can cause mild to severe illness, and at times can lead to death. The best way to prevent the flu is by getting a flu **vaccine** each year.

Signs and symptoms of flu

People who have the flu often feel some or all of these signs and symptoms:

- Fever or feeling feverish/chills
- Cough
- Sore throat
- Runny or stuffy nose
- Fatigue (very tired)
- Muscle or body aches
- Headaches
- Vomiting and diarrhea, though this is more common in children than adults.



3 Easy Ways prevent the spread of flu

1. Wash hands, use hand sanitizer, and avoid touching your mouth, nose and eyes.
2. Avoid close contact -- that is, being within 6 feet -- with people who have flu symptoms.
3. If you have flu-like symptoms -- fever plus at least cough or sore throat or other flu symptoms -- stay home for seven days after symptoms begin or until you've been symptom-free for 24 hours -- whichever is longer.

For more information, visit

<http://www.cdc.gov/flu/keyfacts.htm>



Working Smoke Alarms Save Lives

Test Yours Every Month!

Fire Prevention Week • October 5–11, 2014



Consumer Highlights

- Hidden Valley and Ridge Point sites attended Camp Confidence in Brainerd, MN from August 26th to August 29th. All of the ladies enjoyed outdoor activities such as the monster slide, swimming, tubing, kayaking, the petting zoo, fishing and archery. The ladies also were able to go on a hayride and learn about the surrounding area's plant and wildlife. There were many other activities at the nature center where everyone held a snake and then enjoyed learning about the stars and planets. The staff and ladies showed their excellent artistic abilities while tie dying shirts and doing pigment pounding (pounding leaves and flowers onto fabric, leaving an imprint with the plants natural pigments).

This was Hidden Valley's third year attending and Ridge Point's first year. There were many first experiences for both the staff and the consumers and new friendships were made.

- MC in Supportive Employment Services is doing a wonderful job at her place of employment. She continues to advocate for herself when she has a concern or a question. She is recognizing when she needs help and has asked others for assistance. She meets with her supervisor on a regular basis. MC has also been given the responsibility of orientating interns within her department.
- BO who is in the Independent Living Skills Program, recently opened up a bank account at a local bank. BO had a great experience and really liked the bank teller, so she went back to the bank and opened up her own savings account. In the past, BO had not expressed interest in having her own bank account.



**Celebrating our consumers and their achievements
is why we do what we do.**

Consumer and Staff Halloween Party



When: Saturday, October 11, 2014

Time: 12:00 PM – 4:00 PM

**Where: 724 Central Ave NE,
Minneapolis, MN 55414 (Central Office)**

Pinnacle Services is having a Halloween party for staff and consumers. There will be a costume contest, ghoulish games and prizes, freaky fun, and frightening food. It is a great time for consumers and staff to meet and socialize with people from other sites. Come dressed up in your best costume! Hope to see you all then. **Please RSVP to your Program Manager by Friday, October 3rd.**

Peak Pinnacle Players

These folks were nominated because someone caught them displaying one or more of Pinnacle Services' Core Values. Pinnacle Core Values: integrity, encouraging others 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.

This Quarter's Winners Are:

July

Kathy Noble has a strong attention to detail.

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.

August

Heidi Crees does a great job double checking that her job duties are done correctly.

Erica Williams handled an emergency while staying calm.

Maria Foushee is a hard worker that is dedicated to her job and those she works with.

Jameela Wade works hard and always stays positive.

Cathy Hunsaker always goes above and beyond her job duties.

September

Donna Baty assists her co-workers find solutions to life's great mysteries.

Veronica Courtright works with passion and enthusiasm.

Xai Khang helps by coming in early to cover shifts for her co-workers.

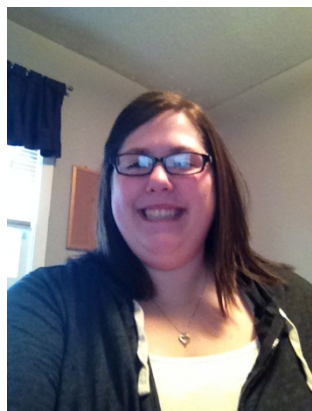
Marissa Reed volunteered in another department and did great.

Isha Caldwell has been covering a lot of open shifts and providing excellent services.

**BE SO GOOD
THEY CAN'T
IGNORE YOU**

~STEVE MARTIN

Pinnacle Introduces:



Alley Stanton

Program Manager,
Sunset Park

Please provide a brief paragraph about yourself and your background.

I grew up in the suburbs of Coon Rapids and ventured to NE Mpls in 2009 where I've been ever since.

I went to school for Business Administration pretty much because I needed to pick something to major in. I started working with people with developmental disabilities in 2009 and really enjoyed it and have been working in the field ever since. I married my High School sweetheart in December of 2012 and we have a 3 year old nephew who we just love to pieces. I enjoy scrapbooking, movies, shopping and spending time with family and friends.

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

Be open-minded. Come into meetings/situations/life with the ability to learn new information and to be able to try new thoughts and ideas.

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

I would probably do some sort of cartoon, only because I used to draw comic strips as a teenager, and they were pretty entertaining, to me at least.

What's the hardest lesson you've had to learn? You can't erase the past. As much as you want to, you need to keep moving forward and learn from past mistakes.

What did you want to be when you grew up? An Elementary School Teacher

The last movie I saw was... Boyhood

It's hard to believe but I have never...
Been to Wisconsin.

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?

Probably Old Navy, Target, Gordmans, Kohl's, and online and it would take weeks to spend it.

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

My mom calls me Alley Cat because I love cats.

What did you eat for breakfast this morning? I don't eat breakfast.

What was your favorite sitcom growing up? Boy Meets World on TGIF nights.

My life would be complete if...
My house cleaned itself.

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

I don't really do spontaneous things because I am a planner and follow the rules, but once in High School I went to the movies with my now husband and the movie we saw turned out to be not that great, so I was upset, and to cheer me up, he suggested we see a double feature and we decided to walk into the next theatre where another movie was going to start. The second movie was much better.

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

Tater Tot Hotdish

Which super power do you wish you possessed and why?

It would be pretty cool to fly; you would never be stuck in traffic!

Pinnacle Introduces:



Daniel George

Case Manager

Please provide a brief paragraph about yourself and your background.

I grew up in a Dutch-themed small town in South-Central Iowa that claimed to have the most churches per-capita in the country and had a tulip festival. In retrospect, some of this was quite bizarre. I studied philosophy at Gustavus Adolphus College and completed my MSW at the University of Minnesota. I've travelled to Ecuador, Costa Rica, Chile, Vietnam, Cambodia, and various European countries, and lived in South Korea for a year. My interests include gardening, cooking, racquet sports, soccer, yoga, and many other fine things. I have two kitties and one puppy. I also might say that I "have" the birds that visit my bird feeders, but it'd be more accurate to say that they have me giving them food.

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

Stop burning fossil fuels.

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

The beginning of an infinite continuation of Harry Potter.

What's the hardest lesson you've had to learn? I am not in control.

What did you want to be when you grew up? A veterinarian

The last movie I saw was... Her

If you had an Honesty Room, who would you want to question in there and why? Master Yoda, for inspiration.

It's hard to believe but I have never... Done the full splits.

What talent do you wish you were born with? Sleight of hand

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?

Probably some sort of travel agency, or REI, or a pet store with pets available for adoption. It would take many hours.

What is your least favorite word?

I'd rather not force everyone to think about it.

Do you have a nick-name?

People call me Star-Lord.

What did you eat for breakfast this morning?

Kale-eggs

What was your favorite sitcom growing up? I'm not sure. I watch The Office now.

My life would be complete if...

My life is complete. However, I would like to live amongst a variety of animals, such as sloths.

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

I vaulted myself into the foam pit the other day.

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

The scenario makes me uncomfortable. Quinoa might be the most practical answer.

Which super power do you wish you possessed and why?

I appreciate Wolverine's powers and bad attitude.



One of Pinnacle Services' Core Values is to create fun. One of the ways we chose to promote fun and happiness in its employee's lives was by hosting a night at the Twins on August 22nd. We got to see the Twins defeat the Detroit Tigers 20-6. For a bonus, there were fireworks after the game. We had 15 employees attend this event from our Case Management, Program and Administrative departments.

Quarterly Mass Meetings

Mark your calendars! The upcoming Quarterly Mass Meetings are scheduled for:

October 6th – 10 AM to Noon

October 7th – 6 PM to 8 PM

October 9th – 10 AM to Noon

Please note the date and time changes. Each meeting will be limited to 40 employees so please plan accordingly. Remember, these meetings are MANDATORY.

Employee Referral Program

Do you know someone looking for a job? Are they reliable and hard working? If so, refer them to work for Pinnacle Services and you could earn some extra cash! If the person you refer is hired and completes 6 months of employment, you will be paid \$50. After the person you refer completes one year of service, you will be paid \$100. It's that easy!

You must be a current employee to be paid.

If you have any questions regarding our Referral Program, please contact Human Resources at 612-977-3128.

Employment Opportunities Available!

- * Part Time Program Counselors (hours available in Chaska, Chisago City, Monticello, and New Hope)
- * Full Time Program Coordinator (multiple)
- * Full Time Program Manager (Monticello)
- * Full Time Program Director
- * Full Time Nursing Supervisor

For a complete job description and qualifications and to apply, please check out the Pinnacle Services Career Page at: <http://www.pinnacleservices.org/careers>. You may also stop in to pick up an application at the office (724 Central Avenue NE, Minneapolis, MN 55414) or contact Human Resources at 612-977-3128.

