

The Peak

Pinnacle Services and Summit Fiscal Agency Newsletter

Winter ❖ 2015

Inside

Brand Promise

We promise three things with every Pinnacle interaction.

2

Consumer Highlights

Why we all do what we do.

4

Employee of the Quarter

Bragging rights and \$250.

7

Benefits Update

Medical Insurance and Workers' Compensation.

11

Program Highlight

Transitional Housing

Pinnacle Services is excited to launch a new Transitional Housing Program in Golden Valley. This service was developed for individuals in need of supports in a temporary housing model. The program is designed to serve individuals who are looking to shift between their parents' home, adult foster care, or assisted living to individualized housing options.

At our Transitional Housing Program, individuals will live in a setting where they can choose from a variety of service supports in order to learn the necessary skills to be successful in the home and community. The setting of the site is a single-family home located in a quiet neighborhood with the capacity to serve 3 consumers at a time.

Service options available are Independent Living Skills, Supported Employment, Homemaking, and In Home Services. We will work creatively and intentionally with consumers on

Continued on the next page



skill building in this 6 -24 month residential program all the while working with them in locating independent housing options and catering their services. Open House events were held in November and December, at which time a number of case managers, prospective consumers, and family members came out to tour the program.

For any questions about this program, please contact Jeremy Anderson, Program Administrator at:

Jeremy.Anderson@pinnaclese rvices.org or 612-977-3118

Pinnacle Services and Summit Fiscal Agency’s Brand Promise

Flexible

We offer creative person centered solutions that allow you to know and choose the options that are the best fit for you.

Responsive

We will follow through in a timely manner; you will not wait more than 24 hours for a response from one of our employees.

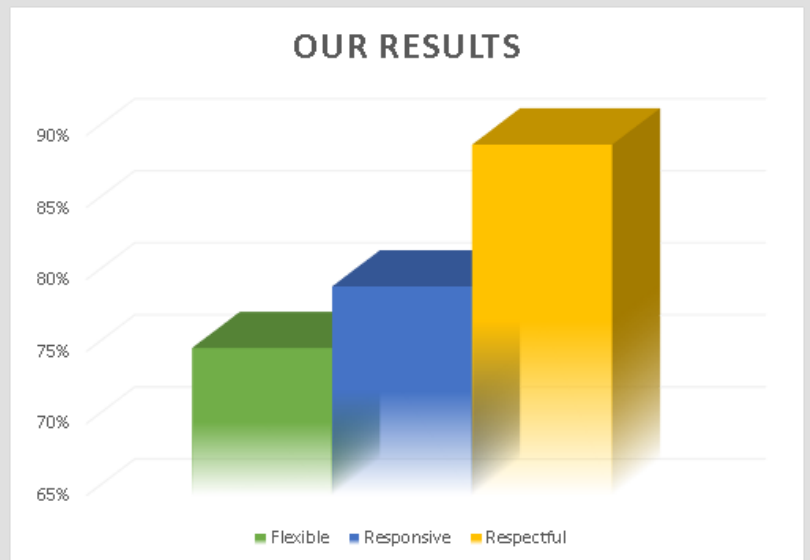
Respectful

We provide services that put your privacy, individualism, and choice about how you want to live at the forefront of your care.

We promise you, our consumers, stakeholders, and each other that we will be flexible, responsive, and respectful during every interaction.

Doctors can take a pulse. Stockbrokers can check a price. Golfers can check a score. How can we tell how we're doing? We have to send out customer surveys!

We know how WE think we're doing, but what really matters is YOUR opinion.



Pinnacle Gives Back

Food Drive

During the month of December, Pinnacle Services' Health Initiative Committee sponsored a Food Drive for the Senior Food Shelf at 18th and Central in Northeast Minneapolis. We collected non-perishable food and personal hygiene products and delivered the donations on December 18th. The items weighed in at 159 pounds!



Salvation Army Toy Distribution

On December 18th, Pinnacle Services' Volunteer Committee had 16 Pinnacle staff volunteer at the Salvation Army to assist parents who had registered their children to receive a gift for the holidays.



Our volunteers joined with over 3,000 volunteers to help parents select gifts for their children, providing a stress free holiday shopping experience.

The volunteers helped distribute 47,000 toys and over 8,000 winter coats to children in need.

Blood Drive

Blood is essential for life: it carries oxygen and nutrients throughout the body, fights infections, and helps heal wounds.

You or someone you know will need blood. At some point we will all know a friend, neighbor, family member, or co-worker who needs a blood transfusion. In fact, 1 out of 3 people will need blood in their lifetime. There is no blood substitute; only volunteer blood donors can roll up their sleeves and save lives.

The Health Initiative Committee held a Red Cross Blood Drive on November 3, 2014. This was our most successful blood drive yet, with a total of **20 whole blood units donated**. In previous years, we had donated 13 units (2009), 16 units (2011), and 10 units (2012).

Thanks to all of our employees that participated!

Share life
Give blood



Consumer Highlights

Bavaria Lake and Jasper Hill

Welcome to Donny at Bavaria Lake and Jack at Jasper Hill. They have spent the last few months getting to know their housemates, getting acquainted with their surroundings, and settling into a routine.

Hidden Valley and Ridge Point

The Ridge Point and Hidden Valley ladies have been keeping busy and having fun. Recently, they got together for a “Spa Day” and everyone had avocado facials, olive oil hair treatments, and ended the day with manicures and pedicures. They had another get together on New Year’s Day for movies and munchies in the afternoon (a BIG thank you to Angela for planning and pulling this activity together for the ladies).

Hidden Valley

MB is learning a lot at her monthly self-advocacy meetings. MB had a special dinner for her birthday at the Olive Garden with many friends. HAPPY BIRTHDAY MB!

AD continues to attend classes and has begun sample testing for her GED. She aced her reading tests and is waiting on scores for her math tests. WAY TO GO AD!

Ridge Point

RL from Ridge Point has been riding her morning work van and earning rewards. RL also went to the Shriner’s Circus and had a great time. Go RL.

Overnight shifts at Ridge Point are now sleep shifts, which promotes a more restful and home-like atmosphere.

Hillcrest

BH is successfully attending school full time and has not missed one scheduled school day in almost a full year.

SH has been successfully working through many transitions this year.

Hillcrest ladies enjoyed attending the Pinnacle Halloween Party!

Jackson Square

In the last month Jackson Square has filled its last open bed and is at capacity. Residents and staff are adjusting well to the changes.

A consumer was able to get back to work this month and another consumer started volunteering in the community.

All the consumers have all been very supportive of each other through the holiday season. Thank you!

Sunset Park

Jason McGuire’s dad, Tim McGuire, wrote and published a book titled “Some People Even Take Them Home.” The book is about Jason and his Dad surrounding their struggles with disabilities.



The book can be found on Amazon. Jason is very proud of his Dad!

[Click here to see the book on Amazon.](#)



Pinnacle Services Consumer and Staff Halloween Party

On October 11th we held our annual consumer and staff Halloween party at the office. Staff and consumers from our Assisted Living, Supported Living, and Independence Programs were in attendance. We had a craft table, Bingo, food, games, a face painter, and lots of fun!

Special thanks to Alley, Audrey, Jeremy, Arianna, Lynn, Michelle, Johanna, Emily, Jamie, Jessica, and Laura for helping to make the party such a success!



Health Initiative Committee

presents...

Exercise Challenge

The Health Initiatives Committee hosted an exercise challenge for Pinnacle employees in September. Each team consisted of 4 competitors and each participant on the team earned one point for every 30 minutes of exercise completed. The winner of the Exercise Challenge was: Team "IV Leaguers." The winning team consisted of our company Nurses – Leticia Stavish, Donna Baty, Jo Ann Olson, and Christa Heffernan. They were awarded hot/cold beverage bottles and pedometers. The next HIC Team Activity Challenge will begin during first quarter in 2015.



Vitamin D

Vitamin D is needed to build strong bones and to be healthy. Vitamin D is often called the "sunshine vitamin" because it is made from sun shining on bare skin. Our bodies were made to get our vitamin D from the sun.

In Minnesota, the sun is not strong enough to make vitamin D for half the year! Also, we don't get as much sunlight as we once did. Few foods are rich in vitamin D. Most Americans are not able to eat enough of vitamin D rich foods for their daily needs.

- Adults - Consider a multivitamin to help you meet your vitamin D requirement of 600 IU each day. If you are pregnant, make sure your prenatal vitamin contains vitamin D.

Children and Adults:

- Look for a multivitamin with at least 400 IU vitamin D.
- Inexpensive store brand vitamins work just as well as the brand name vitamins.

Source: <http://www.health.state.mn.us/wic/nutrition/pdf/files/egennut7.pdf>

Cold and Flu Fighting Tea

- A packet of tea
- 1 tbsp honey (kills bacteria)
- tsp lemon juice (immunity booster)
- 2 cinnamon sticks (pain reliever)
- 1 tsp ground cloves

Put honey, lemon juice, and cloves to your cup. Add tea, couple of cinnamon sticks, and a few lemon slices.

Source: <http://inspirationformoms.com/2013/12/the-best-drink-for-cold-and-flu->

Department Highlight

The Ryan White Program at Pinnacle Services allows us to provide essential Homemaker services including housekeeping and transportation services, to individuals navigating their HIV/AIDS diagnosis.

We are committed to expanding the program in order to serve more consumers in their home and in the community. We are excited to report that since October, we have acquired 13 new Ryan White consumers.

Pinnacle is also increasing collaboration with other service providers in the area and look forward to continued collaboration with Allina, Health Partners, MN AIDS Project, HCMC, and HCMED to provide the services of the highest quality to these consumers.

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

jamie.fann@pinnacleservices.org
or 612-977-3115



Did You Know?

It's that time of year when cold temps keep it difficult to see out your windshield! This salt solution will keep frost from forming even when the mercury drops below zero!

Solution:

Boil 2 teaspoons of plain table salt with 4 cups of water. Keep the lid on the pot while you boil the mixture for 15 minutes.

Allow solution to cool to room temperature before use.

After it has cooled, dip a clean sponge in the solution and wipe the glass on your car with it. Dry immediately after you have wiped the windows down so that the solution does not have a chance to dry on the glass.

Employee Referral Bonus

Do you know someone that enjoys working with others and would be a good addition to our company?

Refer them to work at Pinnacle Services.

We have several different opportunities available and are always looking for caring and dependable staff. Employees who refer people that end up being hired can be eligible for a referral bonus.

For more information contact Rose Hoyer in Human Resources at 612-977-3128 or rose.hoyer@pinnacleservices.org.



Employment Opportunities

- Part Time Program Counselors (hours available in Chaska, Chisago City, Monticello, New Hope, and St. Louis Park)
- Full Time Independence Program Coordinator
- Full Time Case Manager
- Full Time Program Manager (Monticello)
- Summit Program Coordinator

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

Pinnacle Peak Players

The following employees were nominated because someone caught them displaying one or more of Pinnacle Services' Core Values.

Pinnacle Core Values are:

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

The Winners Are...



October

Rachel Matiatos is always willing to pick up extra shifts.

Viviane Formikong is appreciated for coming in on her day off to assist a consumer.

Brittany Baker is hard working and always willing to go the extra mile.

Randi Aeshliman has a champion attitude and dedication to the ladies with whom she works.

Jamie Oberfell goes the extra mile to help the consumer have a good day.

November

Tish Stavish (Ginter) is able to create fun in any situation.

Nikki Storebo is always willing to pick up extra shifts.

Maria Trueblood is a great support to her team and clients.

Lynn Morris is a great manager that does what she can to make everyone happy.

Barbara Frich helps make the shift flow smoothly when she is working.

December

Crystal Sargent is always positive and assertive.

Kaneya Gillard stays calm and can handle difficult situations that arise.

Jameela Wade is always pleasant and a great member of the team.

Adama Jalloh works efficiently so that consumers receive the best care.

Stefany Jones has a positive attitude and great ideas for those with whom she works.

Employment Anniversaries

Thank you for all you do!

October

David Zepka	6 Years
Robert Lowry	5 Years
Jeremy Anderson	4 Years
Viviana Formikong	3 Years
Angela Price	3 Years
Amy Blake	1 Year
David Giddings	1 Year

November

Kelly Anderson	3 Years
Nancy Drexler	2 Years
Allison Loechler	2 Year
Katelyn Snyder	2 Years
Johanna Geurkink	1 Year
Sadiyo Mohamed	1 Year
Andrea Wilson	1 Year

December

Shannan Anderson	7 Years
Rachel Matiatos	4 Years
Kay Ragatz	4 Years
Patrick Shaughnessy	4 Years
Rochelle Willis	4 Years
Christa Heffernan	2 Years
Cathy Hunsaker	2 Years
Rebekah Ingram	1 Year
Elizabeth Kaine	1 Year
Kelly Leonard	1 Year
Katherine Noble	1 Year
Amy Storbakken	1 Year

Employee of the Quarter

Employee of the Quarter is a new program within our employee recognition program at Pinnacle Services. To be nominated, the employee must: be nominated by a supervisor or co-worker for exhibiting all of Pinnacle's Core Values, be up-to-date with all training and be current with all HR-required documentation, follow company policies and procedures, have a positive attitude, and exhibit team work.

Nominations This Quarter Were:

Dylan Curto, Cathy Hunsaker, Stefany Jones, Eyvette Maggett and Angela Price.

The Winner is:



Dylan Curto, Program Counselor at Hillcrest!

Dylan was nominated by Brittany Baker, Laura Boss and Emily Reynolds.

Absolute honesty, integrity and ethics in all aspects of business

Dylan is a dedicated, straightforward employee. When asked to complete tasks that help support the program, he is quick to respond and complete the task. He takes on added responsibility with ease and a positive attitude. Dylan's go to line is, "Yeah, I can do that", which is refreshing to hear. Dylan has a challenging job at times; however, he has unbreakable commitment to complete his job to the best of his abilities. When Dylan says he is going to do something, he will make sure it is completed. He is also committed to do the "right" thing before the "easiest" thing.

Encourage people to achieve their full potential

Dylan positively encourages consumers and staff to achieve their full potential each shift. Dylan works well with the ladies at Hillcrest, through the fun times and more challenging times. Dylan encourages the ladies on each shift he works to work on their goals and to take the steps to achieve them in a way that is not demanding or controlling.

Dylan also works well with his co-workers. He is extremely flexible with his schedule and this helps out his co-workers and the program as a whole. Dylan does a great job splitting job tasks with his co-workers, and goes above and beyond each shift. He has helped out with several management tasks, supporting the program during a time when there is not a manager in place. He makes sure bills are paid, medications are filled/ordered, MARs are updated, cleaning lists printed, consumers have items that they need, and the day-to-day is communicated to others.

Work with passion, commitment, and enthusiasm

Dylan has worked with a consumer who is now on a Positive Support Transition Plan. This was a big change for Hillcrest and for the staff working with her. Dylan put a lot of time and effort to find out what works and what doesn't work and he has trained others on his techniques. Dylan has Pinnacle's best interest in mind. He is professional when speaking to consumers, co-workers, superiors and guardians. He represents the agency well.

Create fun and happiness in people's lives

Dylan strives to get to know the consumers he works with. Knowing about the consumers helps him make each shift go smoothly and makes the consumers, along with his co-workers, happy and have fun.

Celebrate diversity and the uniqueness of people

Dylan has a great relationship with the consumers he works with and his teammates. He is able to work well with the consumers at Hillcrest due to his consistency and calm demeanor. He is able to work well with his co-workers because he is friendly, fair and approachable. Dylan communicates often and well with others. Others have the highest level of trust for Dylan. Time and time again he follows through with his word.

Be tenacious and innovative agents of change

Dylan is patient, loyal, committed, compassionate, consistent, thorough, and calm. Dylan has brought all of these attributes to the Hillcrest team, creating a friendly and enjoyable culture.

Pursue growth and learning

Dylan challenges himself to get to know the consumers that he works with and strives to provide quality services for them. He continues to be willing to try something new or different and is able to "rally" his co-workers to do the same.

Pinnacle Introduces:



Emily Yund

Case Manager

Please provide a brief paragraph about yourself and your background.

I was born and raised in Minnesota and attended college at St. Catherine University in St. Paul where I received my social work degree in 2012. I love to be active and have fallen in love with the Pure Barre work out and compete with my family and friends in a FitBit challenge!

If you could give the world one piece of advice, what would it be? Don't worry so much. Worrying is about as affective as trying to solve an algebra equation by chewing gum.

You are given the opportunity to create and direct a feature film. What would it be about? Zombies. I love a good zombie movie!

What's the hardest lesson you've had to learn? Life isn't fair.

If you had an Honesty Room, who would you want to question in there and why? Amelia Earhart because I want to know if the Bermuda Triangle exists or not.

What talent do you wish you were born with? A beautiful singing voice

What would we find in your refrigerator right now? Not much. Chicken, lettuce, some fruit and a lot of condiments.

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? HOM Furniture and probably about 3 hours.

What is your least favorite word? No

What was your favorite sitcom growing up? Friends

My life would be complete if... I won the Powerball

What's the most spontaneous thing you've ever done? Unfortunately I cannot think of anything. I am a Virgo and therefore I am a planner.

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

Which super power do you wish you possessed and why? Ability to read minds. So much is lost in translation and/or interpretation.



Michelle Schneider

Program Coordinator

Please provide a brief paragraph about yourself and your background. I'm originally from a small town in southwestern Minnesota. I moved to the Twin Cities in Sept. 2008 to attend McNally Smith College of Music. I graduated in Dec. 2011 with a BA in Music Business. I started working at Pinnacle Services in June 2012 doing direct care in the Independence Programs. I have worked in just about every IP program, but primarily focused on ILS and homemaking in the Ryan White Program. I started transitioning to the Program Coordinator position in July 2014. I am excited to continue working with the Ryan White Program in my new position.

If you could give the world one piece of advice, what would it be? Use your turn signal while driving.

You are given the opportunity to create and direct a feature film. What would it be about? It would either be some kind of fantasy movie like *Lord of the Rings* or *Legend of the Seeker* or a documentary on David Geffen (an important music manager).

What's the hardest lesson you've had to learn? Don't catch hot items (pans out of the oven)

and metal while welding) with my bare hands. I've burnt my hands more often catching hot metal than I really should have.

If you had an Honesty Room, who would you want to question in there and why? Sharon Osbourne because she's a fascinating individual and had a very successful career.

What talent do you wish you were born with? I wish I had a talent for languages. There are many that I would like to learn, but I'm not able to retain the information if I'm not constantly working on them.

What would we find in your refrigerator right now? Mt. Dew, milk, and leftover pizza

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? Bed, Bath & Beyond. I imagine the money would be gone fairly quickly; I have very little resistance in that store.

What is your least favorite word? Maybe. I particularly dislike it when someone just says it because they don't want to say "no," but that's what they really mean.

What was your favorite sitcom growing up? *Friends*. It is still one of my favorite shows.

My life would be complete if... I had a Great Dane puppy.

What's the most spontaneous thing you've ever done? Going to visit friends that live a couple hours away last second after talking to them on the phone. I don't do many spontaneous things. I prefer to have a plan in place.

If you had to eat one thing for the rest of your life, what would it be? Chicken. I love chicken almost any way that it is made.

Which super power do you wish you possessed and why? I'd like to be able to teleport because that would eliminate driving and make life much easier.

Benefits Update:

Medical Insurance

As you know, there have been many changes recently to medical insurance benefits as a result of the Affordable Care Act (ACA). As a result, effective January 1, 2015, Pinnacle Services will be offering three different medical insurance plan options to full time employees (full time employees are eligible for this benefit on the 1st of the month following 2 full months of working full time) and also to part time employees (part time eligibility is based on the average number of hours worked by the employee in a week within 12 months). Employees who work an average of at least 30 hours per week for a 12 month period will be eligible for medical insurance benefits on the 1st of the month following the 12 month look back period for the employee). **The plans are:**

The **Preventive Care Only Plan** will provide coverage for preventive services. There is 100% preventive care and prescription drug, limited to preventive Rx coverage (as defined by ACA). There is no deductible and no hospitalization or emergency room coverage with this option.

The **Blue Option Plan** will also have prescription coverage, with a co pay, 100% preventative coverage, 4 office visits for illness or injury, and 3 emergency room visits. There is no hospitalization coverage with this option.

The **Affordable Care Plan** option, as with the other two plans, will have no deductibles but unlike the both options above, will include hospitalization coverage.

Human Resources will contact eligible employees directly for medical insurance. Employees will be provided with additional information regarding the plans, premium rates, and further instructions on how to enroll or waive coverage.

Workers' Compensation

Effective January 1, 2015 we will begin working with WCMC (Workers Compensation Modifier Controllers Inc.) to assist in handling of our Workers Compensation program. Their office may be contacting you in regards to any claimed work injury that occurs. Essentially they are an extension of our Human Resources department.

WCMC is available to our employees to answer any questions regarding treatment needs or questions in general about a claimed injury. WCMC will gather information about the injury, coordinate returns to work and light duty availability, talk directly with your doctor to discuss treatment and restrictions, speak with your supervisor and co-workers to discover the extent of the injury and to make recommendations regarding acceptance or denial of claims.

Employee Shout Outs

Ashley Johnson and **Sarah Roetman** are willing to cover other consumers' RAs that aren't on her caseload to ensure their needs continue to be met.

Allison Loechler has a straightforward common sense approach along with knowledge and concern for consumer care.

Kelly Leonard is always on task, fun to work with and makes it fun for the ladies.

Cathy Hunsaker goes above and beyond to make sure consumers are happy and heard. She provides services of the highest quality.

Veronica Courtright is great with helping the consumers. She is always smiling and laughing.

Sadiyo Mohamed consistently enforces the rules with kindness and consideration.

Rochelle Willis works with passion and always has a positive attitude.

Marissa Reed makes work fun and enjoyable.

Heidi Crees always handles difficult situations with a smile on her face and makes herself available to consumers and staff.

Xai Khang brings happiness to consumers daily and is always so helpful.

These are just a few of the employee shout outs we received; it would take 3 printed pages to fit them all! You guys are great supporters of your staff and co-workers. Make sure to nominate these folks for Peak Players too. Your hard work and care for the consumers is truly appreciated.



Happy Holidays and Happy New Year from all of us.

