

The Peak

*Pinnacle Services and
Summit Fiscal Agency
Newsletter*

Spring ❖ 2015

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Program Highlight

Ridge Point

Ridge Point is located in Chisago City and is home to three very busy ladies. They love being out in their community and having fun.

The ladies' interests include; bowling, shopping, picnicking, bingo, movies, walks in the park, and they always up for trying new things. In the past year, they attended Camp Confidence for four days in Brainerd, participated in Special Olympics Track and Field, and will attend the Starry Night Prom.

Ridge Point has just purchased a new van and the ladies are looking forward to a summer filled with sun and fun.

Pinnacle Services and staff are privileged to support these ladies as they do what they love and help create opportunities for success.

Pinnacle Services Attended the Creative Housing Conference

Pinnacle Services participated in ARC's *Creative Housing: Bringing the Pieces Together* on Saturday, April 25, 2015 at Mystic Lake Hotel in Prior Lake. This conference was for people with disabilities, their family members, professionals and others interested in helping people with disabilities find a place to call home.

Pinnacle Services provides many services which support independent living including, but not limited to:

- 24-Hour Emergency Assistance
- Adult Companion Services
- Homemaker
- Night Supervision
- Personal Support
- Independent Living Skills Training
- Semi-Independent Living Skills
- Supported Living Services
- Supported Employment Services



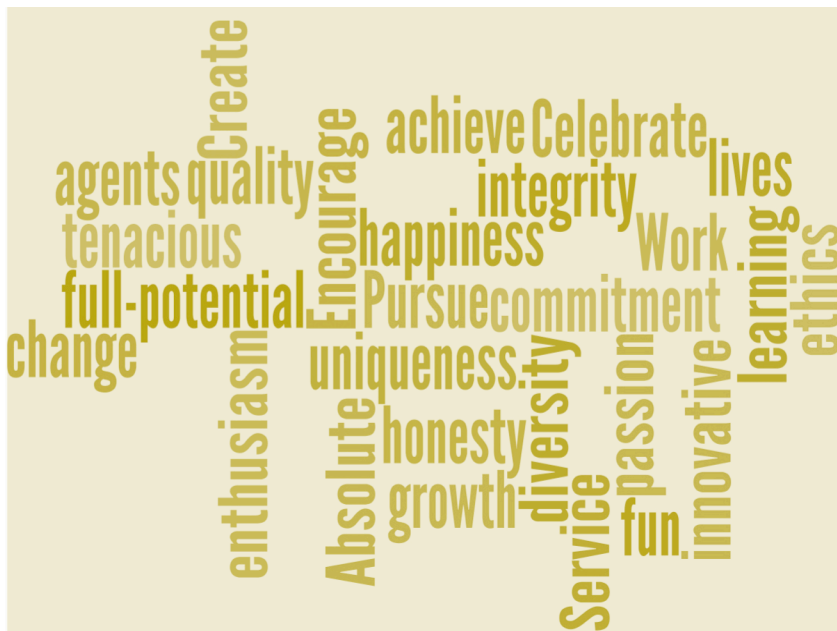
For information about living independently, please contact Jamie Fann at 612-97-3115 or Jamie.fann@pinnacleservices.org.

Our Vision and Mission

Our vision at Pinnacle Services is to empower people to achieve their full potential and to realize their dreams.

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 are committed to creating and expanding opportunities for children and adults with disabilities. This is demonstrated by our agencies' contribution to the realization of an individual's choice of caregivers, support, housing, and employment opportunities.



Pinnacle Gives Back



Laura Boss with two Red Cross personnel after giving blood.

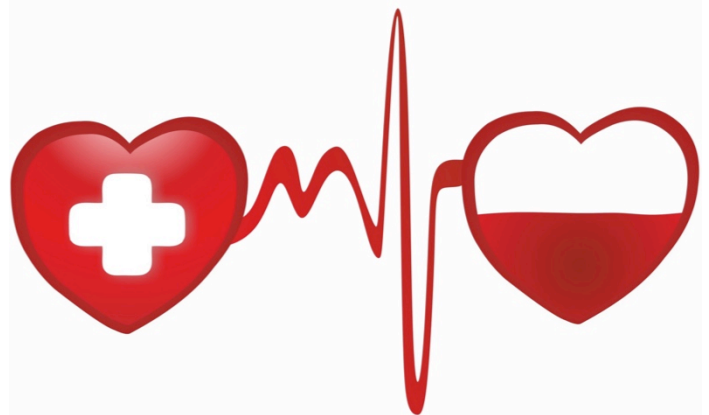
Blood Drive

The Pinnacle Health Initiative Committee held an American Red Cross Blood Drive on Friday, April 24th. We surpassed our goal of 19 units of blood and donated 20 units. Each participant received a Pinnacle pint glass.

Thank you to all who supported this great cause!

If you are interested in other opportunities to donate blood, you can head to:

<http://www.redcrossblood.org/donating-blood> and enter your zip code to find a drive near you.



A single blood donation may help three different people.



Mark your calendars! The Annual NAMI Walk (National Alliance on Mental Illness) is scheduled for Saturday, September 26, 2015 from 11:30 to 1:30 PM at Minnehaha Park in Minneapolis.

This is a 5K walk to help raise funds to support individuals impacted by mental health issues. We welcome everyone to come and join us. Taking part in this event is a great opportunity to help raise awareness, fight stigma, provide support, educate the public, and advocate for equal care for those who have mental illness.

For more information about NAMI head to their website: <http://www.nami.org/>

Consumer

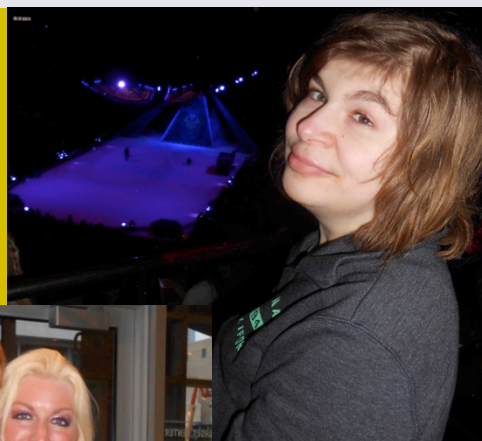


Supportive Employment Services

Two consumers in our Supportive Employment Program recently went to a job fair in St Paul and they both received jobs on the spot at Target Field.

Well Done, BW and DS, your hard work and efforts have paid off.

Frozen – Disney on Ice



Hillcrest ladies enjoying their Disney on Ice show.



A professional face painter came to Hidden Valley and Sunset Park throughout March and April. Consumers from the Independence Program, Hidden Valley, Ridge Point, Hillcrest, and Sunset Park joined together to have fun. Since the experience was such a hit with consumers and staff alike, the face painter will be coming again.

Highlights

Marrie Bottelson – Self-Advocate

On February 16, 2015, we had the pleasure to hear one of our consumers from Hidden Valley, Marrie Bottelson, speak about the 5% Campaign. Marrie has been with Pinnacle for 13 years.

Marrie has attended several sessions at the Minnesota State Capitol to lobby with her peers and has spoken to State Representatives during session on three different occasions. Marrie is also an artist with her own business and has sold many prints, canvasses, greeting cards, and other items. Her art is featured at various art crawls throughout the year, held at Union Station. Her website is www.marriedreamcard.com.

One of the highlights from Marrie's presentation was her comment; "They know me at the Capitol." This speaks volumes to who Marrie is as a person. Below is some information from Marrie's presentation:



"My name is Marrie Bottelson. I am an artist and self-advocate. I grew up in Albert Lea and now as an adult I live here in the twin cities. I live in a group home with three other women. I also go to a Day Program called Partnership Resources, Inc. My Day Program is where I do my artwork and go on community outings. All my life I have needed help with my daily living. I have to rely on someone to help me with basic things like eating and getting dressed. I worry about what will happen if we don't continue to get COLA rate increases because I rely on staff to help with all my daily living cares. I need staff to get me up. We haven't had a rate increase in over five years; this worries me. If I don't have consistent staff, am I getting the quality of care I need? Good direct care staff have to move on to other jobs that pay more, or have two other jobs to live. I think it's time that the state of Minnesota invests in people with disabilities."

Marrie's tips for key messages to get across to your Legislators:

- Let your Legislator know what challenges you would face if the programs or services were reduced or eliminated or what challenges you will face if changes are not made.
- Let your Legislator know what specific action you are asking for.
- Let your Legislator know how the services you are advocating for improved or how would they improve your life, the lives of your family members, or those you serve.

Marrie's steps to cover your messages while sharing your story with your Legislators:

- Introduction and background on you (who you are, where you live, etc.)
- Relate a personal experience
- Frame the issue (is something working well and you hope it remains that way and vice versa)
- Tell them what you want and ask them for commitment
- Thank them for their time

Due to her "integrity, judgment, and ability," Governor Mark Dayton appointed Marrie to hold the office of Self-Advocate Member of the Governor's Council on Developmental Disabilities, a position appointed to only 30 people in the State of Minnesota. Marrie will serve for a term of 2 ½ years. During this time, she will attend bi-monthly meetings and will be a strong voice for her peers. You are an inspiration, Marrie!

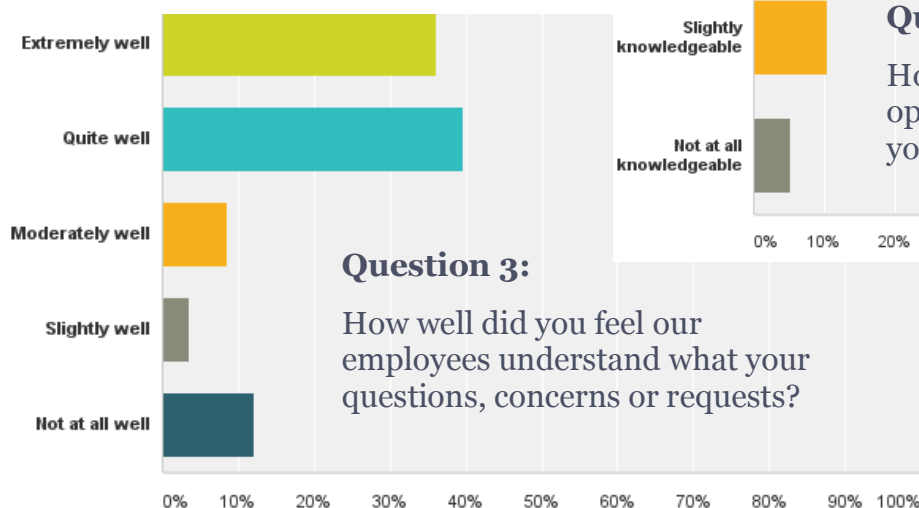
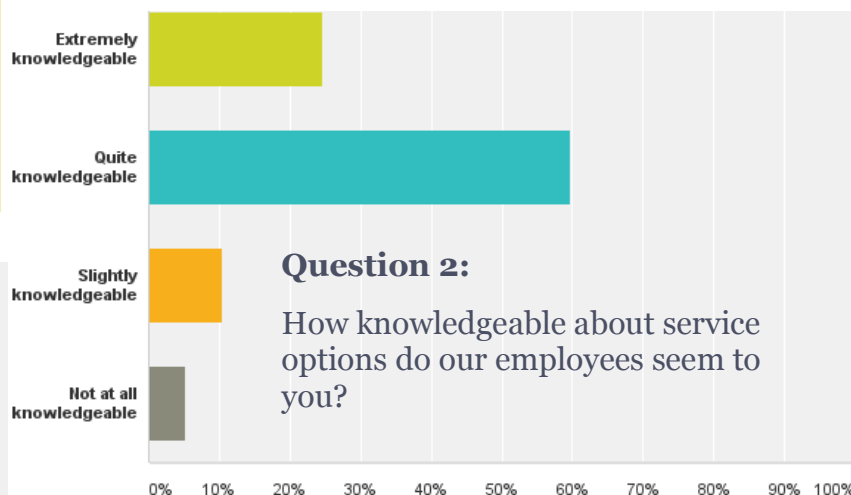
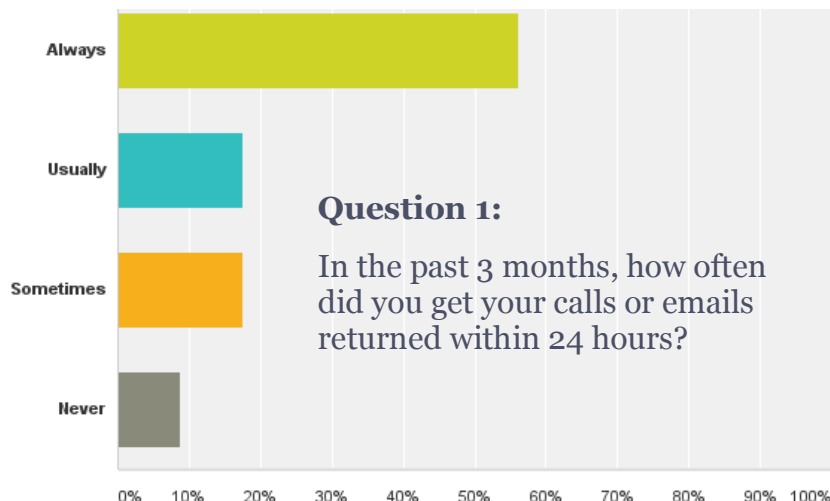
To find the Legislative and Congressional members who represent you, go to:
<http://www.gis.leg.mn/OpenLayers/districts/> and type in your home address.

For questions about the 5% Campaign, please contact 5% Campaign Communications Chair, Amy Wartick, at awartick@arm.org or 651-291-1086 ext. 4 or head to their website: <http://www.arm.org> and find the 5% Campaign on the Advocacy dropdown menu.

Pinnacle Services and Summit Fiscal Agency Survey

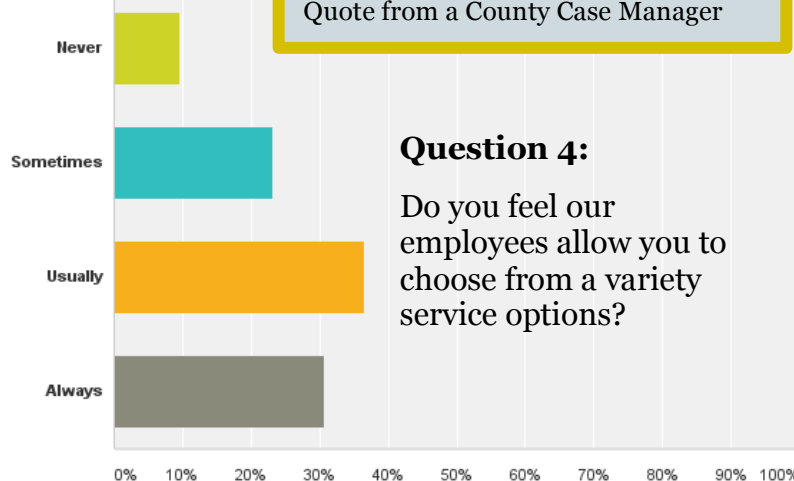
Thank you for participating in the recent Pinnacle Services and Summit Fiscal Agency service satisfaction survey.

Your feedback is reviewed by our administration and management team, and is used to help focus efforts to improve our services to you.

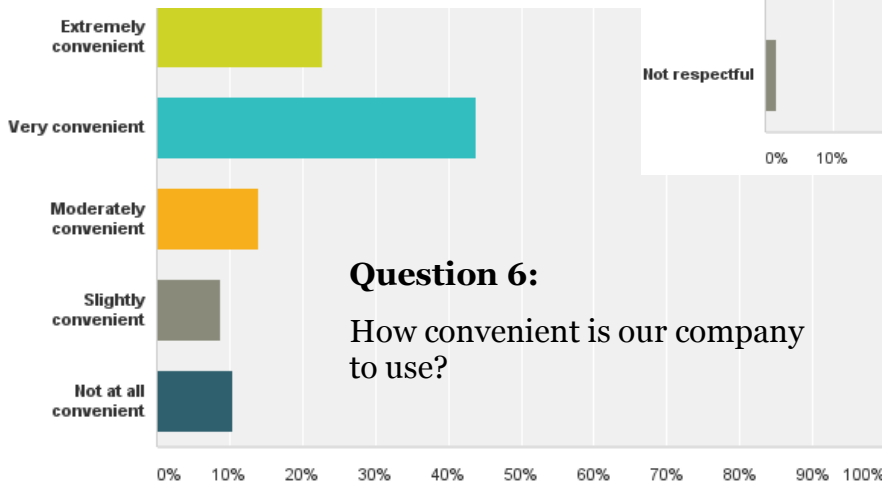


Pinnacle staff does a wonderful job of helping the people they work with live their best possible lives. They also do a great job of working through difficult situations with professionalism and compassion. Quote from a County Case Manager

"My client moved into an adult foster care in August 2014. After the exception rate was denied, the home stated that the client would need to move out and find a different foster care that could accept the lower rate. After 8 months of searching, touring different places, and many conversations with the client, her guardians, and the team, my client is moving into her new adult foster care home on 6/8/15 at a much more appropriate rate and level of support for her." Quote from a Pinnacle Case Manager



“Last week our Home Care division started care for a new consumer in need of assistance in his apartment. His family was pleased that we were able to offer assistance to get his apartment clean, and to help him with his bathing cares so that he can continue to stay independent in his apartment.” Quote from Pinnacle Staff



“A new hire for a new client called in to verify that she had everything filled out correctly on her new hire paperwork. We got all her questions answered and it was a great interaction, leaving both parties feeling good.”
Quote from Summit Staff

Employment Opportunities

- **Part Time Program Counselors**
(hours available in Minneapolis, Brooklyn Park, Golden Valley, Chaska, Chisago City, Monticello New Hope, St. Louis Park, and throughout the Metro area)
- **Full Time Program Float**
(various sites)
- **Full Time Program Manager**
(Housing with Services)
- **Full Time Program Coordinator**
- **Full Time Case Manager**
- **Full Time Accounting Clerk**
(at main office)
- **Full Time Registered Nurse**

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 stop 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.



Employment Anniversaries

January

Jill Cihlar	8 Years
Beverly Jambibi	3 Years
Erica Williams	3 Years
Dyana Hughes	3 Years
Sayeed Iftexhar	3 Years
Hawa Fofana	2 Years
Molly Oeffling	1 Year
Arianna Larsen	1 Year
Crystal Sargent	1 Year
Caitlin Doherty	1 Year

February

Holly Dasinger	8 Years
Natasha Privratsky	7 Years
Stefany Jones	5 Years
Chad Wegner	5 Years
Chris Smith	3 Years
Bekah Stroud	3 Years
Laura Boss	2 Years
Daniel Goldfarb	2 Years
Sarim Lev	1 Year
Rose Hoyer	1 Year

March

Lynn Morris	5 Years
Alex Ofei	5 Years
Timothy Markee	3 Years
Andrew Wittnebel	3 Years
Kristin Jeske	2 Years
Meredith Pedroza	2 Years
Paige Williamson	2 Years
Trokon Dalmeida	1 Year
Frank Seffah	1 Year
Jameela Wade	1 Year
Carrie Ragnow	1 Year

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...

JANUARY

Hawa Fofana worked a double on Christmas and communicates effectively with her team.

AnnaMarie Martino assists her team by picking up extra shifts.

Andrew Wittnebel changed his schedule so he could help with another consumer.

Sarah Roetman always has her client's interests at the center of her work.

JoAnn Olson is great at creating alternative methods when working with difficult situations.

FEBRUARY

Sarim Lev goes above and beyond her job duties and is fun to work with.

Casey Poirier helps by picking up shifts when needed.

Jessica Reno is devoted to her job and consumers and has incredible work ethic.

Solange Tambe worked a double on New Year's Eve to support the consumers with whom she works.

Frank Seffah is willing to switch shifts when he can to help his co-workers.

MARCH

Leah Anderson puts consumers first, making sure they get what they deserve.

Kristin Jeske helps out staff in difficult positions.

Bryan Hammes is very calm with the ladies.

Mallory Carstens is there to help, answer questions, and motivate coworkers to learn new things.

Crystal Sargent handled a challenging situation with grace!

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.

The Winner is:



Angela Price, Program Counselor at Hidden Valley

Angela was nominated by Lynn Morris.

Absolute honesty, integrity and ethics in all aspects of business

Angela has always been honest in reporting, even when it may have been uncomfortable for her. She always follows through within the time frame given her. Angela was recently asked to help set up a computer and rearrange some furniture; she completed the task by the next day. Angela always goes above and beyond when a task or special project presents itself.

Encourage people to achieve their full potential

Angela has trained many new staff at Hidden Valley. She always offers tips and tricks on finding a routine, helping the ladies get everything done, and dealing with the stress in this type of work. As for the consumers, Angela encourages the ladies to complete their outcomes, while helping them to go a step further. Angela has been

heard many times saying, "C'mon, you can do it! Keep trying!"

Work with passion, commitment, and enthusiasm

Angela has been overheard giving wonderful testimony regarding Pinnacle Services. She has demonstrated her commitment, not only in what she says, but also in her longevity with the company and Hidden Valley.

Create fun and happiness in people's lives

Angela has committed to this core value in a big way. Every year, since its start, she has attended Camp Confidence with the Hidden Valley ladies to work closely with the manager to make sure that everyone gets to go on the activities of their choice. Angela demonstrates fun and happiness in many more ways on a daily basis with the ladies, from: finding activities, conferring on meal choices, to finding medical professionals (such as a dentist) that fit needs and comfort level.

Celebrate diversity and the uniqueness of people

Angela gets along well with both the consumers and her peers. She promotes a calm attitude while addressing issues. Her calmness generates trust with her coworkers. As a trainer, she "knows her stuff" and makes sure to share that with new staff. Her training has helped the ladies to have more peace of mind and be more accepting of new staff.

Be tenacious and innovative agents of change

Angela works closely with the Program Manager, organization, and the day-to-day business of the home. She has helped with filing systems, grocery shopping routines, activity scheduling, and many other things. Angela remains flexible with her schedule and is always willing to adjust to meet the needs of the home. Angela began by helping with two homes (Hidden Valley & Briarwood Trail) and now with two other homes. She often suggests schedule changes in order to help cover at Ridge Point when they are in need.

Pursue growth and learning

Although Angela's primary location is Hidden Valley, she has pursued training at two other sites - Ridge Point and Jasper Hill. She attends trainings on a regular basis and offers valuable input. Anytime there has been change or growth at Hidden Valley, she has been enthusiastic and eager to learn and implement the new ideas.

Pinnacle Introduces:



Abby Dreger

CADI Case
Manager

Please provide a brief paragraph about yourself and your background.

I graduated college from Viterbo University in 2010 with a Bachelor's of Science in Social Work. Not only did I study hard ☺ I also played 4 years of volleyball for the University. Best experience of my life! After college, I was hired as a Nursing Home Social worker in Wisconsin where I worked for about 6 months. I left this job to move to the great state of MN! I started a job as an ILS worker and continued this for 3 ½ years. Towards the end of my ILS career I had a baby and decided it was time to move on with a new career choice. This is when I became a Case Manager at Pinnacle Services. So far, the best career choice I have made. I have been married for 3 years and have a handsome 7.5 month old baby boy, Miles. Volleyball remains a big part of my life as I have been a coach for 8 years and plan on continuing with this career as well.

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

Don't take your family and friends for granted, you never know when it will be the last time you see them.

You are given the opportunity to create and direct a feature film. What would it be about? It would be some kind of mystery/criminal film. I would make my viewers really have to think through the whole film!

What's the hardest lesson you've had to learn? Do not blow out a candle too aggressively; the wax will always end up in your face!

What did you want to be when you grew up?
A professional athlete

The last movie I saw was... Despicable Me

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

I would like to know what my friends, family, volleyball players and co-workers truly have to say about me.

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

Seen Star Wars

What talent do you wish you were born with?

The ability to give people chills when I sing!

What would we find in your refrigerator right now? Baby 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 (a little bit of everything). It probably would take me a little while to spend it all...like maybe a year. I like to take my time.

What is your least favorite word? crust

Do you have a nick-name? If so, what is it and how did you get it. Babs- got it in HS playing softball...not exactly sure why I got this.

What did you eat for breakfast this morning? Cinnamon-raisin bagel with strawberry cream cheese, a banana, and coffee

What was your favorite sitcom growing up? One Tree Hill

My life would be complete if...

I was able to buy a house for my family!

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

I'm not very spontaneous...I am a planner. This I would love to change about myself! Well, sometimes. ☺

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

Which super power do you wish you possessed and why?

The ability to move things or grab things from far away.

Benefit Highlights:

We all like to save a little money now and then. The following benefits are AVAILABLE TO ALL EMPLOYEES, whether part time or full time and can help you save your hard earned cash. Please contact Human Resources if you have additional questions regarding these or other benefits that may be available to you.

***Financial Strategies Planning** – Developing a plan for your financial future is oftentimes challenging. Financial Strategies is an easy 4-step process designed to help you achieve your financial goals.

- Step 1: Set and prioritize your goals
- Step 2: Create your action plan
- Step 3: Implement your plan
- Step 4: Monitor your plan

A financial representative from **Principal Financial Group** will help you through this process, leaving you with a complete strategy to meet your personal financial goals. You may contact Cindy Henry or Joe Swanson with Principal Financial. Cindy may be reached at 952-277-4267 or henry.cindy@principal.com, Joe may be reached at 952-277-4259 or swanson.joe@principal.com.

***Minnesota Employee Recreation & Service Council (MERSC)** – a nonprofit professional association, is dedicated to helping member companies (Pinnacle) improve employee satisfaction and enhance employee well-being through discounted services, such as: entertainment, recreation, professional services, retail, restaurants, sports tickets, theatre, travel and more! This benefit is for ALL employees – all you have to do is show proof of employment to get the discount. A list of all the discounts can be found at www.meresc.org.

***Verizon Wireless** – Receive 10% off your monthly cell phone bill through Verizon Wireless!

- Go to www.verizonwireless.com/discounts
- Select “Check for Discounts”
- Enter work email address and select “Check for Discounts”
- Upon receipt of email, click “Get Started” to continue registration
- Click “Register Your Line” link in the “Existing Customers” section

If you do not have a Pinnacle Services email, go to a Verizon Retailer and show your recent paycheck stub to receive the discount.

Employee Referral Bonus

Do you know someone that enjoys working with others and who would be a good addition to our company? Refer them to work at Pinnacle Services.

Our Employee Referral Program rewards current employees with \$50 when the employee you referred successfully completes 30 days of employment. Our current opportunities can be viewed at: <http://www.pinnacleservices.org/careers/>

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



Health Initiative Committee Presents...

Did You Know?

Did you know you begin to feel thirsty when your body loses 1% of water?

Did you know the average human drinks over 16,000 gallons of water in a lifetime?

Did you know the average human brain contains around 78% water?

Following are 6 reasons to make sure you're drinking enough water or other fluids every day:

1. **Drinking Water Helps Maintain the Balance of Body Fluids.** Your body is composed of about 60% water, which aids in digestion, absorption, circulation, creation of saliva, transportation of nutrients, and maintenance of body temperature.
2. **Water Can Help Control Calories.** For years, dieters have been drinking lots of water as a weight loss strategy. While water doesn't have any magical effect on weight loss, substituting it for higher calorie beverages can certainly help.
3. **Water Helps Energize Muscles.** Cells that don't maintain their balance of fluids and electrolytes shrivel, which can result in muscle fatigue.
4. **Water Helps Keep Skin Looking Good.** Your skin contains plenty of water, and functions as a protective barrier to prevent excess fluid loss.
5. **Water Helps Your Kidneys.** Body fluids transport waste products in and out of cells.
6. **Water Helps Maintain Normal Bowel Function.** Adequate hydration keeps things flowing along your gastrointestinal tract and prevents constipation.

5 Tips to Help You Drink More Water

If you think you need to be drinking more, here are some tips to increase your fluid intake and reap the benefits of water:

- Have a beverage with every snack and meal.
- Choose beverages you enjoy; you're likely to drink more liquids if you like the way they taste.
- Eat more fruits and vegetables. Their high water content will add to your hydration. About 20% of our fluid intake comes from foods.
- Keep a bottle of water with you in your car, at your desk, or in your bag.
- Choose beverages that meet your individual needs. If you're watching calories, go for non-caloric beverages or water.

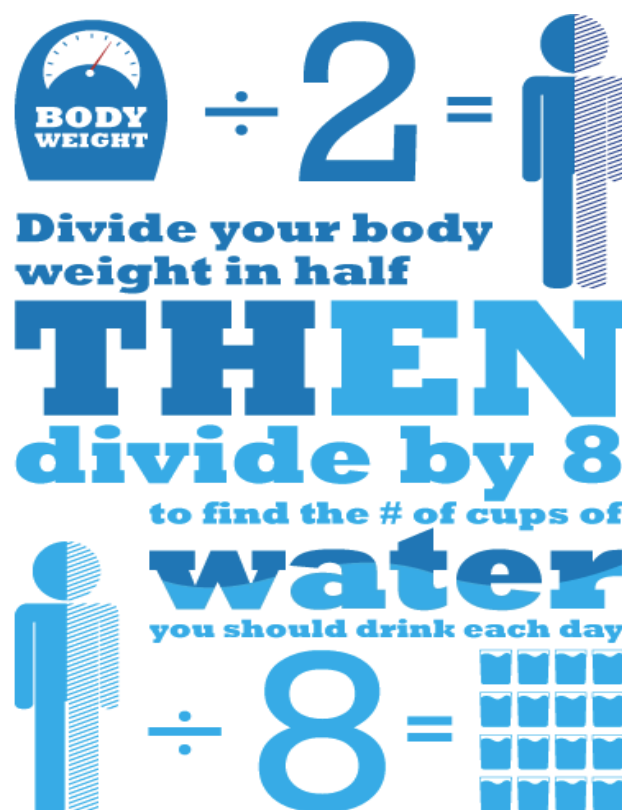


Photo from: <http://www.crossfitnaples.com/rest-and-recovery/6727/>