

# The Peak

*Pinnacle Services and Summit Fiscal Agency Newsletter*



Summer ❖ 2015

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## Survey Success

On June 22, 23 and 24, 2015, surveyors from the Minnesota Department of Health (MDH) visited Pinnacle Services for our first survey under the new Comprehensive Home Care regulations (formerly Class A Home Care licensure).

These new regulations took effect for the agency August 2014. At the time of the survey, there were 30 consumers receiving home care services from Pinnacle under the comprehensive license.

Pinnacle received the results of the survey, and are pleased to announce that our employees' hard work and dedication to compliance with the new regulations was evident.

Surveyors shared how impressed they were with our agency and the services our employees deliver to our consumers. A typical survey conducted by the department may result in an agency receiving upwards of 18 recommendations; Pinnacle received only 4.

**We could not be more proud – THANK YOU!**

## Did You Know?

On July 1, 2015, **Minnesota implemented a new centralized State wide Common Entry Point**, called the Minnesota Adult Abuse Reporting Center (MAARC) for reporting suspected maltreatment of a Vulnerable Adult. Reports can be accepted on-line or via phone at the following contacts:

### Minnesota Adult Abuse Reporting Center (MAARC)

- State-wide Common Entry Point available **24/7**  
**844-880-1574** is the toll-free phone number for the general public
- Website access for mandated reporters is **mn.gov/dhs/reportadultabuse/**

For more information regarding MAARC go to [mn.gov/dhs/adult-protection/](http://mn.gov/dhs/adult-protection/)

Please note that this does NOT apply to Maltreatment of Minors (MOMs) reports. MOMs are still reported through the county CEP.



## Advising Available at Pinnacle Services!

Katelyn Snyder, one of our Case Management Supervisors, is a MNSure Advisor. In that role, she assists Minnesota residents who need to apply for health insurance through Minnesota's MNSure website.

This assistance and consultation takes place by phone, email, or through an in-person meeting. Katelyn assists with the application process and is able to answer questions regarding enrollment, special enrollment qualifications, and government assistance programs including Medical Assistance and MinnesotaCare.

If you would like Katelyn's assistance navigating MNSure, you can contact her at [katelyn.snyder@pinnacleservices.org](mailto:katelyn.snyder@pinnacleservices.org) or at 612-977-3951.

## Pinnacle Gives Back

Pinnacle staff will be participating in a walk to help raise funds for National Alliance on Mental Illness (NAMI). NAMI is an organization that is working to improve the lives of children and adults with mental illnesses and their families.

NAMI Walks is a 5K Walk on Saturday, September 26th at Minnehaha Park in Minneapolis.

Registration begins at 11:30 AM and the Walk begins at 1:00 PM. Bring your family.

Consumers are welcome to attend too.

Please contact Christa Heffernan, RN Supervisor, at 612-977-3963 if you have questions or would like to participate.

We would love to have you on our team!



## Employees Working From Home

We are pleased to be able to allow some members of our case management team to work from home (WFH) as part of our Flexible Work Schedule benefit for applicable positions. Here is what Case Managers, Eric Dowling, Katie Hoffman, and Kathryn Lenneman, have to say about this experience:



### Q: What are the great things about working from home?

**Eric:** Flexibility, easier to manage professional and personal schedule.

**Katie:** The great thing about working from home is that I know I will always have a quiet environment and am able to focus on my work without distractions of others on the phone/regular talking in an office setting.

**Kathryn:** Quiet space to get paperwork accomplished and make phone calls, saves on drive time to and from the office, allows for a more flexible work schedule, and I have an open space with a window.

### Q: How does a WFH schedule allow you to better meet your consumer's needs?

**Eric:** I am able to work on things at different times of the day, not necessarily during "business hours", which makes it easier for me to get things done. I do not always have to go to the office before a meeting, to get paperwork or check my schedule. I can work late into the night or start early in the morning, if needed.

**Katie:** I am able to see if I have any messages on my phone or important emails and if it needs immediate attention I am able to easily provide that at any time of the day.

**Kathryn:** I am able to concentrate on the paperwork more with less interruptions or distractions. I feel as if I can meet my consumers' needs both at home and in the office equally due to having all the appropriate equipment at home. This made the transition from office to home much easier.

### Q: What is helpful about having an office in your home?

**Eric:** Goes right back to flexibility. Working from home makes it easier to either finish something up or plan the week, on a Sunday night. It's nice to have everything, mostly, that I need right here.

**Katie:** It is helpful having an office in my home because it eliminates the amount of travel time getting to and from the main office in Minneapolis. It is also helpful to be in a quiet setting where I can focus solely on my work.

**Kathryn:** I enjoy having my own workspace, which makes for a more comfortable & enjoyable experience.

### Q: How are you able to manage your time more efficiently with a WFH schedule?

**Eric:** It is not really more or less efficient, it is just more convenient.

**Katie:** I am able to be more flexible with my hours to accommodate my consumer's needs.

**Kathryn:** I find that working from home has fewer distractions, so I am able to focus on my tasks more. However, I enjoy my days at the office when I can use other co-workers as resources.

### Q: How does a WFH schedule provide flexibility in your personal life needs yet ensure professional productivity?

**Eric:** I can plan activities with my family immediately after work instead of having to fight traffic or commute and then rush to get everybody in the car to go to baseball practice or gymnastics. It is much more relaxed, giving me extra time to accomplish tasks and ensure the needs of my clients' are being met.

**Katie:** It allows me to be at home earlier in the day instead of commuting to the main office which allows me to be able to spend more time with family and friends. It allows me to be more productive because I have everything I need to assist my consumers and I am able to follow up with an emergency effectively if needed.

**Kathryn:** I live 45min to an hour away from the office. Working from home saves me from spending 2 hours per day in my car and still allows me to complete all the necessary tasks of my job.



## Consumer Highlight



MB of Hidden Valley is becoming a big part of the art community. She is on the Board of Directors for The Show gallery. On Friday, August 7, from 6:00 p.m. to 9:00 p.m., The Show held its grand opening. MB was a featured artist for this event.

The Show is located in Lowertown, near the light rail and Saints Ballpark, at: 253 E 4th Street, St. Paul, MN.

Check out The Show!

<http://www.theshowartgallery.org/>

<https://www.facebook.com/TheShowArtGallery>

MB also continues to participate in The Art Crawl twice a year. This is a three-day event featuring many local artists.

Future dates for The Art Crawl:

Fall 2015: October 9, 10 & 11

Spring 2016: April 22, 23, 24

Fall 2016: October 7, 8, 9

Hours: Friday 6-10pm, Saturday 12-8pm, Sunday 12-5pm

## **A Success Story**

by Jamie Fann, Program Administrator

On June 26<sup>th</sup>, a consumer decided to take a trip to Michigan seeking the independence and freedom he thought would bring him success. He quickly found himself in a situation compromising his health and safety.

Recognizing he needed to seek support immediately, he communicated to Pinnacle staff that he needed help. The consumer listened to the directions and advice given to him by Pinnacle staff and "professional strangers" to get him home safely.

On July 3<sup>rd</sup> after a 15-hour travel and a weeks' worth of collaboration, the consumer arrived home in Minnesota. Helping the consumer get home safely could not have occurred without the collaborative efforts of Amy and Kelly at the University of Michigan Psychiatric Hospital and Tiffany and Sarah at the Crisis Support Clinic located in Ann Arbor Michigan.

Thank you!!



## Team Building Craftiness and Bowling

### Crafty Office Décor Coming Soon!

On July 24<sup>th</sup>, Pinnacle Services' employees had the opportunity to showcase their artistic flare. Employees across all departments came together to create new office décor inspired by Pinterest boards. The art included: Clothespin Picture Frames, Covered Corkboards, Melted Crayon Art, Watercolors, Chalk board Frames, Bottle Top File Magnets, and Acrylic Painting.

Thanks to all of our employees who participated in this fun event. There was a great turn out and an abundance of artistic abilities were discovered. It was a wonderful opportunity to get to know fellow co-workers. At the conclusion of this event, one employee commented, "It was really nice to spend the afternoon decompressing and enjoying time with my coworkers" and another said it was "Great to get to talk with everyone about something other than work".

As a result of these efforts, our office cubicles will be getting a makeover soon, so stop by to see all the wonderful art!



### Elsie's Bowling

On May 7, 2015, the Case Manager Captains, Case Managers, Program Directors, and Program Managers participated in a team building event located at Elsie's in Northeast Minneapolis. The team spent the evening bowling multiple games, celebrating strikes, and eating a LOT of pizza. It was a great time, filled with socializing outside of the work environment and getting to know each other better. A few people brought along their children, giving the rest of us the opportunity to meet the newest additions to their growing families. Everyone had fun taking turns holding the babies, catching up with friends, and growing together as a team.

**THANKS**  
FOR  
**BEING**  
**AWESOME**

Save the Date –  
**Employee Appreciation Event**  
on September 24, 2015!

We truly value our employees and would like to say a special **THANK YOU** in person to employees who have been with us for *2+ years*. **Thank you** for all of the hard work and dedication you display every day to our consumers, their families, and teams.

We are in the midst of planning and invites with details will be sent soon.



## Online Annual Training

Our newly implemented On-line Annual Training is off to a great start! Please log in today to complete your training if you have not done so already. Remember, the Minnesota Department of Human Services mandates that **EVERY** employee complete 24 hours of training **EACH** year.



### Pinnacle Services' Health Initiative Committee Presents Farmer's Markets: Eat Fresh, Eat Local!

#### Why buy local?

Local produce is nutritious, affordable, and the best when it's in season. Many Minneapolis farmers markets also sell organic produce, as well as flowers, and artisan food and gifts. Purchasing food from local farmers supports the local economy and helps farmers to retain their livelihood. Farmer's markets provide the opportunity to connect with the local families who planted and harvested the food. Farmer's markets dramatically reduce the journey that food takes to your table and avoids costly, wasteful packaging, and emissions. Most farmer's markets are accessible by foot or bicycle; another way to reduce climate change.



For a searchable list of local farmer's markets, please visit the following website: <http://search.ams.usda.gov/farmersmarkets/>

#### Markets near the main office:

**The Lyndale Market** is open 7 days a week, Monday-Sunday from 6:00am – 1:00pm beginning April 25th - through October. The Lyndale Market is located at 312 East Lyndale Ave North, Minneapolis, MN 55405.

**The Hennepin Avenue Market** is open Thursdays from 6:00am-6:00pm beginning May 7th and running through October. The Hennepin Avenue Market is located on Hennepin Avenue between 5th and 10th streets.

#### Tomato recipe ideas

Fresh raw tomatoes add bright, juicy sweetness to cold dishes. Cooked tomatoes have a deeper, richer flavor that enlivens everything from sandwiches to sauces and soups.

**Quick idea No. 1:** Mix chopped tomatoes and basil with olive oil, salt and pepper, and a squeeze of lemon. Spoon onto toasted baguette slices.

**Quick idea No. 2:** Cut green grape or cherry tomatoes in half and top with a half-teaspoon of fresh goat cheese. Add salt and pepper to taste.

#### Peach recipe ideas

Tree-ripened peaches and nectarines are among the best things about summer. White peaches and nectarines are sweet, light, and fresh-tasting; yellow versions have a richer, warmer flavor.

**Quick idea No. 1:** Blend a peach or nectarine with vanilla yogurt, 1/2 cup frozen banana pieces, a few mint leaves, and honey to taste.

**Quick idea No. 2:** Halve peaches, sprinkle with sugar, and roast face up until lightly brown. Serve with ice cream, panna cotta, or whipped cream.

From: <http://www.sunset.com/food-wine/fast-fresh/farmers-market-produce-recipes>

## 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; and Pursue growth and learning.

The Winners Are:

### APRIL

**Heidi Buisman** takes initiative and is very productive during her shifts.

**Christine Wheeler** is a team player that is always willing to help her co-workers.

**Rebecca McCoy** has taken on more clients to assist her team.

**Amanda Brausen** took the time to help the ladies clean the dirty fish tank.

**Ryan Barnhart** is always there to support his co-workers and clients, making sure their needs are met.

### MAY

**Nikki Storebo** did a great job training in staff during a difficult situation.

**Beverly Jambibi** does a great job in encouraging individuals to be more independent.

**Trokon Dalmeida** creates fun and happiness in the consumers' lives.

**April Fraley** goes above and beyond to get stuff done.

### JUNE

**Brittany Bergquist** tries to satisfy her employee's needs.

**Frank Seffah** is very helpful in stressful situations.

**Abbie Vander Maten** assists staff working from home.

**Emily Yund** helps with other staff members' questions and assists at home staff with incoming faxes.

## Employment Anniversaries

### APRIL

Natasha Robinson	5 Years
Bryan Hammes	5 Years
Michael Neri	3 Years
Kathryn Lenneman	1 Year
Sarah Roetman	1 Year
Emily Reynolds	1 Year
Ashley Johnson	1 Year

### MAY

Jeanne Schwartz	12 Years
Mari Gomez	10 Years
Daniel Selness	10 Years
Jesse Heckman	7 Years
Amber Statz	4 Years
Kurt Froelich	2 Years
Monika Dizer	2 Years
Brandon Rucker	1 Year
Lauren Johnson	1 Year
Paul Kazeem	1 Year
Solange Tambe	1 Year



### JUNE

Matthew Anderson	11 Years
Shelia Butler	8 Years
Jamie Fann	8 Years
Adama Jalloh	6 Years
Desiree Gnerre	5 Years
Marissa Reed	4 Years
Anne Slagle	3 Years
Ryan Barnhart	3 Years
Michelle Schneider	3 Years
Maria Trueblood	3 Years
Mallory Carstens	3 Years
Nichole Storebo	1 Year
Brittany Baker	1 Year
Veronica Courtright	1 Year
Christine Wheeler	1 Year
Isha Caldwell	1 Year
Rebecca McCoy	1 Year
Jessica Reno	1 Year

## Pinnacle Introduces:



### Krista Meyers

Summit CSG & CDCS Coordinator

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

My name is Krista Meyers, which is a recent change! I was married this last August. My husband and I live in St. Louis Park. I graduated from Northwestern College in Intercultural Studies and Spanish, which I don't usually get to use ☺ Thursday nights I get to tutor a 12-year old student whose family speaks Spanish, so I get to use my Spanish occasionally with them. Before coming to Summit, I was a Program Coordinator (house manager) for two different group homes – one an ICF/DD facility with 18 consumers, and the second was a waiver facility with just 3 folks. I worked in the Human Services field for several years, and then took a break to see if this is the field I wanted to stay in; it definitely is, and I love working with/for this population.

**You are given the opportunity to create and direct a feature film. What would it be about?** I think it would be a blast to write a Western. I loved John Wayne growing up (I can thank my dad for that).

**What's the hardest lesson you've had to learn?** Patience; especially when I have to be patient with myself. Working in this field has given me the opportunity to learn more about patience.

**What did you want to be when you grew up?** I wanted to be either a missionary or a lawyer. I've always enjoyed English and grammar, but chose not to pursue those explicitly. I guess now I just get to annoy my friends with my mad grammar skills ;)

**The last movie I saw was...**  
Million Dollar Arm.

**If you had an Honesty Room, whom would you want to question in there and why?**  
I don't think I would want to be in there with

anyone. I'd probably be too shocked or disgusted with what I would learn.

**What talent do you wish you were born with?** Singing. I am absolutely no fun at karaoke.

**What would we find in your refrigerator right now?** Spinach, lunchmeat, whole-wheat tortillas, and wine. ☺

**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?**  
Express! It would go fast... I love most everything in that store.

**What is your least favorite word?**  
Maybe "goodnight" – I love to go to sleep.

**Do you have a nickname? If so, what is it and how did you get it.**  
Never really had one. My maiden name was Thoman, so people tried to call me "Soul-man", but it didn't stick. I'm guessing it's because I'm a girl.

**What did you eat for breakfast this morning?** My usual - a smoothie of spinach, mango, and plain Greek yogurt.

**What was your favorite sitcom growing up?**  
Full House! Loved that show.

**My life would be complete if...**  
I had a dog – maybe a grey pitbull. I love pitties.

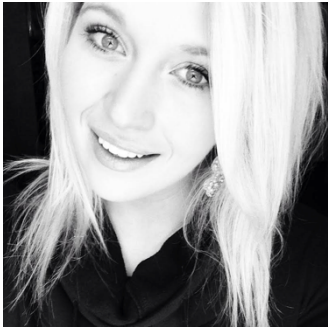
**What's the most spontaneous thing you've ever done?** I think the most spontaneous things I've done have to do with getting a last minute invitation to do something with a friend (like driving up north after class on a Friday or something similar).

**If you had to eat one thing for the rest of your life, what would it be?**  
I could probably eat Laab Essan with sticky rice every day ☺ it's like comfort food to me.

**Which super power do you wish you possessed and why?**  
If wisdom and knowledge could be a superpower, I'd wish for that. Then I could figure out how to fly (my second choice).



## Pinnacle Introduces:



**Shauna  
Greischar**

Case Manager

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

I am from a small town from southern Minnesota. I went to Augsburg College and graduated with my degree in social work in May of 2015. During my time at Augsburg College I had 3 internships. First, I worked at Highland Friendship Club in St. Paul working with individuals with nonverbal developmental disabilities. My second internship was in Sydney Australia working at a homeless shelter called Oasis ran by the Salvation Army. I worked with addicted youth advocating for their safety and guiding them through different challenges they entailed. My third internship was a school social worker at Marcy Open School in Minneapolis. I have also worked at Ray Jay right down the street from Pinnacle as a server.

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

Read Brene' Brown books!

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

A documentary on how Special Education students are oppressed.

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

Speeding isn't worth the ticket.

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

When I was little I wanted to be a vet, but then I found out that is a lot of math, science, and many many years of college...

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

Jurassic World (Awesome).

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

Why is there an Honesty room and I want to know why there only one room we can be honest in?

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

Seen Space Jam or any of the Back to the Future movies.

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

Dancing.

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

Prepackaged work meals.

**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?**

Macys, because they have it all and it would not take me long...it's expensive there.

**What is your least favorite word?**

Sold out.

**Do you have a nickname? If so, what is it and how did you get it?**

Nana, my friends in 8th gave it to me.

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

Coffee and peanut butter.

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

Anything on Disney channel.

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

I got really great sleep every night of my life.

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

Sky dived.

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

Avocados.

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

Flying, No traffic.

## Pinnacle Introduces:



### Meredith Bluefeld

Registered Nurse

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

My name is Meredith Bluefeld, but I recently got married so I will be working on becoming Mrs. Jones! I grew up in PA spending summers in southern Avalon, NJ. I learned to sail at the Avalon Yacht Club and eventually taught sailing there as well. I moved to MD for college, I graduated from Washington College with a BS in Biology and was MVP of the varsity sailing team my junior year. I hope to continue sailing here in MN on all the beautiful lakes. I attended Johns Hopkins School of Nursing where I earned my BS in Nursing. After graduation, I accepted a job at Johns Hopkins on a Pediatric Medical/Surgical Burn unit. During that time I met my husband Tyler. We were married in Avalon, NJ and soon after Tyler was transferred to Minneapolis for his career and so now we call 'Nordeast' home. We love the outdoors and hope to take advantage of all MN has to offer during both the cold and warm months. I am excited to consider myself part of the Pinnacle Team and continue to expand my knowledge as a nurse.

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

Everyone needs to learn how to share.

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

Yet another timeless Disney Princess movie, you can never have enough of those!

#### **What's the hardest lesson you've had to learn?**

To accept being wrong...still working on this one.

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

Professional sailor winning the America's Cup.

**The last movie I saw was...**Fast and Furious 7...with my husband.

**If you had an Honesty Room, whom would you want to question in there and why?** Criminals, it would free up a lot of time in the criminal justice department.

**It's hard to believe but I have never...** Been to Mexico for vacation!

**What talent do you wish you were born with?** A better speller.

**What would we find in your refrigerator right now?** Anything and everything you can buy at Costco.

**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?** It would have to be Lilly Pulitzer and it would only take me a day...

**What is your least favorite word?** No.

**Do you have a nickname? If so, what is it and how did you get it.** My dad calls me Merry; I think it reflects my personality well.

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

**What was your favorite sitcom growing up?** Not really a sitcom, but I loved ER!

**My life would be complete if...** I don't think life should ever be complete; you should always be striving to improve!

**What's the most spontaneous thing you've ever done?** Moved to MN with my husband.

**If you had to eat one thing for the rest of your life, what would it be?** Grilled cheese sandwich and tomato soup.

**Which super power do you wish you possessed and why?** I would want to fly.

## Thank You to Our Direct Care Staff!

The Program Management staff was delighted to be able to recognize the following staff for displaying at least 1 of the 8 Pinnacle Core Values. Here is the staff recognized for their hard work and dedication last month:

Briarwood Trail: **Cindy Vang**  
 Edinbrook Crossing: **Adama Jalloh**  
 Bavaria Lake: **Patrick Shaughnessy**  
 Hidden Valley: **LaStar Mounger**  
 Independence Program: **Paul Kazeem**  
 Independence Program: **Rick Schaefer**  
 Hillcrest: **Bryan Hammes**

### Our Core Values:

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.

## Duk Duk Daze

Employees from our Program Department represented Pinnacle Services at Duk Duk Daze, a summer festival organized and sponsored by the New Hope Lions, in cooperation with the City of New Hope. We were able to share and spread the good news of our services and employment opportunities at this fun event.

**Thank you to our management staff and consumers who volunteered:** Dhimbil Ali, Brittany Bergquist, Audrey Hoffman, Lynn Morris, Michelle Schneider, Alley Stanton, Asha Duncan, Erica Howells, Marrie Bottleson, and Dionne Swanson.



## Benefit Highlights

The following benefits are available to all employees, whether part time or full time. Please contact Human Resources if you have additional questions regarding these or other benefits that may be available to you.

**Notary Services** – We offer free notary services in-house at no cost to employees. This is a complimentary service for all employees.

**Wild at Work Program** – Wild at Work offers a number of benefits for both part time and full time employees including discounts on travel, entertainment, shopping, dining and employee services for FREE! To access benefits, employees must activate their membership. Go to [www.WildatWork.com](http://www.WildatWork.com). Enter your email address and click Register. Register under Employees and enter Pinnacle Services. Complete the registration form and you will receive an email with your password.





## Shouts Outs — *Employees saying nice stuff about other Employees!*

Sarah Roteman (CM) took on 2 cases to help cover an open caseload! -M. Trueblood

Nancy (RP), welcome to RP you make the ladies happy when you come to shift. -Kassey

Angela Price (HV, RP), fixed the broken water spout on the fridge by cleaning it. ☺ -Stefany

Kassey Kne (RP) has been very flexible with her schedule.

Kassey Kne (RP) handles behaviors appropriately. -Stefany

Kathy Noble (RP) has amazing hand hygiene. -Stefany

Rachel (RP) always so nice and shifts always run smoothly with her. -Mallory

Victoria Zilka (RP) stepped up at the last minute and took a client to an appointment. -Stefany

Brittany Baker (HC), thanks for picking up a couple shifts for me. ☺ -Emily Reynolds

Dylan Curto (HC), you help out going to buy things we need for the house or things the girls need. -Casey Poirier

Victoria (RP) makes easy to divvy up tasks on shift. -Mallory

Stefany Jones (RP) is always well prepared for work. She thinks of her co-workers too. -Amanda B.

Jameela Wade (JS) took the load after staff got pulled from shift. -Erica Williams

Christine Wheeler (CM) recruits others to take short walks outside to re-energize. -Marie Rofshus

Marie Rofshus (CA) back filed 60+ thick files in a matter of a day with a smile on her face – so awesome! -Kelsey Snyder

Maria Trueblood (CMC) has been readily available for consultation on a few touch cases. -Becky McCoy

Nancy (RP) is a very enthusiastic, positive influence for the consumers and makes them laugh and smile. -Victoria Zilka

Mallory (RP), thank you for helping me out with taking some of my overnights. -Kassey Kne

Rose Hoye (HR) has helped a lot with making sure we know how to do HR related tasks. -Amber

Casey Poirier (HC) helps staff out when they need time off. -Brittany Baker

Dylan Curto (HC), thank you for switching shifts with me. ☺ -Emily Reynolds

Stefany (RP), I always look forward to seeing you at shift change, you're great at relaying information. -Mallory

Emily Reynolds (HC), you helped me out by picking up my shift. Thank you. -Casey Poirier

Emily Reynolds (HC) does what is best for the girls. -Brittany Baker

Brittany Baker (HC), you make the ladies laugh and they love your name! -Emily Reynolds

Emily Reynolds (HC), thanks for always doing the menu and grocery shopping. -Brittany Baker

Tiffany (CM) offered up support and helped cover a caseload. -Mallory

Nancy (RP) is perceptive and jumped right into the team with high competence. -Mallory

Meredith "Rockstar" Pedroza (CM) helped with a Medica question when my memory failed and is an all-around Medica SNBC guru. -Natasha Privratsky

Amy Blake (IP) is always willing to help cover shifts. -Michelle Schneider

Leah Anderson (IP) has received rave reviews from 3 of her consumers this week! -Michelle Schneider

Leah Anderson (IP) has been a big help with covering shifts this month. -Michelle Schneider

Ryan Barnhart (CM) helps me with the BBQ to promote in-office awareness. -Mike Neri

Brittany Baker (HC) is always willing to help your co-workers out! -Emily Reynolds

Brittany Baker (HC) is always willing to lend a helping hand. -April Fraley

Brittany Baker (HC), you are very hard working. -Emily Reynolds

Brittany Baker (HC), you keep calm in stressful situations and you keep others calm as well.  
-Casey Poirier

Dylan Curto(HC), you always have things prepared in the am making the morning shifts smooth.  
-Casey Poirier

Dylan Curto (HC) helps others in need and switches shifts. -April Fraley

Dylan Curto (HC), fills in on short notice and is a reliable, enthusiastic co- worker, and a pleasure to work with. -Bryan Hammes

Sarah Roetman (CM) is ongoing help with my questions. -Joel Swatfager

Sammy Tidd (CM) assists me when I am at home with questions and faxes. -Katie Lenneman

Emily Reynolds (HC), thank you for making an awesome menu every week! -Brittany Baker

Emily Reynolds (HC), the girls treat you with respect. -Brittany Baker

Emily Reynolds (HC), you work very well with the girls! -Casey Poirier

April Fraley (HC), thank you for taking my overnight! -Brittany Baker

Casey Poirier (HC) always helps out co-workers with days off! -Brittany Baker

Casey Poirier (HC) always helps out co-workers. -Emily Reynolds

Frank (HC), you make sure all the girls are safe!  
-Casey Poirier

Frank (HC), you help avoid conflict between girls, thank you! -Casey Poirier

Anne Slagle (SP) is on top of house tasks and making sure consumers have what they need.  
-Eyvette Maggett

Anne Slagle (SP) is flexible with her schedule.  
-Alley Stanton

Dylan Curto (HC) thanks for always getting the house supplies! -Brittany Baker

Dylan Curto (HC) you are always willing to help out around the house, thank you. -Casey Poirier

Emily Reynolds (HC) Always makes sure the books are signed. -Brittany Baker

Emily Reynolds (HC), you make sure everything is up to standard for the girls going to work/school! Thank you! -Casey Poirier

Emily Reynolds (HC), you help keep consumers on track and hold them accountable for choices.  
-Bryan Hammes

Emily Reynolds (HC), you are a trooper for coming to work when you were sick. -Brittany Baker

Bryan Hammes (HC), you are always keeping the girls busy and happy. -Emily Reynolds

Brittany Baker (HC), you keep the house clean and shiny. -Emily Reynolds

Brittany Baker (HC), you always show up on time and help out your co- workers. -Emily Reynolds

Brittany Baker (HC), you work really well with the girls and avoid conflict. -Casey Poirier

Alley Stanton (SP) always has a positive attitude, gets us to work well together, is excellent with conflict resolution, and keeps our environment happy and open. -Rob Lowry

Casey Poirier (HC) is awesome with interacting with the girls. -Brittany Baker

Casey Poirier (HC), you are great with the ladies.  
-Emily Reynolds

Caitlin Doherty (CM) helps new hires with training.  
-Shelby Helget

Martha Spears (SP) works with honesty, integrity, and ethics in all that she does. -Anne Slagle

Martha Spears (SP) takes care of the groceries every week, it is a big task and it is appreciated.  
-Mallory Carlsen

Martha Spears (SP) keeps on top of things, communicates well on daily topics on shift change, and does a great job. -Rob Lowry

Shelby Helget (CM) does a stellar job of learning her supervisor role and continues to strive for excellence and development in her career.  
-Stella Armstrong

Anne Slagle (SP), you are honest, have integrity, and are ethical in all aspects of business.  
-Martha Spears- Sekone

Mallory Carlsen (SP) shows interest in others and their hobbies. -Trokon Dalmeida

## Employment Opportunities

- Part Time and Full 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 Case Management Supervisor
- Full Time Billing Clerk

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.



## Employee Referral Bonus

Do you know someone who enjoys working with others and would be a good addition to our company? If so, refer them to work for Pinnacle Services! We have several different opportunities available and are always looking for caring and dependable staff. Our Employee Referral Program rewards you with \$50 when the employee you referred successfully completes 30 days of employment. For more information, contact Rose Hoyer in Human Resources at 612-977-3128 or [rose.hoyer@pinnacleservices.org](mailto:rose.hoyer@pinnacleservices.org).

*Pinnacle Services and Summit Fiscal Agency Newsletter*

# The Peak