

# The Peak

*Pinnacle Services and Summit Fiscal Agency Newsletter*

Fall ❖ 2015

## Consumer Highlight - Hillcrest

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A consumer, JK, at Hillcrest has started a new job at the Best Western in Monticello, which was set up through her Connect-5 Program. She works there twice a week doing housekeeping duties such as taking sheets off beds, emptying garbage, removing towels from the pool area, and doing laundry.

JK's teacher reports that she is reliable, loves to see the rooms clean, and likes her job. JK has such a good memory; she even reminds her co-worker of his job duties. JK thinks her co-worker is funny when he throws the pillowcase, which he does every time they work together. JK is off to a wonderful start at her new job. Congratulations JK!





## Pinnacle Gives Back

### NAMI Walk 2015

The National Alliance on Mental Illness sponsors an annual fund-raising 5k walk. Our agency participated this year by signing up 30 employees and their friends and family members on our

walk team. An enormous crowd of between 4,000-5,000 people joined us in the 9<sup>th</sup> Annual NAMIWalks Minnesota, held September 26<sup>th</sup> at Minnehaha Park in Minneapolis (and a secondary walk was held at the Community & Technical College field house in Rochester). There were more than 200 Walk teams and more than \$421,000 was raised! (Donations were accepted for [NAMIWalk](#) teams and individuals until November 25<sup>th</sup>, so amounts are still being tallied). The family event featured live music, picnics, team photos, resource tables, a kid's tent, face-painters, a tree of hope, dance performances, t-shirt contest, and more. Some of our crew brought dogs along which helped us to keep up a good pace.

### Semi-Annual Blood Drive

Thank you to everyone that donated blood (or attempted to donate) at the Red Cross Blood Drive held on November 2<sup>nd</sup> at the main office. From our employees who participated, we had 19 successful donations. Our largest donation to date was in November of 2014, when we were able to collect 22 units.

The Pinnacle Services Health Initiative Committee plans to continue to coordinate the blood drives as long as our office space allows, twice annually. Please watch for information regarding the next blood drive, which is scheduled for sometime in April 2016. If you are interested in being involved in the blood drives either as a volunteer or as a donor, contact the Blood Drive Coordinator, Christa Heffernan (RN Supervisor), at 612-977-3963 or at

[christa.heffernan@pinnacleservices.org](mailto:christa.heffernan@pinnacleservices.org).



Thanks again for everyone's continued participation and support to save lives in our community.

# 2015 Pinnacle Halloween Party

In mid-October when the days grew cold and the leaves burst into red, orange, and gold. The night crept in, stealing away the day and all sorts of creatures came out to play.

The skeletons rose out of the ground seeking their friends; Indiana Jones and the baying hound. They soon joined up with a bat and a cat and a red and black unicorn, imagine that.

They made their way into the heart of town where more of their friends could soon be found. Witch and scarecrow met them at the door, and promised them fun galore.

“We’ve got food, we’ve got crafts, we’ve got room to dance, a BINGO Tourney, and a costume contest.”

They went inside and joined the fun. They joked and laughed with everyone. They ate their sweets and played some games, it was an epic night for all who came.



## First Annual Employee Appreciation Event

We had a great turnout at our First Annual Employee Appreciation Event on September 24<sup>th</sup> at Stanley’s in Northeast Minneapolis.

Employees who have been employed for two years or more were invited to attend. It was a fun night recognizing the wonderful staff we have at Pinnacle and Apex.

THANK YOU to all of our employees, whether employed for 2 years or 2 months, for the hard work and dedication you show each day to our consumers, their families and teams.



## The Health Initiative Committee Presents...

### In-Season Winter Fruits and Vegetables

You may find buying fruits and veggies in-season is difficult during the winter, but here are a few that should be at their best while our gardens are under the snow: Brussel Sprouts, Buttercup Squash, Clementines, Collard Greens, Dates, Grapefruit, Kale, Kiwifruit, Leeks, Mandarin Oranges, Maradol Papaya, Oranges, Passionfruit, Pears, Pomegranate, Red Currants, Sweet Potatoes, Tangerines, and Turnips.

#### Winter Harvest Recipe: Easy Baked Sweet Potato Fries

by Christa Heffernan

Serves 1-2 people per potato

#### Ingredients:

Whole sweet potato,  
washed  
Olive Oil  
Salt and Pepper  
Optional Spices: Cayenne  
Pepper, Pumpkin Pie  
Spice



Preheat oven to 375 degrees.

Cut sweet potato lengthwise into strips, about 1" wide. Size of the strips doesn't matter, as long as you make them approximately all the same width so they cook evenly.

Place all of the strips into a container with a lid. Add 1-4 teaspoons of olive oil to the potatoes, depending on how large your potato is; this should be just enough to coat the outside of the potato strips. Add salt and pepper to taste, and add 1/2 tsp. pumpkin pie spice if you would like the fries to be a bit more dessert-like; or add 1/8 to 1/2 tsp. cayenne pepper instead, for a spicy and savory treat.

Cover and shake the fry strips around in the olive oil and seasonings until all are coated evenly. Pour fries out onto a baking sheet.

Bake at 375 degrees for 30-40 minutes, turning over after the first 20 minutes to ensure even browning. The fries are done when they are golden brown and middles should be very soft.

Serve immediately.

### "Moving Into FALL Challenge" Winners Announced

Nine teams of 4 employees participated in the 2<sup>nd</sup> Annual Employee Fall Activity Challenge at Pinnacle Services. The Challenge was held from August 3<sup>rd</sup> through September 27<sup>th</sup> for a total of 8 weeks. The goal of the challenge is to encourage employees to network with their peers and encourage each other to either get or remain active while we move into the colder months of the year when most of us just want to curl up under a blanket with a good book. For every 30 minutes of activity the team members earned one point. We were really excited to give the winners their prizes during the potluck held at the main office on October 7<sup>th</sup>. Thanks to everyone for participating!

**Congratulations to the WINNING TEAM,  
Cinnamon Life!**

(Laura Boss, Krista Meyers, Chris Smith,  
Mike Neri)

**TOTAL TEAM POINTS: 541**



#### Other Teams:

Second Place: Electric Slide: 467

Third Place: Dog Walkers: 393

Minnesota Thins: 380

Scrambled Legs: 320

JHAM: 260

She Devils

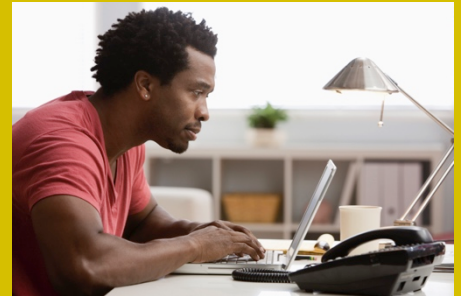
Former Sloths

Lightning Heels

## Annual On-line Training

By now you should have completed your annual training classes. Our online training site is available at:  
<https://edvance360.com/pinnacleservices>.

Please inform Rose Hoyer at 612-977-3128 or Isha Caldwell at 612-977-3119 in Human Resources if you need your log in and password information. As a reminder, the Minnesota Department of Human Services mandates that EVERY employee complete a certain number of training hours EACH year.



## Did You Know? – Pinnacle Services' 245D Training

### **The State of Minnesota requires every 245D employee to complete Annual Trainings.**

At Pinnacle Services we have an online training system in place to help you accomplish the majority of this in the comfort of your own home or at your work site. If you do not have a computer and Internet available to you at home, please feel free to schedule some time with the HR department to complete the training at Pinnacle's main office. You can also go to a local library to use a computer if that would be easier for you.

### **Will employees need to come to the main office for trainings?**

There is some training that will need to be completed in person, such as: CPR/First Aid, Medication Administration/HHA test outs and Emergency Use of Manual Restraints (EUMR) training.

EUMR training has changed as of 9/1/2015 and all employees will be required to attend an in-person training and test out with HR by 12/1/2015. Please check with Human Resources for the dates and times for these new required trainings.

### **How much Annual training does an employee need?**

The state of Minnesota requires that:

- Employees that have been with the company 5 years or less complete a minimum of 24 hours of training annually.
- Employees that have been with the company more than 5 years need to complete a minimum of 12 hours of training annually.

The State of Minnesota and Pinnacle Services has required Annual training that needs to be done on an annual basis no matter how long you have been with the company. These hours will count towards the annual requirement but it may put you over the minimum required hours stated above.

### **Do I need to complete all of the online annual trainings that have been assigned to me?**

Yes, Human Resources assigns classes to each employee based on state regulations and company policy. You are required to complete all the trainings assigned to you by December 1<sup>st</sup> every year. Please contact Rose Hoyer ([rose.hoyer@pinnacleservices.org](mailto:rose.hoyer@pinnacleservices.org) or 612-977-3128) or Isha Caldwell ([isha.caldwell@pinnacleservices.org](mailto:isha.caldwell@pinnacleservices.org) or 612-977-3119) if you need assistance accessing your online training.

## Pinnacle Introduces:



**Molly  
Logeland**

Case Manager

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

I grew up in Princeton, MN, where I was involved in tennis, softball, choirs, musicals/plays, speech, and student council. After high school graduation, I went to Concordia College in Moorhead, MN where I majored in Social Work and minored in Psychology. I was on the cheer team and in Circle K International – a volunteer organization, where I served as publicist for the fall of my senior year before interning full time at two elementary schools in St. Michael, MN. I also spent one year as the secretary of my dorm's hall council. My previous job history includes Subway, Tiger Club (a community ed. daycare program), Plato's Closet, and Sears.

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

Don't waste today worrying about tomorrow, because worrying won't change anything.

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

It would be a film adaptation of a musical. I'm not sure which one yet!

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

It's okay to say no.

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

A teacher or a pharmacist.

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

Jurassic World.

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

My brother, because he's mysterious.

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

A better singing voice!

**What would we find in your refrigerator**

**right now?** Cherries, Yogurt, Turkey, Cheese, Pudding, Celery, Carrots, Sugar Snap Peas, Apples, Chocolate Syrup, Silk Almond Milk, spinach, salad dressing, cranberry juice, lemonade, water...

**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?**

Target, and it would depend on who I was shopping for.

**What is your least favorite word?**

I really don't like "whom", because it sounds incorrect even though it's correct in certain contexts.

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

MJ/MoJo (First two letters of my first name, and first two letters of my middle name.) Mole/Moley (Austin Powers) Walrus (My boyfriend was making fun of the way I was stretching at the gym.)

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

Chobani and Cheerios!

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

Malcolm in the Middle

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

I had a Savannah Kitten or a Yorkie puppy.

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

Jumping on the Hulk Coaster at Adventure Island in Florida when I was 15, for my first roller coaster ride EVER, even though my brother was googling how many people had died on it while we waited in line.

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

Bread.

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

Invisibility. If I needed to make an ice cream run but didn't want to get out of my jammies, that would be great.

## Employment Anniversaries

### July

Michele Brink	9 Years
Barbara Frich	5 Years
Sarah Fiala	3 Years
Dylan Curto	2 Years
Shelby Helget	2 Years
Kassey Kne	2 Years
Abigail Pearson	1 Year
Victoria Zilka	1 Year
Kaneya Gillard	1 Year

### August

Thomas Russeth	13 Years
Cindy Vang	6 Years
Amanda Brausen	6 Years
Letecia Stavish	6 Years
Daniel Erickson	6 Years
Andrew Wood	3 Years
Curtis Tisberger	3 Years
Kristina Hammond	3 Years
Katie Hoffman	2 Years
Xai Khang	2 Years
Ryan Pendzimas	2 Years
Stela Armstrong	1 Year
Augusta White	1 Year
Emily Yund	1 Year
Leah Anderson	1 Year
Martha Spears-Sekone	1 Year

### September

Kenneth Scaletta	13 Years
Audrey Hoffman	11 Years
Rick Schaefer	8 Years
Justine Erickson	5 Years
Eyvette Maggett	5 Years
Allison Stanton	3 Years
Mallory Carlson	2 Years
Leann Thompson	2 Years

thank  
you!

## 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)
- Program Manager - Monticello
- Full Time IP Coordinator
- Full Time Case Manager (must be a LSW)
- Full Time Case Manager Supervisor
- 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.

## Referral Bonus

Our Employee Referral Bonus Program Has Temporarily Changed!

Do you know someone 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 has temporarily changed. For management level positions, current employees will be rewarded with \$1,000 when the employee referred successfully completes 30 days of employment. For direct care positions, current employees will continue to be rewarded with \$50 when the employee referred successfully completes 30 days of employment but will also have their name entered into a drawing to win a \$1,500 travel voucher. This promotion runs from November 1, 2015 through January 31, 2016 (the referred employee must be referred between November 1st and January 31st and the winner will be announced on February 12, 2016. The referring employee must be currently employed to receive the referral bonus.

For more information, contact Rose Hoyer in Human Resources at 612-977-3128 or [rose.hoyer@pinnacleservices.org](mailto:rose.hoyer@pinnacleservices.org).

## Benefit Highlights

The following benefits are available to all employees (even some for your family members too), 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.

**Tuition Discounts** – We believe it is important to support our employees who seek to enhance their skills and career development with the company. Tuition discounts are available through **Augsburg College, Concordia University - St. Paul, and Herzing University.**

Through our partnership with **Augsburg College**, employees are eligible for tuition grants. Employees are required to complete an enrollment form and attach a pay stub to prove employment. This benefit applies to new students in the program and does not apply to current students. Employees must be currently employed with the company to qualify for this benefit.

Our organization is a MNSSA member (Minnesota Social Service Association) and as a result, our employees are able to receive a \$2,000 tuition discount at **Concordia University - St. Paul** and priority admission status upon enrollment into any undergraduate or graduate program. This program also allows for credit transfers. Learn more at [online.CSP.edu/mnssa](http://online.CSP.edu/mnssa).

Through our partnership with **Herzing University**, employees and immediate family members are eligible for education benefits. Some of the benefits include a 10% Tuition Discount and \$1,500 Back To School Scholarship. This program is for those who would like to finish or start their degree and includes Diplomas, Associates, Bachelors, and Master Degrees. There are over 60+ programs, online or campus options, free evaluations on college credits, and no enrollment fees. Contact Human Resources for more information.

**Minnesota Employee Recreation & Service Council (MERSC)** – MERSC, a nonprofit professional association, is dedicated to helping member companies 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.mersc.org](http://www.mersc.org).

## Pinnacle Service's 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.





## Shouts Outs

- **Katie L.** was willing to help a co-worker with her MMIS entries, though she had her own work to do.
- **Anne S.** provides high quality service and is a great advocate for the consumers she works with.
- **Christine W.** is very enthusiastic and passionate about her work. She is a great person to be around.
- **Caitlin D.** has been a huge help in mentoring and shadowing the new case managers in the office.
- **Sarah F.** is always willing to assist others when they need help with their caseloads.
- **Ally S.** does a great job keeping everyone informed and up to date with needed information.
- **Ryan P.** was willing to help captains cover cases during a case management transition.
- **Meredith B.** is a joy to work with and always has a bubbling attitude.
- **Emily Y.** has made herself available to help the new case managers transition into their new roles.
- **Stefany** is always willing to come in so there is enough coverage at Ridge Point.
- **Kathy N.** took the extra time to make sure that the DVD player was working correctly for the ladies.
- **Christa H.** has been a great support for Jackson Square and is greatly appreciated for all she does.
- **Angela P.** was able to help cover a shift for another co-worker that needed the time off.
- **Bryan H.** helps the gals at Hillcrest to broaden their interests and help them achieve their full potential.
- **Molly L.** was able to help a co-worker with saving documents on Sharepoint.
- **Martha S.** is extremely flexible when it comes to the needs of the consumers she works with.
- **Sammy T.** is always encouraging and willing to lend a helping hand.
- **Brittany B.** is willing to stay late or trade shifts to help her co-workers out.
- **Frank S.** helps make a happy and fun environment for both consumers and co-workers.
- **Jessica R.** is a great co-worker and team player and is greatly appreciated by her co-workers.
- **Mike N.** always has a positive attitude and assist whenever needed around the office.
- **Erin E.** was very helpful with a co-worker during a member transfer process.
- **Emily R.** is great at keeping the girls happy and being a flexible co-worker.
- **Kassey K.** has been willing to move her schedule around to help her co-workers.
- **Isha C.** is always willing to go the extra mile to help others.
- **Joel S.** assisted in making referrals so that the clients could receive services faster.
- **Abbie V.** created and shared a MMIS cheat sheet with co-workers to make it easier for them to learn.
- **Sarah R.** is always willing to help others when they are in need.
- **Maria T.** is a supportive captain, always willing to help her team and the department be successful.
- **Amy H.** took time out of her weekend to participate in the NAMI walk as a Pinnacle representative.
- **Becky M.** does a great job of supporting her co-workers with smooth case transfers.
- **Stela A.** encourages co-workers to take time for their own health and invites them to walk.
- **Mallory C.** teaches her team how to successfully follow confusing MMIS EW exit situations.
- **Brittany B.** is always willing to work with her employee's schedule so they feel supported.
- **Dylan C.** is a great co-worker and devoted to make a difference in the lives of those he works with.
- **April F.** has brought some good ideas and changes to Hillcrest, which has made a difference for all.
- **Caitlin D.** has been very helpful with DD resources and always willing to answer random questions.
- **Abby P.** took the time to work on a difficult case to find a solution despite being busy with other cases.
- **Katelyn S.** is always willing to take time to help others even though she is very busy.
- **Allison L.** is a great resources and always willing to share her knowledge.
- **Meredith P.** is super savvy and seriously knows the answer to everything.
- **Shelby H.** is a great supervisor; she is able to take time out of her busy schedule to help others.
- **Ashley J.** stayed dedicated to her client's services when handling a difficult case.

## 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...

### JULY 2015:

**Eyvette Maggett** is very friendly and engaged with the consumers he works with.

**Alex Ofei** helped explain some strategies in working with consumers.

**Desiree Gnerre** has helped train new Case Managers and is a good resource for them.

**Patricia Carlberg** picked up another staff's shift.

### AUGUST 2015:

**Dylan Curto** is always so kind and helpful to his co-workers.

**Heather Iliff** organized the August b-day celebration and had LEAN training that same day.

**Michelle Schneider** submitted overdue forms that HR needed and resubmitted some that were lost.

**Mike Neri** got voicemails forwarded to staff's email.

**Maria Trueblood** provides quality services through her involvement with the policy committee.

### SEPTEMBER 2015:

**Victoria Zilka** got the medical info to help the consumer feel safe.

**Nancy Zerwas** took apart a yucky drain to fix a plugged sink.

**Krissy Hammond** rocks it every day in finance. Thank you!

**Shawna Bowen** helps cover necessary shifts at Hillcrest.

If you see someone displaying any of our core values, please nominate that person to be a Peak Player.

The secret of  
success is to do the  
common things  
uncommonly well.

— John D.  
Rockefeller