



## News from the Nest

### March 2020

#### ~~April 1, 2020~~ 25 Year Open House - **POSTPONED**

Hello Cardinal friends and family,  
We appreciate the kind thoughts and words that have been shared with us during this time. Jack and I are meeting with our leaders daily to evolve our communication, plans and response to the latest COVID-19 information. Many of our families, community partners, and workforce have stepped up in a big way by offering their support and by collaborating with us to continue to effectively serve our clients. While we continue to plan and take action, we also want to continue sharing moments of delight and high performance. These are cornerstones of our culture and success as we navigate this critical and unprecedented time.

### JP's Corner

## 25 Years

Cardinal has officially turned 25. On March 1, 1995, my friend Russell moved into our first home. He still lives with us today!

When reflecting on the past 25 years, I got to thinking about all the folks who have contributed to our success. Counties who have supported and partnered with us, particularly Steve Larson, who in 1995 provided the letter of support from Olmsted county to the Department of Human Services, which enabled Cardinal to receive the license to begin services. Suppliers like Trade Mart Furniture, Hy-Vee and Adamson Motors, who have partnered with us since the beginning. Services like Premier Bank and Dunlap & Seeger law firm who were, and continue to be, instrumental to our success and to our growth. Carol, Kathy and Mikki who followed me from our previous employer and played a huge role in establishing the team that led the company during its formation. Many leaders who joined the team and gave their all to help make Cardinal what it is today, some of whom continue to lead our company. Of course, the hundreds of employees who have contributed their time and their heart to our clients every day (over 9,100 days!!). They are the soul of Cardinal and 400 of them make up our current team of



Delight Specialists, and 100 or so others who support the work they do. A few mentors who have shared their priceless wisdom with me over the years, including Steve Buehler and Robin Sommer. Family members and guardians who have put their trust in Cardinal. And, our clients – the reason we do what we do and why we come to work every day. To all of you, and many more, we will forever be in your debt – you have left your fingerprints on a great organization. Thank you!!

## **"Quitter"...**

By: Marshall Goughnour, Administrator



Yes, I must admit, I'm an 80% quitter. As of 3/8/20 I'm officially down to approximately one day a week (20%) and don't yet know what my title is. Maybe I don't need one?

I'm just not ready to give this up completely. One of my best memories, a few years ago I took Collin (pictured to the left), the second person to move into Cardinal in Bemidji in 2006, for a consultation at the Mayo regarding cancer. While in Rochester, he asked to go to a bar, and I decided we'd hit the NorthStar. I told him that during 1978-80, I spent a fair amount of time there with other Rochester Social Adaptation Center (RSAC) employees. He had a beer, maybe two, and started up a conversation with a woman who flirted with him and it was obvious she gave his ego a big boost. He talked about that evening many times before losing his battle with cancer. The last time he mentioned it was a couple of days before, he was sitting out on the deck in the sun, he smiled as he mentioned the woman he met and thanked me again for taking him to the NorthStar, of all places. Though you may not know, Collin, you can imagine why that was a big deal for him.

The thing I liked most about the last 42 years started while I was at RSAC in 1978. I was lucky enough to refer at least 50 people to group homes, take them for a visit and then bring them to their home after they were accepted. After leaving RSAC in 1981 and until 2019, I drove to meet at least 70 people who would potentially move into the group homes I managed. After it was decided a client would be admitted to a group home, I'd go pick them up. We'd always stop for lunch and talk all the way home. During that process I felt that my getting to know them and their getting to know me was a way to get off to a positive start. I liked being the person who took them from, in many cases, an unpleasant or worse situation to a much better place to live. They knew "the boss" as they often referred to me, from the start. I wasn't someone they finally met a week, a month or more, after moving in. I believe that helped them understand that they were important to me and not just anyone moving into our homes. Often those trips meant getting up early, and everyone knows that's tough for me, and getting home late but it was more than worth it. Last week I went with Cindy, my wife and successor in Bemidji, to pick up our newest client at his current home and took him to his new home for a visit. It was only a few miles away this time, but like all the other visits before his, I was glad to be there.

## **STAR Goals**

By: Lauren Hosp, Residential Supervisor

STAR goals are all about high performance. Three times per year we create plans to go above and beyond our normal responsibilities. In considering what I would do as my STAR goal, I wanted something that was true to me, would provide an opportunity for creative interaction, and bring joy to



individuals we serve. After some research and preparation, I decided to host a unique, 'sharpie tie-dye' event instead of a traditional tie-dye. It is safe to say it was a smashing success as the seven clients and their staff were genuinely interested in the process and delighted with their results. Their shirts were all unique to each person and turned out fantastic. I will definitely do something like this again. It was truly gratifying and

so much fun!



## Sweetheart Dance



Love is in the air! Matt and Rob love to dance! In February, they attended an annual favorite, the Sweetheart Dance. We want to thank Park & Rec and Rochester Community Ed for hosting so many dance parties. Matt and Rob, like many others, really appreciate it!!





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