Direct Support Professionals provide front-line support to ensure participant independence and inclusion.
Direct Support Professional (DSP)

- Native Montanan
- Bachelor’s Degree in Social Work – May 2018
- DSP Experience:
  > Aaron Care Home
  > Opportunity Resources
  > Consumer Direct Care Network
- Hamilton Assisted Living and Memory Care
Ben Bledsoe
President/CEO
Consumer Direct Care Network

DSP to President/CEO

• 14 years at CDCC
  > Began as DSP
  > Arizona Program Manager
  > Implemented Quality Improvement Department
  > President/CEO in October 2012
• Masters in Healthcare Administration
  > Bachelors in Sociology
• Served in the Peace Corps - Tonga
Participant and Community Relations Coordinator

Darren Larson
Community Relations Coordinator
Consumer Direct Care Network

- Native Montanan
- Bachelor’s Degree in Political Science – May 2006
- Participant of PAS for eighteen years
  (self-directed services for four years)
- Advocate for life
Today’s Plan

> Share our efforts to appreciate Direct Support Professionals
> Connect the “Culture of Caring” with independent living
> The business side of appreciation and caring
> Learn from you
Appreciation

1. Recognition and enjoyment of the good qualities of someone or something
2. A full understanding of a situation
Welcome to the Hour Clubs
Hour Club Awards

1K: Letter of thanks and wristband ($150 raffle bonus)

5K: Letter of thanks, wristband, and a sports pack ($150 raffle bonus)

10K: Letter of thanks, wristband, and a travel mug ($150 raffle bonus)

15K: Letter of thanks, wristband, and a blanket ($150 raffle bonus)

20K: Letter of thanks, wristband, and a bottle with a travel bag ($150 raffle bonus)

25K: Letter of thanks, wristband, and a personalized memento, $250 bonus, and a call from Ben Bledsoe!
## Hour Club Results

<table>
<thead>
<tr>
<th>State</th>
<th>1k</th>
<th>5k</th>
<th>10k</th>
<th>15k</th>
<th>20k</th>
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<td>1184</td>
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14,819 Moments of Recognition
Direct Support Professional of the Year

Engage participants in the appreciation program to nominate their DSP.

Select five winners who receive $150 bonus.

Celebrate the winners on our websites and company Facebook page.

Getting The Word Out

Sent postcards and emails to participants inviting them to nominate their caregiver.

Published notifications on our websites.
Direct Support Professional of the Year

Received 220 amazing responses!
Selection committee representing cross-section of the company.

The Winners
Johnny Cartwright
Macy Henze
Merritt Perry
Dale Libengood
Rafael Lara Reyes
Anchorage, AK
Boise, ID
Temple Hills, MD
Tucson, AZ
Plant City, FL
The Appreciation Wall
Culture of Caring
Mission

To provide care and support for people in their homes and communities.
Vision

To help people live the life they want.
Values

Respect | Integrity | Service | Excellence
What and who is
Consumer Direct Care Network

Home and Community Based Provider for 28 years

Based in Missoula and provide services in 16 states

Serve more than 19,000 individuals and support employment for 25,000 per year

Specialize in personal care and self-direction
Why are we Committed to Direct Support Professionals

Leadership history as caregivers

Meaningful work that deserves increased recognition, attention, and value

Workforce issues in home care – 41% growth needed in the next decade

Rate and wage challenges
Workers who typically would not do this work

Working on an island

Feeling of contribution and meaning in work

Requires new strategies for communication, engagement, and efficiency

Unique Opportunities, Challenges, and needs

In Self-Direction
Demonstrate Interest in Workers’ Lives No Matter Employment Relation

Buy-in from service recipients
Consistent communication and training
Empathy
Celebrate DSP success and achievement