



EVERY LIFE. EVERY MOMENT. EVERY DAY.

Direct Support Professionals
provide front-line support to ensure
participant independence and inclusion.



Erika Allen

Caregiver

Consumer Direct Care Network

Direct Support Professional (DSP)

- Native Montanan
- Bachelor's Degree in Social Work – May 2018
- DSP Experience:
 - > Aron 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 CDCN
 - > 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*



Darren Larson

Community Relations Coordinator
Consumer Direct Care Network

Participant and Community Relations Coordinator

- 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

State	1k	5k	10k	15k	20k	25k
Alaska	778	262	103	60	41	22
Arizona	939	361	115	31	7	0
Washington DC	672	45	3	0	0	0
Florida	1428	264	22	4	2	0
Idaho	1587	639	313	133	36	7
Michigan	10	1	0	0	0	0
Montana	623	243	139	78	26	10
New Mexico	1028	494	265	101	30	8
Nevada	404	162	52	22	9	1
Texas	1455	253	52	11	2	1
Wisconsin	960	315	120	47	18	5
Totals	9884	3039	1184	487	171	54



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.

Who will win the first ever
DSP of the Year Award?



Nominate Your Caregiver!

Here's your opportunity to tell everyone exactly what makes your DSP the best. It only takes a few minutes to nominate them online. Fill out our online nomination form: <https://consumerdirectcare.com/2018/dsp>

Selected DSPs receive **\$150 bonus!** Or Call 888.532.1907

**To qualify for the award, DSP must work with Consumer Direct Care Network. *Must complete nomination form by May 21, 2018. Learn more about us at www.ConsumerDirectCare.com

Who will win the first ever **DSP of the Year Award?**



CONSUMER DIRECT CARE NETWORK

www.ConsumerDirectCare.com



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

NEWS


AUG 8



DIRECT SUPPORT PROFESSIONAL OF THE YEAR – MACY HENZE
Announcements | DSP Appreciation


Macy is Houlton's direct support professional (DSP), and together they're a great team who bring a vibrant energy to their community in Boise, Idaho. Houlton, 21 years old (will be 22 in September), enjoys his job at Five Guys, playing Scrabble, and watching Marvel movies. He loves sports such...

MORE >



DALE LIBENGOOD
2018 Direct Support Professional of the Year

We recognize Dale as an exemplary Direct Support Professional (DSP) in 2018 for providing essential supports for individuals to maintain independence at home and in the community. The character traits here describe the essential nature and services of the 27,000+ DSP's who provide care through the Care Network. Thank you, Dale, for your service!



April 2018



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



Unique Opportunities, Challenges, and needs In Self-Direction

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



Demonstrate Interest in Workers' Lives No Matter Employment Relation

Buy-in from service recipients

Consistent communication and training

Empathy

Celebrate DSP success and achievement



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