

REALTIME FILE
VERMONT CARE PARTNERS
DSP Recognition
SEPTEMBER 14, 2021
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(Waiting to start)

>> Recording in progress.

>> BETH: So nice to see people.

>> MAX: Good to see people too.

>> BETH: Good to be seen, right?

>> MAX: Yes.

>> JOSHUA: I sent the link to Lindsay, so she should be coming.

>> MARIE: People who are just signing on, if you want to, you can turn on the closed caption. Let us know if you need to know how to do that.

>> BETH: I'd love a tutorial on that.

>> MARIE: All right. If you go to your -- I have to try to make it show up on my screen here. If you go to your Zoom menu, there should be a CC button. If you press on it, it says subtitle.

>> BETH: I see it. It's "show subtitle."

>> MARIE: If you click on that, it should start them.

>> BETH: Very cool. Thank you.

>> DAVID: I guess I did it.

>> MARIE: You got it, Dave?

>> DAVID: I think so.

(Waiting to start)

>> MARIE: I think we can start, Josh.

>> JOSHUA: Perfect. All right. So, welcome, everybody, to DSP week where we appreciate all of our director support professionals throughout Vermont and also around the entire country. My name is Joshua Smith. I'm the executive director of Green Mountain Support Services, and I'm also on the board of directors for the National Alliance for Direct Support Professionals. I am humbled to be here to help support and celebrate the work of our direct support professionals.

As we always start one of these things, we have to go through some housekeeping. Everybody knows to keep yourselves muted. There's a little bit button on here. Most of us have been using Zoom for almost two years now already. Also, just to let everybody know as well, as these go, bathrooms down the hall. Hang a right. That's where the bathrooms are. Also, fire extinguishers are kept on the corners of the

hallways, so those are also part of the housekeeping pieces. Little joke there because we're not all together. We're actually talking through video, so those points were supposed to be humorous. Next, I'll have a laugh track on for these things.

As we say, the most important thing -- direct support professionals really are the piece that is probably the backbone and one of the most important aspects of the work we do. Being a direct support professional is one of the hardest and most difficult job, and we need to increase the value of the work that you all do. One of the things that we know that we do through the National Alliance for Direct Support Professionals and all of its agencies -- we are working, and you'll hear more about this. Through a lot of other national advocacy groups that support the work we do -- they're working to make sure that the direct support professional gets a federal occupational code. Meaning, there'll be a job description that is recognized federally speaking to show the work of a direct support professional. A direct support professional is not just a caregiver. It's not just a job coach. It's not just an LNA. The hats that the direct support professional wears is several and immense, and it can change on a dime based on the type of the person you're providing services for and the type of people we work for.

With that said, there's so much we need to do to help support you. There's so much that we're committed as your advocates and also for the people that you work for. Once again, I'm honored and thrilled to help be a part of this conversation. And so, we have set up for you all quite a list. We're going to have a full packed hour of celebration and recognition for all of you. In about a few minutes, we're going to open up to Lindsay Barup, which is the Vermont direct support professional of the year. She's going to talk to you for a few minutes. We do have some advocates and family members being able to also open up and talk. Kirsten Murphy is going to show us a video. There's going to be a proclamation that's going to be done through Monica White, and we do have some staff wage advocacy that we're going to be talking about. And we will have some legislators and interviewers that will be coming in. Needless to say, you don't have to see my face the whole time, which is probably beneficial for everybody.

With that said, I think what we can do is -- do we have Lindsay available now?

>> LINDSAY: I'm here, Josh.

>> JOSHUA: All right. I'm going to pass the mic over to Lindsay. There you go.

>> LINDSAY: Okay. I'll pretend I have a mic. Anyways, I am the DSP of the year. I'm very honored to have that, and I'm kind of being put on the spot. Josh let me know I was doing this about five minutes ago, so you'll have to bear with me.

I'm from Hyde Park Vermont. I've been with GMSS for five years now, going on my sixth year. I have worked with three people for about five years, and I just switched to two new people. It's been a bit of a roller coaster ride, but we make the best of it. As we say as DSPs, we never know what's going to happen the next day. We always go in with it blind sometimes because every day is a new day, and I think that's one of the best and craziest things that we can learn as a DSP. You never know what every day is going to hold. With having a new day every day, we can learn something new, and we can just thrive from the people that we serve. If I wasn't learning something new every day, I would have to move on because literally I learn something new every day. Working at GMSS has just opened up a bunch of opportunities for myself and for fellow employees we have as well, colleagues. I just appreciate GMSS and how much they

do for all of us. Who can say they go to work and have six weeks of vacation time and they pay us \$200 so we can take our vacations and make sure that we have self-care? Not a lot of places do that, and I appreciate that because without self-care, what would we have? It's so we don't burn ourselves out. A lot of DSPs do burn themselves out, and I feel like we don't get burnt out because they make sure that we take care of ourselves.

I don't know what else you want me to say, Josh. Any questions for me?

>> JOSHUA: Maybe what we can do is have Karen -- Karen, our HR director, is one of the people that nominated Lindsay. Karen, did you want to talk a little bit about some of the things you noticed about Lindsay that she was able to win the DSP of the year?

>> KAREN: Thank you, Josh. I would love to. I've been working very closely with Lindsay for the last year and a half. I saw many special things in Lindsay when I decided to write the nomination for her last -- it's almost been a year now, but I'll say last summer. Just some of the things that I recognized in her above and beyond what others were doing were -- as we were pretty well prepared to go remote in regards to COVID situation as it was, we have employees who are DSPs who are all ages, from 18 years old to mid 70s, years old. For us to go into a pause on face-to-face work with our clients was a big step for us to take. Although GMSS has already provided all our employees with laptop computers or Chromebooks so they had the same accessibility. They didn't have the same background as far as technology, computer savvy, things like this. We had everything from your computer geeks to people who had never touched a laptop or computer before. Lindsay jumped in without ever being asked and worked hand and hand with all of our employees to help them get to the level they needed to be, to be able to interact with the folks that we serve, with each other, and even went on to be developing -- I think at one time we had 21 or maybe closer to 24 hours a week of programming for the folks that we serve on Zoom. Lindsay taught her coworkers how to come up with these ideas for programming. We had museum tours, Zoom tours, karaoke, dance classes, cooking classes, you name it. They came up with it, and Lindsay was right at the center of that and is -- and integral in the development of those classes. She's the lead support person for any have on our employees when they want to call and get advice. Am I crazy for doing this? Does this sound weird? Different things like that. Lindsay has always been just a phone call away for all of our employees. Just so valued by management as well as her peers because we've always known how much we can count on her.

She's juggled an interesting client load. I know she puts a lot of miles on her car. She drives all over the place. If any of you are familiar with the Stowe area, there's constant construction going on. Right now is probably peak time for construction in the last year, but yet she is doing her thing from her car or wherever she's at with ease. She's just a dynamo. We couldn't be more proud to have her be representative of us and all of the DSPs this year for the state of Vermont.

>> LINDSAY: Thank you, Karen.

>> KAREN: Thank you.

>> LINDSAY: You're welcome.

>> JOSHUA: All right. Well, thank you very much, Lindsay. Congratulations. Thank you, Karen.

>> LINDSAY: Thank you, guys.

>> JOSHUA: We have Marie. Do we have the advocate and family member or are we going straight to the video?

>> MARIE: We can open up at this time if any advocates want to talk about what DSPs mean for them, if we have five minutes for that? Any volunteers?

>> I see David's hand.

>> DAVID: Well, I think for me it helps me get out in the community. It helps me to establish new skills that I haven't had. And I think with new skills and people that are disabled that we should really think about their dreams, and maybe they have a dream to pursue a job that they've never done before, but they want to try that job. I really think a DS person could help them to establish some of their dreams and goals that they want to do. I know in the past that I've had DS people that have helped me in the long run to achieve my goals and to achieve my dreams as well, so I really would like to just put that out there, that they are important, and they need to be paid fairly. Thanks.

>> JOSHUA: Some other folks want to talk. Max, you have your hand up.

>> MAX: I would say for me I would not be able to do my job as successfully with the kind of job it is without my direct support professional. Sometimes the demand and the tasks that have to be done, my direct support professional has helped me stay focused with one task at a time. Also, they've been helpful with making sure that I can have time to put aside to kind of collect myself whenever there are things that come up, whether or not it's work related. That can have an effect on my emotions. Also, with transportation still being a challenge in the state of Vermont, I rely on my direct support professional to get me to and from work due to that and the schedule being different from the people that I live with. I just think that overall, with what I need to succeed in my job, I wouldn't do it as successfully if it wasn't for my direct support professional. I think they deserve what they give to me, and they deserve the amount of respect that they're worth. And I think that just keeping that in mind moving forward when it comes to paying them a livable wage as well as recognizing the work that they do, I think that that will definitely go a long way with having them remain by our side when we need them.

>> JOSHUA: That's great. Thanks a lot, Max. We have another hand up.

>> KIRSTEN: I think that might be Danielle.

>> JOSHUA: Danielle, yep.

>> DANIELLE: It is. I don't know why it is saying that, but it's me. For me, my sister is my shared living provider. If it wasn't for her, I wouldn't get into these activities, like how to program and other activities I do. For the community, I work with my niece, but she's in school right now, so I have to work with her when she's on vacations, on breaks. Other than that, that's my take.

>> JOSHUA: All right. Thank you very much. I think we can now move on, if we don't have any other -- I'm looking at the hand raising. I think we're good.

Next, what I'm going to do is hand it over to -- where's my notes? I just had it up here. I'll hand it over now to Kirsten Murphy.

>> KIRSTEN: Thank you very much, Josh. Good afternoon, everyone. I'm Kirsten Murphy. I'm the executive director for the Vermont Developmental Disabilities Council. I'm very pleased that the council is one of the sponsors for today's event. I'm pleased to be here to acknowledge and celebrate the critical work of direct support professionals. Whether they're working through developmental services or community

health or choices for care, any of those programs, whether they're directly employed by an agency or maybe by a family, whether it's personal care, shared living, community support, respite, job support, the direct support professionals in our state make a really meaningful difference each day in the lives of Vermonters with developmental disabilities and all types of disabilities, but unfortunately, there's also never been a time that Vermont has been so short of this critical workforce.

There are 700 vacancies at least right now in developmental services and community mental health alone. For our small state, that's quite a big gap. And what will fill this gap is really very practical things -- increased wages, better benefits, better training, and opportunities for career advancement. Vermonters with disabilities deserve to be supported by consistent skilled professionals, and the support providers deserve to be treated as the capable professionals that they are and given the tools to continue their career in this important field, but you don't have to listen to me fortunately. Our council created a video with some collaboration from our good friends at Green Mountain self-advocates and a few other community partners. I'll invite you to listen to the words of self-advocates and one parent, and I hope you enjoy listening.

(Video playing)

>> KIRSTEN: Thanks very much for watching.

>> JOSHUA: Thank you very much, Kirsten. We will now hand it over -- do we have Monica White available?

>> MONICA: I am. Can you hear me?

>> JOSHUA: Yep, we sure can. Perfect.

>> MONICA: Okay, great. Thank you so much. I really appreciate the opportunity to join this event today. That was a great video. Hope everyone's enjoying this lovely early fall day and can get out and enjoy some sunshine today.

Before I read Governor Scott's proclamation, I want to say a few brief words of appreciation of my own about the roles of direct service professionals. Vermont has been a national leader in providing home and community-based services so that all Vermonters can thrive in the settings they serve. Congratulations to Lindsay Barup for being honored as Vermont's DSP for the year and thank you for all you do. It was really great to hear from you and GMSS's human resource director and about the incredible work you've been leading in the past year. Thank you for that.

I had the good fortune to visit one of our specialized service agencies yesterday in person. While I was there, I got to meet some of their team, including a direct support professional who volunteered to work this past weekend to support a person who had an exposure to COVID-19. It was an honor to be there and join that leadership team in thanking her personally for her efforts. This is just one of countless examples of outstanding work by direct support professionals in the past year. A sincere thank you to this individual and to all of Vermont's direct support professionals who work so hard every day. Their efforts directly help to make Vermont the best state in which to grow old or to live with a disability with dignity, respect, and independence. Now I'll read the proclamation.

State of Vermont, executive department, a proclamation whereas direct support professionals, direct care workers, and in-home support workers are primary providers of publicly funded long-term supports and services for individuals with disabilities in Vermont and whereas direct support professionals must build close, respectful, and

trusted relationships with individuals with disabilities, and whereas direct support professionals provide a broad range of individualized support, including employment, meal preparation, bathing, dressing, transportation, and the pursuit of personal interests and relationships, and whereas direct support professionals provide essential support to help individuals with disabilities to develop and maintain connections with family, friends, and communities, and whereas direct support professionals are integral to supporting people to live successful lives in their communities and avoid costly institutional care, and whereas direct support professionals benefit all Vermonters by facilitating the inclusion of people with disabilities in the heart of their Vermont communities, now therefore I, Phillip B. Scott, governor, hereby proclaim September 14th, 2021, as direct support professionals recognition week in Vermont given under my hand and the great seal of Vermont given on this day. It's signed by Governor Scott and Brittany Wilson, the secretary of civilian and military affairs. That is a proclamation. I will put a link to where that is posted online in the chat for folks to have direct access to. Thank you again for giving me the opportunity to be here and listen in and celebrate the appreciation of the direct support professionals workforce here in Vermont. Thank you.

>> JOSHUA: Thank you very much, Monica. That's amazing. Thank you.

We are now going to turn it over to Dawn Danner, who is one of our developmental services directors. Dawn, are you here?

>> DAWN: I am. Can you hear me?

>> JOSHUA: Yes.

>> DAWN: Okay. Hi, everyone. I'm Dawn Danner. I'm the director of developmental services in Bennington. Several times within the last few months, I've had the honor and pleasure of filling in shifts at one of our developmental disability group homes as they've been very short staffed. Spending time there was a wonderful change from my director role and I enjoyed it a great deal. While there, I was not a director. I was a direct support professional, and I was reminded of how hard the DSPs around Vermont work every day. Honestly, I don't know how they do it. I could spend hours reciting all of the roles and tasks that DSPs do every day and all the many hats they wear, but my hope is that the majority of people attending here today already know this. To all the DSPs out there, I want you to know that the rest of us in developmental services get it.

The theme of this year's recognition event is Hearts and Wages. To be a DSP you have to have a huge heart and ours do. You have to be ready for anything that is thrown at you and ours are. A DSP must be confident, empowered, dedicated, compassionate, loyal, trustworthy, and accountable, and ours are. DSPs do everything from medication administration to job coaching to supporting people in the community to cooking, cleaning, personal, and medical care, so they must be resilient and strong and ours are. DSPs take on more challenges in a day than many people face in a month, so they must be adaptable and ours are. When there are consumers that have challenging behaviors or challenging communications or mental health diagnoses that interfere with their daily living, we hand them to our DSPs and say go out and work with them anyway, and they do. They are in the trenches every single day, and they are some of the best people I know. To all of the DSPs out there, we see you and we appreciate you.

Yet, these are also some of the most underpaid people I know despite they are

providing the highest levels of care. Why is that, do you suppose? The majority of DSPs are working two, sometimes three jobs to make ends meet. Making a career in direct support is very hard to do, even with the love and the heart that our DSPs show for their work. DSPs work goes beyond what is easy and convenient. They're enhancing and changing someone's life for the better every day, and yet they are not considered professionals and are often viewed as only entry-level positions in human services. This is a travesty. To all the DSPs out there, please know you are valued. DSPs need to be recognized for the professional workers they are, and they must be paid more than what is currently happening. Things like national credentialing, tuition reimbursement, loan forgiveness, and wage increases must be addressed if we are to maintain the workforce. These are the things that your leaders in developmental services continue to fight for. We -- it is estimated 1 million DSPs in the country will be needed in the next ten years. In order to attract the levels of staff that will be needed and keep the existing workforce, we must offer people a livable wage so they can pay their bills, keep their housing, and feed their families.

To all those DSPs out there, we understand and we will continue to advocate for your needs. All around the state, we have amazing teams of people doing this extremely valuable and needed work. We trust our teams to do whatever is needed to ensure those with disabilities in Vermont have everything they need to live safe, happy, integrated lives, but I worry about my staff and DSPs especially. People are working long, hard hours for very little compensation and the issues we face are not so easily fixed. I worry about the DSPs who state they cannot come to work because they don't have enough money to put gas in their car, and I worry when people love the work they do but have to leave because they cannot pay their bills. I worry when their child is sick they cannot afford the high cost of health insurance. To all those DSPs out there, we hear you.

In the state of Vermont, your DSPs have the heart already. Imagine the great things they could do if they had the wages to go with it. To all the DSPs out there, thank you. The system could not be sustained without you. More importantly, the people we serve could not survive without you. You are seen, appreciated, valued, understood, and heard more than you know. To all those DSPs out there, our advocacy for you will not end when today's event does.

Finally, to all those DSPs out there, may you be proud of the work you do, the person you are, and the difference you make. Thank you.

>> JOSHUA: Thank you very much, Dawn. That was well put, well said. Yeah, I've got to echo it. The amount of work we do for the expectations for direct support professionals, it is a -- it's a professional job. The job that you do is a profession. I always encourage here at Green Mountain Support Services -- being able to call DSPs heroes or angels, it doesn't do it because first of all it gives us the permission to pay someone less if we call them heroes and angels. It also insinuates you have to be a hero or angel to work with people who have disabilities, which isn't true at all. I encourage us all to make sure we treat direct support professionals with the dignity and respect of what that position entails. They have to be paid. You have to be paid a heck of a lot more than you're getting right now. We have great advocates at the state level and through parents and guardians and self-advocates. We'll continue to be keeping this fight up until the people that we provide these services for and the work

that you do, you don't have to get a second or third job in order to do this.

Do we have -- Marie, do we have someone for the 12:40? Do we want to jump into the legislator interview?

>> MARIE: We can go ahead to Senator Balint, if she's here.

>> JOSHUA: Okay, perfect. Senator, are you available?

>> BECCA: Can you hear me?

>> JOSHUA: Yep. There she is.

>> BECCA: Is that a good volume?

>> JOSHUA: Perfect.

>> BECCA: Wonderful. I will just make sure I'm on the right network here at my office. Sometimes I get booted off (frozen) --

>> JOSHUA: Okay. Looks like she picked the wrong network.

(Laughter)

>> JOSHUA: I think you're back, Senator. You moved a little bit.

>> BECCA: Can you hear me now?

>> JOSHUA: Yep. There she is.

>> BECCA: Okay, yes. I have a little (frozen). It's the issue we all deal with here in Vermont, the connectivity issues. Hopefully my sound is okay now. Thumbs-up? Yes.

Good afternoon. I'm Senator Balint, president pro tem of the Senate. I'm very happy to spend a few minutes with you today on national direct service professionals today. As I was driving up the hill to my office here, I saw that all the signs for the DSP day were out in front of the lawn in front of the building, and I thought, oh, my gosh. So much good work happens at Families First and all the other DSP organizations around the state and in our community. I caught the tail end of what Josh was saying. I know that you are underpaid. I know that you are underappreciated for all of the work that you do, and that's why it's important for me to spend a few minutes here with you today to express my sincere gratitude on behalf of the Senate.

I wanted to just share with you two stories as I was thinking about what I wanted to say to you today to help you understand how I understand the work that you do. Yesterday, I saw one of my best friends from college, and she's a dear friend of mine, but as is often the case with friends who are also juggling parenthood and work, we fall in and out of connection over the years. We hadn't seen each other in a few years. We sat down yesterday and had an honest raw conversation about parenting. Her oldest child has OCD, and my oldest child is on the autism spectrum, and we talked about the ways in which we, as parents, knew that we needed supports from our school and from our community that we didn't always have. Our children are wonderful and they're creative. As anyone knows with parenting of anyone, it is challenging to be a parent. You often feel like you're not doing it well no matter how hard you try. You feel like you're not doing it well, and what you want to do is -- you want to be understood. You want to be seen. You want to be valued. There are definitely times in my life as a parent in which I felt like I needed more supports than I was getting, so I reflected back to her that a couple of days ago my son and I were out shopping. We brought the groceries to the car. We were unpacking the car. He's in his teens now, and we had a really lovely day of going to the store. It's one of our favorite things to do together, and he looked at me like, is there anything left to do? Do you want just

bringing the cart back over to the little cart corral? He said, happy to do it. Before I knew what was on his mind -- sometimes parents have a little intuition. A split second before, I could see him calculating could he just shoot the cart across the parking lot at the right angle to aim it right into the cart corral. I know many of you -- I can see you know how this ends. He did his full-on just shooting that cart across, and I'm standing there like this. It missed entirely and crashed into somebody's car. I could tell from the other side of the parking lot that it had made a dent. I looked at my son, and instantly, he was completely and totally overwhelmed and crestfallen and was afraid of what my reaction would be or the owner of the car. We sort of regrouped. I took a deep breath. I wrote a note out to the owner saying this is what happened, please give me a call. I'm going to go home with my son, but we'll settle it up if you need to have body work done.

In this time, my son is asking me every 30 seconds, are you really mad at me? Are you really mad at me? Are you really angry with me? I kept saying, it's going to be okay. It's going to be okay. By the time I got to the cart, the owner of the car had returned. She had a mask on. I had a mask on. It was really hard to make that physical connection of human being to human being, and I had the note and I said, I'm really sorry. This big dent that you have on your car, we did that. My son and I did that. Here's the situation. I explained he has autism. It seemed like a really great idea, and he didn't mean to do it. Let me know if we need to settle up. She took a deep breath and she looked at me and glanced over across at my car with my son sitting in the front seat. I'm sure she could see how he was feeling, and she said, you know what, this is not the first dent on my car. I'm sure it's not going to be the last dent on my car. Don't worry about it. I said, are you sure, because I want to make right by it? You did. You came over and saw the situation and acknowledged it. We get back in the car, and my son says, so what happened? Are you going to have to pay her? I said, no, I think we're okay. She just wanted to be seen. She wanted me to acknowledge what had happened. He was so funny. He said, well, I think we could have driven away and it would have been okay. No, that's not the lesson I'm trying to teach you here.

I was thinking a lot about this this week. What do we need as Vermonters, as parents, as community members? We need to be seen and valued for the work that we do in our families. I need to know that people are holding me tight, my community is holding me tight. I know the work that you all do, is that you give individual Vermonters and families breathing room. You're giving them a space to think and a space to feel like, okay, I can do this. I can live my life with dignity. I can live my life in my community. As a family member to know I have supports around me and I'm not alone. I am so grateful for the work that you do. As I said, you're important to individual Vermonters and communities, but you're also critical members of our workforce, and I don't think a lot of people understand that. We in the legislature have fought for the last few cycles to get you the pay increases you need. We know it's not enough. We know we're not at livable wage yet. It is on my mind, and I know I can speak for many of my colleagues. They understand that you and your work give Vermonters a better quality of life, so thank you for inviting me here today. I hope that you can hear in my voice the extent to which I appreciate the work that you do. I certainly look forward to hearing from you and all your advocates about specific steps

that we can take in the upcoming session to make your lives easier in the very important work that you do. Thank you so much for inviting me today.

>> JOSHUA: All right. Thank you very much, Senator. What we're going to do now is we have a pretaped video from Representative Peter Welch. We did get an email from Senator Bernie Sanders' office, and it goes that Senator Sanders is so grateful for all the hard work and understands the importance of a livable wage for them and all workers. He is working hard on the reconciliation bill in Congress to increase support for in-home services for people living with intellectual disabilities. Thank you for that.

What we'll do now is move over to -- we have a video or something from Representative Peter Welch.

(Video playing)

>> I want to thank the developmental disability council and green mountain's health advocates for inviting me to be with you on direct service professional day. The work that you do is extraordinarily important. You work closely and intimately with Vermonters, really good Vermonters, who have intellectual and physical challenges. And those challenges can make a person feel easily excluded and less than who they are. Your day in and day out job is to validate the importance, the worth, the contributions that Vermonters that you work with can make so they realize their own full potential and have the feeling that all of us seek -- to be included, to be important, and to be valued. That's hard work, and you do it every day. When you're doing that during the pandemic, which is imposed on all of us an additional sense of isolation, that work is particularly important for the wonderful people that you work with day in and day out to help them get through the challenges they face in everyday life but how those are magnified with COVID. I salute you and respect you and appreciate all that you're doing to help make Vermont a more inclusive state. Thank you.

>> JOSHUA: All right. That's great. We now have a few minutes left. What I wanted to do is take this opportunity for all of you -- I'm going off script, Marie. Is that okay? I'm just going to go off script a bit here.

Here at Green Mountain Support Services, we published an anthology book called "Who We Are: A Day in the Life of a Direct Support Professional." We have a collection of stories that was interviewed by a Vermont author, who put it together. We also have Vermont artists that have put together this story. It follows stories of direct support professionals and the work they do. I'm going to put my email address in the chat. Anybody here today live, we will send you a free copy of this book in support of direct support professionals. It goes for everybody that's here. All 72. Put my email address and send us your address. We'll mail you a copy of this book. It highlights all the important things about direct support professionals.

We do have Joan Macbeth, who is the executive director of the NASP. It really talks about what the direct support professional's role is. It's like a Sherpa. At the end of the day when people hiked the top of Mt. Everest, the Sherpas aren't in the pictures or the photos taken. They're there to support the people they provide services for to live full lives. Yes, there is an ebook version as well, Zoltan. I'll put in chat my email address. I'll do that for all of you.

Any final thoughts from anybody as well? Any hands raised or anything? No? No? We're good? Okay. I would say thank you very much, everybody. This is amazing work. I can't say no words can explain, but we just spent an hour giving

words to explain how honored we are. We always do our best to make sure you're all supported. Thank you very much, everybody. We'll let you get back to enjoying your Tuesday. Happy Tuesday. (Laughter). Happy direct support professional week, everybody. Thank you so much.

>> Thank you.

>> Great job. This was a great, great event. Thank you so much.

>> JOSHUA: You're welcome.

>> MAX: Thank you very much.

>> KIRSTEN: Thanks, everyone.