



FOTM

Families On The Move of New York City, Inc. (FOTM)

Yesterday, Today, Tomorrow...Families On The Move.



What qualities do providers and families look for in a good Direct Support Professional (DSP)?

Compassion

Heart matters. A great DSP cares deeply about the person they support.

Respect

Respecting dignity and promoting choice—even for those with total care needs.

Reliability

Families and providers need to know they can count on you—every time.

More than anything—families want to know their loved one is loved.

Good Communication

Speak clearly. Listen carefully. Keep everyone informed—especially families.

Patience

Stay calm. Meet people where they are. Never rush or react harshly.

Attention to Detail

Notice the little things. Small changes can signal big needs.

Cultural Respect

Honor the individual's identity, beliefs, language, and customs.

Willingness to Learn

Stay teachable. Needs change, and so should our skills.

Team Player

Care is a team sport. Cooperate, coordinate, and uplift others.