

Quarterly Newsletter December 2024

A note from PremierFMS VA Account Manager, Sandra Woodward:

Hello and Happy Holidays from your PremierFMS Veteran Directed Care team. It has been a pleasure to serve you and your care team this past year. We look forward to continuing to be part of your Self-Directed journey in 2025.

Thank you for partnering with PremierFMS!

In today's email:

- PremierFMS Satisfaction Survey Results
- Mental Health Resources for Veterans During the Holidays
- VA Caregiver Support Program for Direct Care Professionals
- Direct Care Professional Resources from NFCM
- Quarterly Reader Poll

PremierFMS Satisfaction Survey Results

We are proud to announce we have a **89%** satisfaction rate with participants and direct care professionals we serve.

In the summer of 2024, we conducted our annual satisfaction survey. People we serve, direct care professionals, and people who provide us with referrals were surveyed.

PremierFMS is committed to excellence in service. We also strive to build strong partnerships with individuals we support. PremierFMS believes that it is only through regular feedback that we can understand the changes needed to improve our services.

This feedback provides vital insight through the lens of people with lived experience.

Thank you to all who participated.

Mental Health Resources for Veterans During the Holidays



The holiday season, while a time of joy for many, can bring unique challenges for Veterans. From feelings of isolation to the stress of navigating family gatherings, this time of year often amplifies the mental health struggles many Veterans face. Access to mental health resources is crucial during this season and the Veterans Affairs community can support those who have served.

[View Veteran Resources](#)



PremierFMS is on social media!

Click to follow us on Facebook, Instagram, and LinkedIn and stay up to date with all things PremierFMS.



VA Caregivers Support Program for Direct Care Professionals

For family caregivers supporting Veterans, the VA has programs for caregivers to support with training and other needs. The VA's Caregiver Support Program is excellent resource for caregivers of Veterans in the VA health care network. Caregivers can access training and education resources, localized support services, and attend caregiver events.

[Learn More About the VA Caregiver Support Program](#)

Share Your Story

Do you want to share your Self-Direction journey or have a PremierFMS story to share? We are always looking to hear of stories from Self-Advocates and direct care professionals. We would love to hear from you.



[Share Your PremierFMS Experience](#)

Direct Care Professional Resources from National Family Caregivers Month



In November, PremierFMS recognized National Family Caregivers Month (NFCM). NFCM supports family caregivers with tools and educational resources. It also promotes awareness to caregiving issues for families and communities. Caregiver Action Network directs NFCM and their goal is to connect Caregivers with resources to improve the support they provide.

[Explore NFCM Resources](#)



Did You Know?

Submitting electronic timesheets (or e-Timesheets) offers numerous benefits for direct care professionals (employees) and participants (employers).

[Learn More About e-Timesheets](#)

Quarterly Reader Poll

How comfortable are you navigating our website?

[Very comfortable. I have no issues finding the forms and resources I need.](#)

[Not comfortable. I've been on a couple times but I don't know where to look.](#)

[I do not use the PremierFMS website.](#)



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