

Q: Why are you changing your name?

A: When we began serving Veterans in 2022, we took the name of our larger organization, PremierFMS. It allowed us to quickly begin serving the community of Veterans and their families. Now that we have been working with Veteran Directed Care programs for several years, it's important to us that we create our own identity. One that represents those we serve.

Q: Why ResilientSD?

A: We believe the name strongly represents the Veteran community. The definition of Resilient Self-Direction is:
“the ability to independently navigate adversity, set personal goals, and adapt to change while maintaining mental, emotional, and physical well-being. It combines proactive problem-solving with self-care.”

Q: Do I need to do anything?

A: Other than using our new Resilient-SD email addresses, you do not need to do anything.

Q: Will anything change for me?

A: No. There will be no changes affecting you; operations will continue as usual including our staff.

Q: Will any contact information change (phone, e-mail, etc.)

A: Phone numbers will remain the same.
You will begin to see emails from us that end with @Resilient-SD.com. But, no fear, our old email addresses will continue to work.

Q: Should this concern me or require action on my part?

A: No. This is an exciting change and there is no need for concern. There is no need for any action on your part.

Q: Is the staff in changing?

A: No. There will be no changes to the team that supports you.

Q: Will I need to complete new paperwork?

A: No.

Q: Can I continue to submit PremierFMS paperwork?

A: We will accept any PremierFMS paperwork through the end of February, then the new forms must be used.

Q: Can I still submit PremierFMS timesheets?

A: We will accept PremierFMS timesheets through the end of February then the new timesheets must be used.

Q: What if I use E-timesheets? Do I need to switch to paper timesheets for ResilientSD?

A: No, please continue to enter time as you do now.