

A stack of rolled-up newspapers, likely from the late 20th or early 21st century, with some headlines visible. The image is dark and serves as a background for the text.

# RMS QUARTERLY NEWSLETTER

A Look back at last quarter and the future of RMS!!

# FROM THE HEART OF OUR CEO

## A NEW YEAR'S RESOLUTION: ALWAYS CHOOSE GRATITUDE

Gratitude. We are all taught to have gratitude, but do we fully understand the meaning? Are we genuine when we express gratitude or are we expressing gratitude under falsehood?

In the Bible, the word gratitude is a feeling of thankfulness and appreciation for what God has given us. It's a response to God's goodness and grace and is a key factor in spiritual growth. The Hebrew word for gratitude means "recognizing the good." Gratitude is a way to focus on the positive, to acknowledge that we depend on others, especially God, and to recognize that we are not the only important person in the world. It is the complete opposite of selfishness!

Another appropriate definition of gratitude is a feeling of thankfulness and appreciation for the people in our lives or in response to acts of kindness, gifts and generosity. Gratitude is strongly and consistently associated with greater happiness.

As JFK stated, "we must find time to stop and thank the people who make a difference in our lives."

Entitlement. Do we let the feelings of entitlement or sense of entitlement consume us; hindering us from being truly grateful? Do we get so absorbed in our own self that we allow selfishness to overpower gratefulness?

What is entitlement? The fact of having a right to something. The belief that one is deserving of privileges or special treatment just because of who you are without earning it; that you have a right to it.

2025 allows us a brand new start. At the first of every new year, many reflect on the previous year and strive to improve. New Year's Resolutions are written and action plans are designed in hopes of meeting those goals. This involves soul searching and complete honesty with oneself. Reflection is required.

As we reflect on personal growth, we have to ask ourselves about our character. During that reflection, do we conclude that we are a genuine person who gives gratitude for what we have been given or are we one who feels a sense of entitlement believing we have the right to what we have received and to so much more? During your meditation, reflect on the following questions to determine if you have the characteristics which align with entitlement or gratitude. Continued >>>>



Do you expect special treatment or rewards leading to the thought that others should do something for you?  
Are you one to put your needs before others without seeing the entire picture?  
Do you lack gratitude; not being thankful even for the smallest things?  
Are you one to have a victim mentality and blame others or outside forces?  
Do you Behave inconsiderately without seeing the impact of your actions and words on others?  
Are you one to have high and unrealistic expectations and demands?  
Are you negative and believe you are being treated unfairly especially during times you don't get your way?  
Do you focus on the negative instead of the positive and rally others to join your negative circle?  
Does your attitude fluctuate based on whether you get what you want or as long as things are going your way?  
Do you thank others when something favorable happens to you or for you or do you accept the favorable act without expressing gratitude because deep down you feel you deserve it and have a right to it?

Now take a look from a different standpoint. How often have you done for others and silence was what you received in return? Did you expect a "thank you?" When the "thank you" never came, how did you feel? Did you feel your kind act was not acknowledged or appreciated? Did you feel taken advantage of or used? Did you think..."WOW, how ungrateful or WOW, what a sense of entitlement!"  
Did these feelings then lead you to choose to discontinue the kind act/gesture? We choose to do for others not expecting anything in return, but gratitude and words of thanks always do the heart good.

One's actions and words definitely impact the actions and choices of another. Something as simple as a genuine "Thank You" is all that is needed far too many times to keep the circle full of positive energy. Often, many get caught up in the hussle and bussle of their busy worlds that they fall short to acknowledge the "extras" one has been gifted/awarded. It's the little things that matter and eventually add up. Grass always looks greener on the other side, so it's said. However, more times than not, one learns that because of lack of gratitude replaced with a sense of entitlement, we fail to recognize how blessed we are.

2024 brought many unexpected challenges to RMS from a business standpoint but also a clinical standpoint. We adapted and overcame when faced with obstacles and barriers which seemed hopeless. Through all of the rough times, RMS remained constant in our clinical and business practices. We stayed dedicated to our members and our employees without fail. RMS has always been and remains grateful to our employees who serve our much needed mentally/behaviorally challenged population. We continued to strive to improve our benefits package, salaries and reward system which already exceeds most businesses today. We stayed constant in our recognition and appreciation of employees regardless of the challenges RMS faced.

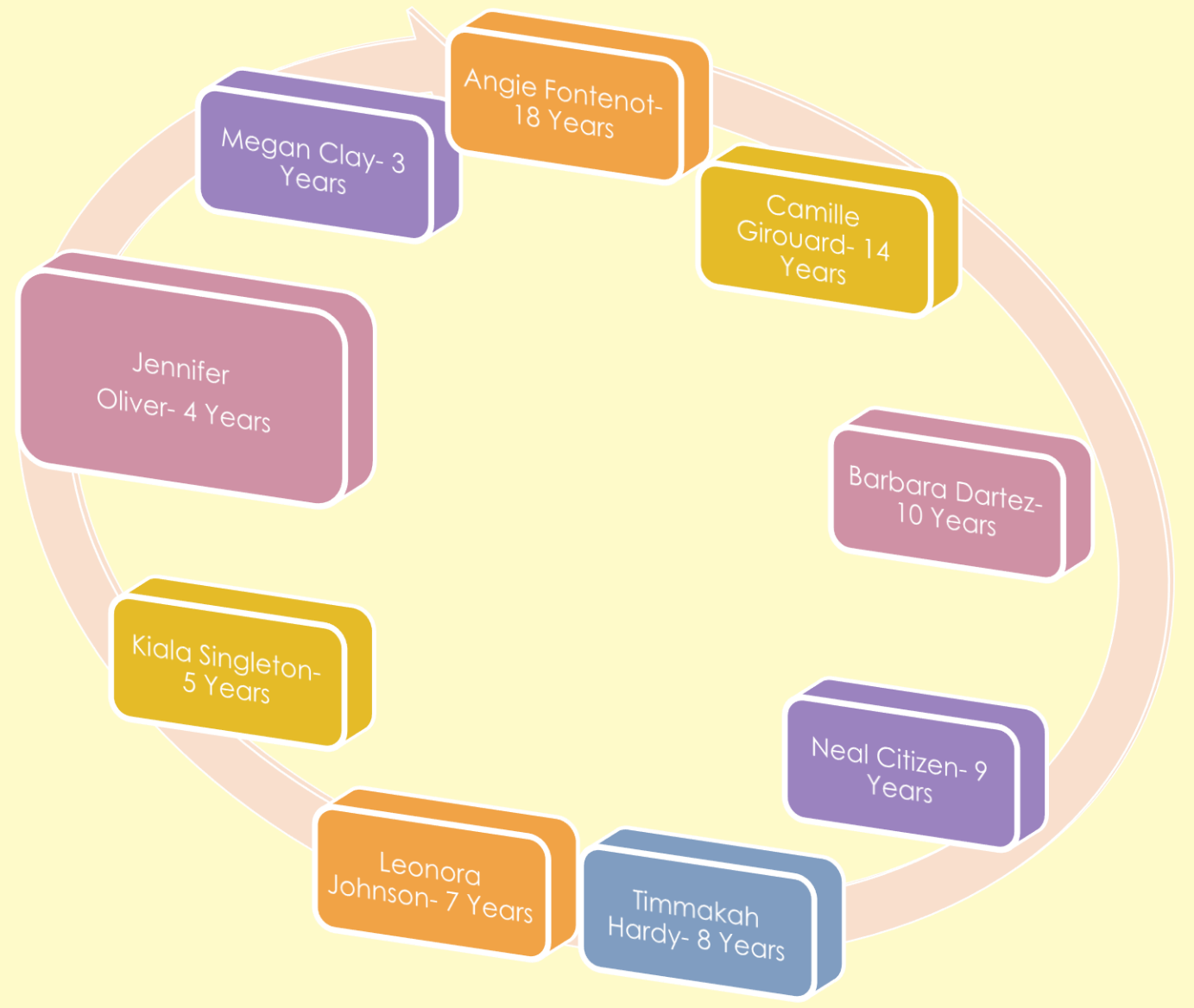
2025 will bring its fair share of challenges, but there is no doubt that our well oiled machine will travel through any challenge thrown our way. We are coming into 2025 Fearless, Confident, and with the solid Strength of a Lion. Our team is diverse with a variety of skills. Each member of our team plays an important role in the success of RMS and our members. Let's move into 2025 practicing genuine gratitude with every opportunity; not only thanking our GOD and giving HIM all of the glory., but thanking RMS and one another for our successes.



# HAPPY HAPPY BIRTHDAY!!

- Camille Girouard- 10/18
- Miquelle Meno- 10/18
- Monica Blanchard- 10/27
- Vickie Francis- 11/11
- Brittany Manuel- 11/12
- Sherika Simon- 11/17
- Randy Key- 11/27
- Michelle Kuchma- 11/28
- Juleisa Shaw- 12/9
- Mickey Shannon- 12/25
- Lauren Kershaw- 12/27
- Rhonda Fontenot- 12/30

THANK YOU  
FOR YOUR  
DEDICATED,  
LOYAL SERVICE  
TO RMS AND  
OUR MEMBERS!!



# LET'S CELEBRATE

- ❖ Halie Ory, PA-C once again, passed her recertification exam which is valid for 10 years!! CONGRATULATIONS HALIE!!
- ❖ Monica Ewansik, PA- Went from Miss to Mrs.!! CONGRATULATIONS MONICA AND BEST WISHES!!
- ❖ Kiala Singleton is now a LPC. She is now the LMHP practicing Clinical Manager for the Jennings Location. CONGRATULATIONS KIALA!!
- ❖ PA week was October 6-12<sup>th</sup>. We have 2 awesome PAs and we appreciate you!! YOU LADIES ROCK!!



Memories  
to last a  
lifetime

*What a Beautiful  
Bride!*

*Congratulations to  
Monica E, PA*





# Merry Christmas!!

**RMS held its Annual Christmas Socials.  
Let's see what everyone thought:**

**"Great Fellowship"**

**"Happy to be a part of the RMS team.  
Thank you for everything you do to  
make this world a better place."**

**"I really enjoyed our evening.  
Pleasure meeting everyone."**

**"Working together for the greater  
good."**



# More Christmas Social thoughts-

- “ I have been around a variety of businesses, but what you all do for your employees is to be commended. This event was great and I feel privileged to have been included.”
- “This was awesome.”
- RMS has a great team.”
- “Let’s meet company wide twice a year or annually.”









# RESOURCE

MANAGEMENT SERVICES

*Est. 1994*

## *Mental Health Rehabilitation*

Adults, Children, Adolescents, and Families

### Our Locations

1333 Common St.  
Lake Charles, La 70601  
337-437-4014  
337-437-8283 (fax)

1615 Johnson St. Ste. C  
Jennings, La 70546  
337-616-0225  
337-616-0226 (fax)

2020 W. Pinhook Rd. Ste. 204  
Lafayette, La 70508  
337-261-8781  
337-261-8784 (fax)



### *Programs We Offer:*

*(stand alone or combined)*

#### Mental Health Rehabilitation

- Home and community-based services for Medicaid members with behavioral or mental health needs age 6 and older.
- Services provided by bachelor and master-level staff following an individualized treatment plan written by the licensed provider.
- 2-4 hours/week of psychosocial skills training and community psychiatric support and treatment; in-person and/or telehealth.
- Initial/ongoing assessment by a licensed practitioner.
- Collaborative efforts with parents, family members, PCP, school personnel, and other organizations like DCFS, Probation/Parole, etc.
- Crisis intervention to prevent hospitalizations or out-of-home placements.

#### Medication Management

- Initial/ongoing assessment and treatment by licensed prescriber.
- Accept Medicaid, most private insurances, Medicare, VA, EAP, cash.
- Collaborative approach with PCP.
- On-site lab draws with AEGIS labs.
- Geno sight swabs to detect best medications to prescribe for your make-up

#### Outpatient Counseling

- Individual, group, family sessions
- At least 24 sessions per year/available by a licensed practitioner
- Accept Medicaid, most private insurance cash pay.

**Our Purpose** is to provide evidence-based Practices to generate positive outcomes:

# RMS HAS A NEW LOOK!!

## CHECK OUT OUR NEW BROCHURE



**BETHANIE AND SUSAN  
REPRESENTED RMS AT THE  
JEFF DAVIS TRANSITION EXPO.**

**THANK YOU LADIES!**



# What our members and stakeholders are saying about RMS

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UHC audit. “RMS is a phenomenal agency doing great work, just need to ensure documentation proves what we already know.”

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Quartet. “RMS is one of the top providers in the state with the best outcomes overall.”

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They are very helpful”

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“Ms Johnson is the best! The girls adore her. She has really helped them through tough times and is always there when they need her.”

# More great things being said about RMS!

“Ms Meno is so wonderful. I fought seeing a therapist for a long time. But I would not change for anything now for the help Ms. Meno and the rest of RMS has given me. Y'all changed my life and I am so grateful”

“Love RMS. They are very helpful.”

“Shewanna is fantastic and what she has done for my son is phenomenal.”

“I feel comfortable with my workers.”

“Great service.”



# WHAT TO EXPECT FROM CARF



\*Survey anytime during March- April lasting 3 days



\*Will interview employees, management team, members and stakeholders



\*May ride along with direct service staff and view car kits



\*Tour each location



\*Question staff on practices, policies and procedures, mission statement



\* Call the emergency phone lines after hours either before, and/or during the survey



\*Will have an opening meeting on day 1 and a closing meeting on day 3.

# WHAT'S NEW

- 1. We have a newly revised, updated Brochure. If you want a few to hand out to potential referral sources, please see Bethanie.
- 2. DEA and LDH extended the Telemedicine flexibility through December 2025.
- 3. LDH Mandate on Workplace Violence: Policy must include proper notification of law enforcement if the situation warrants. See policy and procedure for revisions even though RMS had this mandate included in the policy and procedure already.
- 4. LHC/Quartet has ended their incentive program effective January 1.2025.
- 5. Lafayette location has moved. We are now at 2020 W Pinhook Rd, Suite 204 . Employees are loving the new spot!
- 6. Incident Reports: We are now required to report the following to the MCOs- Eviction, major medication incident, self neglect, human trafficking, victim of a crime with involvement of law enforcement, Loss/destruction of home, major behavioral disturbances.- All of these circumstances must also be reported to the Protective Service Agency or licensing agency depending on which agency is responsible for follow up and investigation.

# 2024 Overview

- \*Annual Reports: Data is being collected and compiled which will be shared with you soon. The reports will depict the overall performance of RMS' business practices as well as clinical practices. Stay Tuned!
- \*2024 Performance Measurement and Management Plan : Results will be circulated soon. Be on the Look out for how we performed as a whole.



# 2025 AT A GLANCE

## ◦ ACCESSIBILITY PLAN

- Here are a few areas we hope to tackle this year. Employees are encouraged to provide input/ideas along the way!
- Financial : Explore contracting with more insurance companies if we have a large volume of referrals we turn away because we do not accept the insurance. Billing team and Clerical will keep CEO abreast of this in order for CEO to make the decision to pursue contracting.
- Employment: CEO will coordinate with local businesses in the areas we serve to explore the possibility of a partnership. The partnership would involve the businesses hiring our adult members who are seeking employment opportunities.
- Transportation: CEO will explore the possibilities of expanding services to areas/parishes less served such as Beauregard, St Mary, Cameron, Pointe Coupee, and Iberville.
- Community Integration: CEO will coordinate with local businesses to explore partnering opportunities. The partnership will involve the businesses hiring our working aged adolescents.

## ◦ PERFORMANCE MEASUREMENT AND MANAGEMENT PLAN

- Below are the outcomes we will focus on this year. PMMP will circulate soon. Please note areas which you directly impact and play a part. Let's reach our goals in 2025!!
  1. No Repeat hospitalizations
  2. 80% Members will be satisfied with use of technology/communications
  3. Referral sources will be 80% satisfied with the time frame from referral to admission
  4. Stakeholders will be 80% satisfied with use of technology/communications
  5. 80% Non-emergent referrals are scheduled within 30days of the referral
  6. 80% submitted claims are clean and paid within 60 days. 80% of aged claims are less than 120 days old
  7. CPST services will be provided at least monthly to each member