

To: Angie Fontenot, LPC-S
Clinical Director/Compliance Director
Resource Management Services, Inc.

From: John Elliott
Resource Specialist
Behavioral Health

Date: 1/13/2026

Re: Annual Conformance to Quality Report (ACQR)

We have reviewed the ACQR for Resource Management Services, Inc.. Enclosed, please find your organization's annual conformance seal(s) that is to be placed on the certificate(s) of accreditation that was received at the beginning of the term of accreditation. This acknowledgment of your ACQR recognizes your formal commitment to ongoing conformance to the CARF International standards throughout your accreditation term as a means of maintaining quality services.

You are encouraged to stay up to date with changes in the standards and to be prepared for the next survey by paying special attention to the section titled Accreditation Policies and Procedures in the standards manual. This section outlines your continuing responsibilities as an accredited organization, including the requirements that you: (1) keep us informed of significant changes and events in your organization as they occur; and (2) maintain your operations in conformance to the standards as changes and revisions are made to the standards. If you need additional assistance concerning the interpretation of specific standards, please contact me at jelliott@carf.org or 888-281-6531, extension 7059.

We appreciate the opportunity to be of service to your organization. We recognize your ongoing efforts to provide quality services to persons you serve and look forward to a continuing relationship working with you to support your efforts.

Enclosure

Program(s)/Service(s) Surveyed

The survey addressed by this report is specific to the following program(s)/service(s):

- Outpatient Treatment: Mental Health (Adults)
- Outpatient Treatment: Mental Health (Children and Adolescents)

Areas of Strength

CARF found that Resource Management Services, Inc. demonstrated the following strengths:

- The leadership team has extensive tenure, reflecting dedication to the organization and members. Over the years, it has created a legacy that is recognized statewide. The diverse experience across various roles fosters deep system understanding, resulting in enhanced departmental collaboration, improved service continuity, and innovative problem solving. This institutional knowledge underpins the organization's stability, efficiency, and adaptability.
- The leadership team is dedicated to accountability and continuous improvement through comprehensive data collection and analysis. This data-driven approach supports informed decision making and strategic planning, ensuring high-quality, reliable care and promoting evidence-based practices. The organization is recognized as a community leader in best practices, fostering trust, transparency, and excellence in service provision.
- The leadership team has set a high standard in financial solvency, budgeting, and auditing. Its practices have attracted the attention of managed care organizations that now seek the leadership's expertise for best practices. Detailed auditing has streamlined the organization's processes, reducing waste and enhancing efficiency. This recognition elevates the organization's reputation, fostering increased partnerships and funding opportunities, ultimately resulting in higher quality care and better outcomes for members.
- Staff members are deeply committed to the organization's mission and demonstrate a strong dedication to the members. The team consistently provides high-quality care and support to a population that can be challenging to serve, tailoring its efforts to meet diverse needs.
- The different levels of the outpatient program include staff members with experience and who take tremendous pride in the accomplishments of the programs. Professionals across many disciplines show support and unconditional acceptance of the members served. The enthusiasm and skills of the staff members contribute to the development and provision of high-quality programming.
- Stakeholders expressed extreme satisfaction with the services offered through RMS, providing examples of students who were unable to stay in school all day and on their way to expulsion. These students then succeeded with the support of RMS's staff, even getting on the honor roll.
- RMS partners with a recognized scientific corporation that provides urine analysis for members. Because of this partnership, medication efficacy is obtained quickly. For example, when concerning medication interactions were discovered, the organization was able to make a change before any issues were able to manifest.