

## **Minutes of meeting with Community Medical Services**

*Tuesday, July 24, 2018*

Haley Horton and Christopher Bradshaw of Community Medical Services met Tuesday evening with several neighbors to talk about how to mitigate the impact of the new methadone clinic at Jessica and Broadway.

The meeting was facilitated by the Ward 2 City Council office and in addition to two Council aides, Tucson Police Department representatives also were in attendance to hear the discussion.

Haley, who is herself a property owner and resident within the Palo Verde Park Neighborhood boundaries, stressed the importance of the clinic's mission in providing service for those battling addiction.

The two operators answered a series of questions that were collected from residents in the neighborhood,

Here are some key takeaways from the conversation:

- 1) **Their background as a company:** CMS is not a new company. It has existed since 1982 and in Arizona, has clinics in the northern part of the state, as well as in Maricopa County. They operate a site near Northwest Hospital in Tucson, and have operated a site close to St Joseph's Hospital on Carondelet for about 20 years.
- 2) **Their service philosophy:** They take great pride in not being simply a "dose and go" facility, but they also offer counseling, group support and group counseling. Clients are required to have a minimum of one counseling session a month and they report a 90 percent compliance rate with that mandate.
- 3) **Intentions for Jessica site:** They anticipate keeping the Carondelet site open and expanding to the Broadway site. They are weighing how to split up the clientele but anticipate those with cars may go to Carondelet, since it offers more parking, and those getting rides or taking the bus may be steered to the Broadway location.
- 4) **Volume expectations:** They serve 600 clients currently at the Carondelet location. They anticipate serving 400 of them a day at the Jessica site when it opens. About 80 percent of their clients receive methadone treatment.
- 5) **Hours:** Their hours will be M-F, 4:30 a.m. - 11:30 a.m.; Saturdays and holidays 6-9 a.m. That enables people to get their doses and get to work or get on with their day.
- 6) **Security:** Clients are not allowed to loiter or smoke on the property and the organization plans to enforce this in part through the use of a "client navigator" who will keep an eye on the parking lot and alleys. They have found a navigator is more effective than having private security because they are able to build relationships with the clients instead of strictly policing them. Those who are caught have to go on a probationary agreement. Organizers say they also will occasionally patrol Palo Verde Park to engage with their clients and to share information about their services with those who may be in need of them.

- 7) **Reducing loitering:** Clinic operators said a survey of the Carondelet property indicated the people who are loitering outside are waiting for rides. They will require their clients waiting for rides to either wait in the lobby or at the bus stop.
- 8) **Court-ordered clientele:** They indicated their court-ordered population comes from the Drug Court, which is a diversionary program. They do not do criminal background checks otherwise, so could not answer more details about the backgrounds of those served.
- 9) **Safety:** The medications are highly regulated and locked in a safe.
- 10) **Acute population can be a challenge:** Everyone was in agreement that the vast majority of patients who come and go aren't of any concern: it is the small number of noncompliant, acute clients that are going to take additional management.
- 11) **Timeline and points of contact:** The clinic will open mid September. Haley and Christopher will be our points of contact. They said they are committed to making this work and we are optimistic that this meeting was a solid foundation from which to move forward.