



# Community Medical Services

## Employee Spotlight Peer Support Team

## By the Numbers

after 6 months in treatment

**49% Increase in Employment Status**

**44% Decrease in Arrests**

**19% Increase in Patient Employment Status**

## Featured Clinic Buckeye, Arizona

## Emerging Therapy Technique Yoga



Leading the change to eliminate  
the consequences of substance  
use disorder in our communities



**Our mission is to help those suffering  
from opioid use disorders.  
We consider these people our patients  
and our singular aim is to help them heal.**

We're proud that our clinics provide our patients an environment that is free of judgment and condescension and we're steadfast in treating everyone with the utmost dignity and respect.

Proud Member of



# CLIENT SUCCESS STORY

Sean Pate, CMS peer support specialist, met a patient a few months prior at our 24/7 facility in Phoenix, Arizona. This patient was experiencing homelessness and still actively using illicit drugs. Sean recognized that the patient was not fully engaged in their treatment and knew there was something he could do to help. Sean made it a point to interact with the patient on a daily basis, asking him questions about his life and developing a relationship. After three months of daily engagement, the patient came to Sean and told him he was ready and committed to recovery.



Sean transported the client to Crossroads, a local behavioral health program, where he enrolled in 90-day inpatient treatment. While there, he was able to work on mental health challenges and was connected with The Homeless ID Project, allowing him to obtain his very first Arizona ID.

The patient has since completed the 90-day inpatient treatment program and is actively attending 12-step based meetings. We are proud to say he is thriving in recovery and for the first time in several years is working a full-time job in his studied trade as a carpenter.



# CMS IN THE NEWS

## SPOTLIGHT ON: THE NEXT STEP IN PREVENTING OVERDOSE

November 27, 2019



Locally, fire departments are on the front line of the opioid crisis as they are the first to respond to a reported overdose. But beyond administering Narcan to revive the individual, there doesn't seem to be much more they can do to help the person.

"Then we go, hey, you should get some help," said Milwaukee Fire Department Deputy Chief Aaron Lipski, who also serves as the chair of the Milwaukee County Substance Abuse Prevention (MCSAP) coalition.

Fortunately, Lipski says, the next step is being taken with the formation of the Milwaukee Overdose Response Initiative (MORI), which pairs Milwaukee Fire Department community fire fighter paramedics with two peer supports to engage individuals who'd overdosed the previous day. In groups of two, the MORI participants return to the individual, encourage them to get into treatment, and provide resources so that if that person does want to get help, they know where to turn.

Community Medical Services (CMS) in West Allis, a 24/7 medication-assisted treatment facility, is one of the organizations that provides peer support to MORI. Amanda Rodriguez, who manages the clinic, said that in just a few short months a number of individuals connected to MORI have come in for treatment...

**Continue reading the article at:**

<https://ppi.communityadvocates.net/news-events/blog.html/article/2019/11/27/spotlight-on-the-next-step-in-preventing-overdose?fbclid=IwAR1InPC4qjFxkwLEAYjn6lugKCjAyhrmMspj1b1oG6qqqfEoQzmfkgbcWY>

# INDUSTRY RESEARCH

## SAN ANTONIO'S FIRST OPIOID CLINIC NOW OPEN ON THE CITY'S NORTH SIDE

November 14, 2019



SAN ANTONIO — San Antonio is considered a hot spot in the opioid epidemic. Now, a new clinic hopes to help addicts get clean and stay clean. Community Medical Services is located off San Pedro near Loop 410, and it's the first opioids-focused clinic to open in the Alamo City.

"We have 44 clinics, and we are in nine states, serving over 12,000 patients nationwide," said Aaron Ferguson, the resource center's regional impact manager.

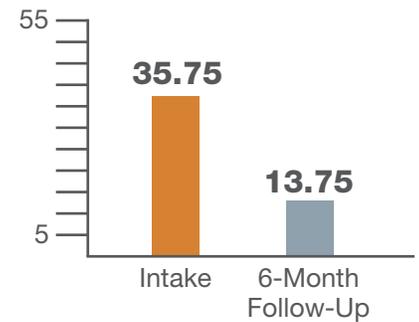
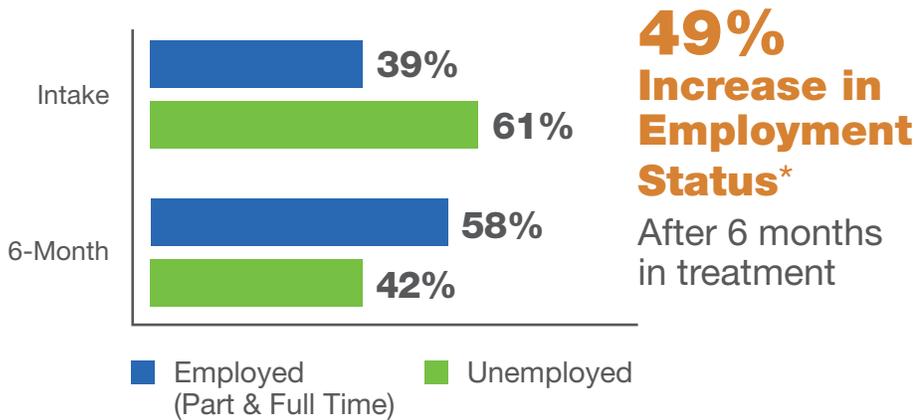
Tiffany Benitez, senior clinic manager, added that their foremost mission is to treat people with substance abuse disorders with respect and dignity. "We just want to create a clinic in a place where they can come and feel that they are coming to a place with no judgment, a place that is like going to your doctors office."

Ferguson added, "We have medications that will prevent an overdose and will also help a person to deal with their withdrawal symptoms so they can increase their level of control over other areas of life." Clinic officials say this is the best way to tackle the opioid crisis...

**Continue reading the article at:**

[https://www.kens5.com/article/life/wellness/san-antoniios-first-opioid-clinic-now-open-on-the-citys-north-side/273-deff0033-8afa-4d6b-a5fa-560eea087f6d?fbclid=IwAR3fKutlAotcwzb\\_Pak89bGAIEJ5EdpIkhHYHUTfLmrNC1weulUxTRSHdhg](https://www.kens5.com/article/life/wellness/san-antoniios-first-opioid-clinic-now-open-on-the-citys-north-side/273-deff0033-8afa-4d6b-a5fa-560eea087f6d?fbclid=IwAR3fKutlAotcwzb_Pak89bGAIEJ5EdpIkhHYHUTfLmrNC1weulUxTRSHdhg)

# TREATMENT STATISTICS

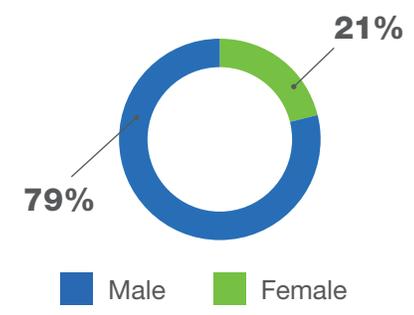
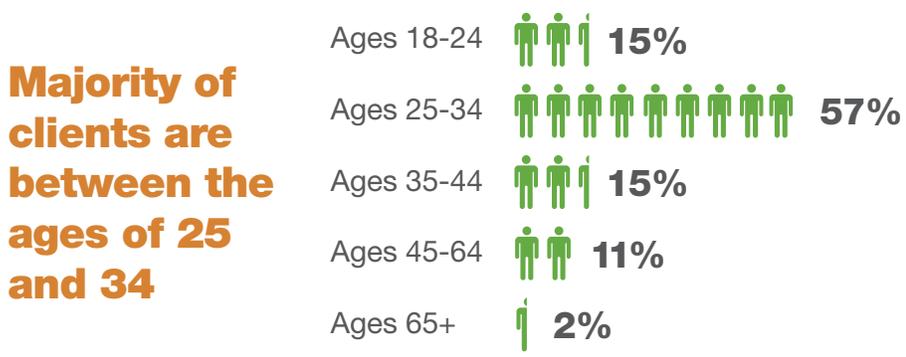


**61.5%**  
**Reduction in Herion Use** (Past 30 Days)

CMS STAFF have conducted  
**40+**  
**Trainings In Maricopa County**  
since September 2018.

**CRIME RATES**  
down by  
**19%**

**JAIL TIME**  
down by  
**25%**



**Majority of Clients are Male**

<b>79%</b> Normal Drug Screens (Nov. 2018 – Nov. 2019)	<b>85%</b> of Claims Paid (Q4 18 to Q4 19)	<b>15.69%</b> Decrease in Unplanned Discharges (Jan. 198 – Oct. 19)
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**44%** **Reduction in Arrests**

\*Employment and crime statistics were externally collected between Jan. 1, 2017 – Apr. 15, 2019 as part of the MAT PDOA grant program. Data sets are for a sample of CMS patients who are involved in the correctional health system at 6-months time in treatment.

# COMMUNITY OUTREACH WITH CMS



## FOND DU LAC TEAM GIVES BACK AT THE POINT IN TIME (PIT) COUNT

The Fon du Lac team purchased supplies and volunteered for the PIT event sponsored by Advocap. The purpose of the PIT count is to gather an accurate representation of the city's homeless population, a crucial benchmark to secure supportive services, while distributing much-needed supplies.



## CMS MESA HOSTS A COMMUNITY CLEANUP

Staff, patients, and families came to show support for the community at the CMS Mesa clean up event.

Thank you, all!



## GETTING ARIZONA INVOLVED IN NEIGHBORHOODS AT LITTLE CANYON PARK

Maricopa County community impact team participating in the GAIN event at Little Canyon Park. The team was able to connect with individuals from the community, build awareness on MAT services, and break down stigma related to substance use.

It was a good day!



Continued on Page 12

# OUR COLLABORATIONS



## CORRECTIONAL HEALTH COLLABORATIONS

Maricopa County Jail (5) (Arizona)  
 Arizona DOC (6) (Arizona)  
 Travis County Jail (Texas)  
 Missoula Jail (Montana)  
 Billings Jail (Montana)  
 Minot Jail (North Dakota)  
 Fargo Jail (North Dakota)  
 North Dakota DOCR (North Dakota)  
 Alaska DOC (Alaska)  
 Mat Su Pre Trial (Alaska)  
 Marion (Pregnancy) (Indiana)

### 3rd Party Correctional Health Partners

Centurion (National)  
 Corizon (National)  
 Wexford (National)  
 Correctional Health Partners (National)  
 NaphCare (National)



## JUDICIAL COLLABORATIONS

Maricopa County Drug Court (Arizona)  
 Pima County Drug Court (Arizona)  
 DTAP (Arizona)  
 Cradle to Crayons (Arizona)  
 Marion Family Court (Indiana)  
 Freedom Through Recovery (North Dakota)



## MEDICAL COLLABORATIONS

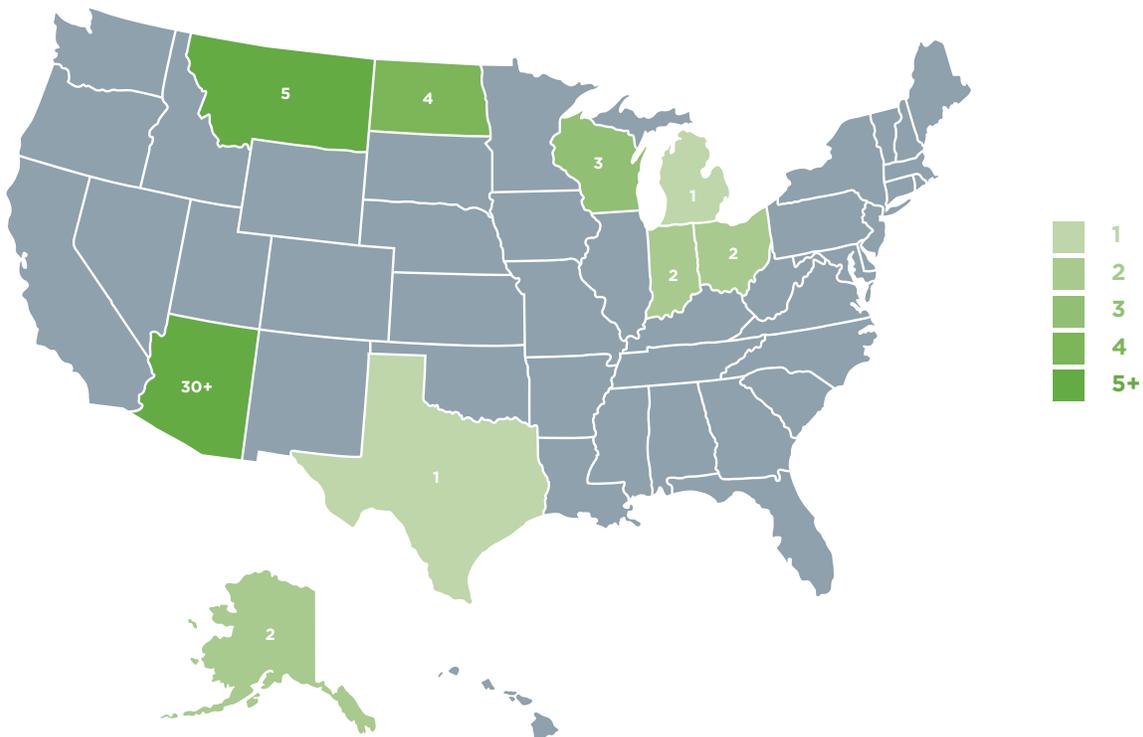
Mat Su Hospital (Alaska)  
 Banner University (Arizona)  
 Banner Thunderbird (Arizona)  
 St. Joe's (Arizona)  
 Kalispell Regional (Montana)  
 Hep C (Texas)  
 Peer Response (Arizona)



## BEHAVIORAL HEALTH COLLABORATIONS

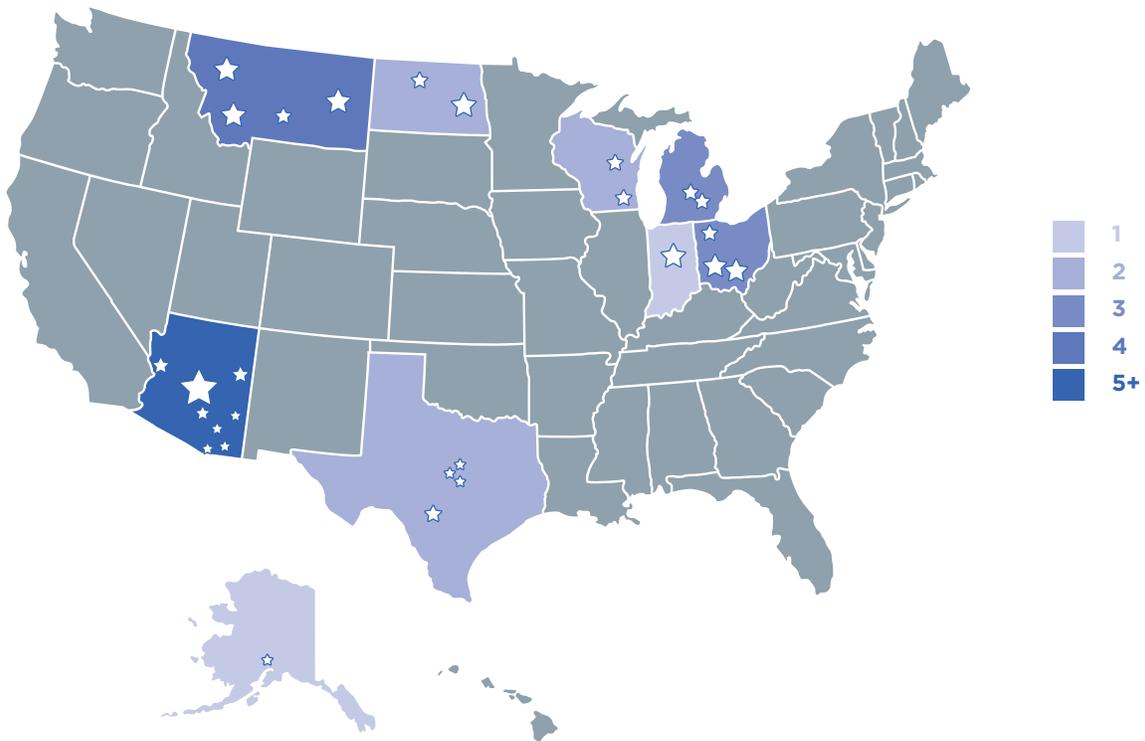
Maricopa County Drug Court (Arizona)  
 Pima County Drug Court (Arizona)  
 DTAP (Arizona)  
 Cradle to Crayons (Arizona)  
 Marion Family Court (Indiana)  
 Freedom Through Recovery (North Dakota)

## COLLABORATIONS BY STATE

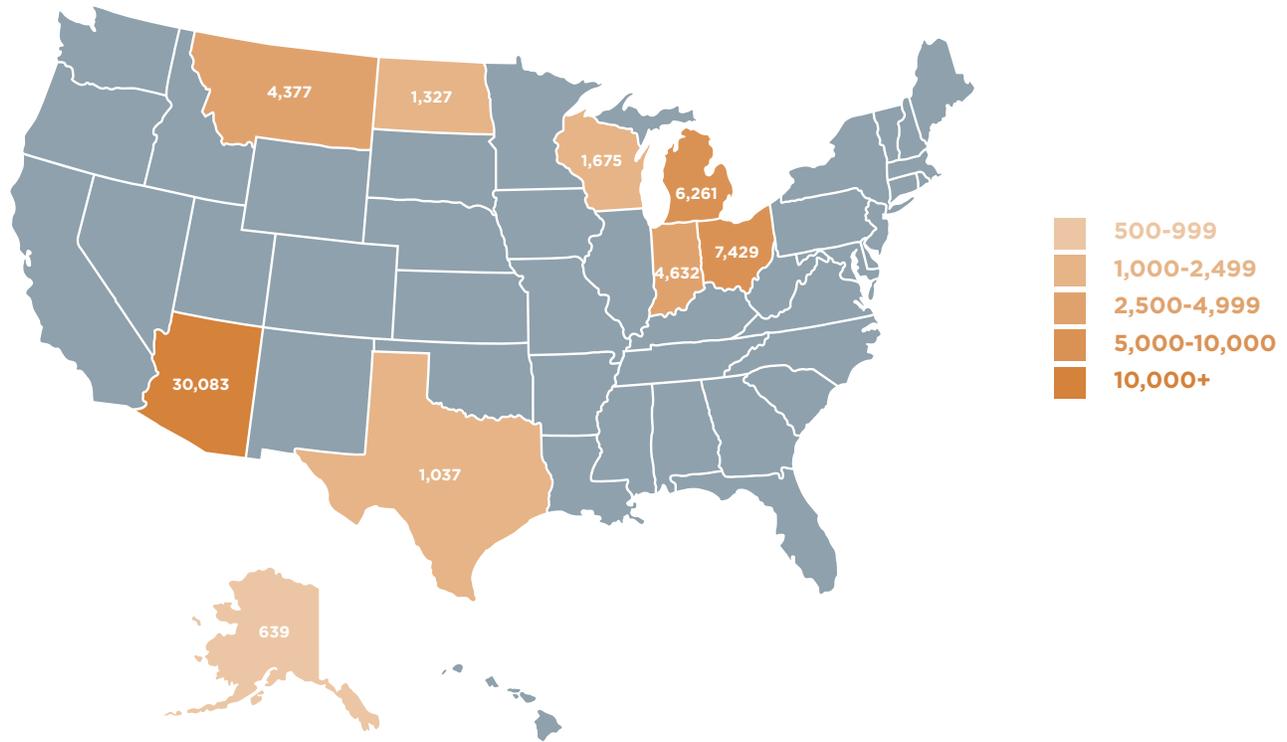


# BY THE NUMBERS – STATE BY STATE

## CLINICS BY STATE



## TOTAL NUMBER OF PEOPLE HELPED BY STATE



## TOTAL NUMBER OF PEOPLE SERVED BY CLINIC LOCATION (APRIL 2019 - PRESENT)

ALASKA	
Wasilla	273

ARIZONA	
23rd	4,672
Alpha	548
Buckeye	45
Camelback	588
Casa Grande	122
East Broadway	744
Glendale	406
Kingman	278
Lake Havasu	205
Mesa	579
Mesa on Main	548
Nogales	42
Northern	1,200
Peoria	610
Safford	126
Show Low	53
Sierra Vista	189
Tucson NW	355
Tucson on Park	23
Yuma	318

INDIANA	
Marion	399

MICHIGAN	
Dearborn Heights	72
Sterling Heights	58
Warren	52

MONTANA	
Billings	144
Bozeman	83
Kalispell	203
Missoula	136

NORTH DAKOTA	
Fargo	294
Minot	226

OHIO	
Columbus	562
Lima	107
Westchester Township	299

TEXAS	
Austin on Ferguson	224
Austin on William Cannon	189
Cedar Park	165
San Antonio on McCarty	92

WISCONSIN	
Fond du Lac	134
West Allis	1055

# PEER SUPPORT TEAM

## WHAT IS THE PEER SUPPORT TEAM?

Peer support specialists at Community Medical Services are positioned to understand the potential challenges of substance use and recovery. Peer support specialists have the ability to connect with patients on a personal level due to their lived experience. They bring their unique perspective for overcoming challenges and navigating the treatment system.

Community Medical Services has integrated peer support into many aspects of our treatment services.

This Includes:

- Correctional health
- Hospital in-reach
- Support groups
- Community outreach and education
- Pregnancy support and groups
- Community partnership with local emergency medical services teams

## FEATURED STAFF

### Michelle Ploof, *Team Leader*



Michelle Ploof-Metcalf started working in the behavioral health field in 2004 at the Salvation Army Harbor Light Treatment Center in San Francisco, California. At Harbor Lights she worked as a Detox Counselor until her graduation in 2005.

Before joining CMS in 2018 as the Peer Manager for Maricopa County, she worked 13 years for Community Bridges Inc. (CBI).

At CBI Michelle was hired as a peer support specialist (PSS) where she advanced through the company to become the Associate Director of Housing and Community Integration. As a PSS Michelle's passion as an advocate for those who were experiencing homelessness, substance abuse, and or mental health disorders made her a standout employee and she was soon promoted.

Michelle is currently the Community Impact Manager where she works with the community and other community partners to educate and break down stigma associated with medication-assisted treatment (MAT) services, people experiencing homelessness, and other behavioral health disorders. In this position she attends neighborhood meetings and local business alliance meetings. She also participates in a local community garden and many other events. At the city and state level she meets with community and state representatives.

Michelle is a wife and a mother to three fantastic young adult boys. She loves being in nature, hiking, collecting rocks and seashells, and spending time with her rescue dogs Jack and Beetle.

Michelle's passion has always been to be a voice for those who cannot advocate for themselves. With her passion and compassion she serves her community with excellence.

## Sean Pate, *Peer*



Before coming to Community Medical Services in April 2019, Sean struggled with substance use and homelessness for most of his adult life. Since he was 14, Sean's substance use disorder and behaviors landed him in detention centers, county jails, and eventually prison. In 2018, Sean sought treatment for his addiction at Crossroads for America, an inpatient treatment facility, where he graduated from the program and later went on to become a peer support specialist.

Sean is currently a Community Impact Peer Support Specialist with CMS where he works with the community to educate and break the stigma associated with medication-assisted treatment. In this position, he attends neighborhood and local business alliance meetings, as well as other community events. Sean also conducts weekly targeted outreach with community partners, engaging with people experiencing homelessness and substance use disorder to connect them to the proper resources. In addition, Sean is part of Mobilize AZ, a pilot program with BlueCross BlueShield, CMS, and Crisis Response Network to bring harm reduction and MAT services to individuals living in rural areas.

When Sean is not at work, you can find him volunteering in the 19North Community Garden or Shot in The Dark. Sean is a member of Pure Heart Church and regularly volunteers with them to support the community and provide meals for the unhoused population. He likes to go to the gym regularly as part of his self-care, but most importantly, Sean has been working on building and mending his relationship with his 16-yr-old daughter who lives in Tucson.

## Sharon Guerard, *Peer*



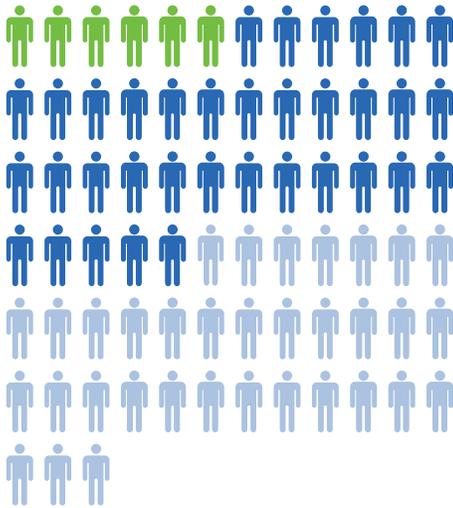
Sharon Guerard began working in the recovery field shortly after completing a three-month addiction treatment program. For the first two and a half years of her career she worked as an outpatient peer support specialist at the treatment center she went to. For the next nine years, Sharon went on to work at a residential treatment center for pregnant women, where she first learned about medication-assisted treatment. Three years ago, she began working for CMS as a behavioral health technician and eventually transitioned into a peer support role as CMS expanded their services, which she has been doing for the last two years at the Northern Ave. clinic.

Sharon enjoys working in this field and giving hope to individuals who have similar experiences to her own to help them in their path to recovery. Sharon has seven children and 4 grandsons. When she's not working she enjoys volunteering with Shot in the Dark, spoiling her grandchildren, reading, watching movies, or attending rock concerts.

# COMMUNITY OUTREACH & COLLABORATIONS

CONTINUED FROM PAGES 6-7

Our peer support staff regularly conducts outreach around the 24/7 Opioid Treatment on Demand (OTOD) center. In the last 2 months, they have encountered **75 individuals experiencing homelessness.**



6 were CMS clients and were given warnings for loitering.

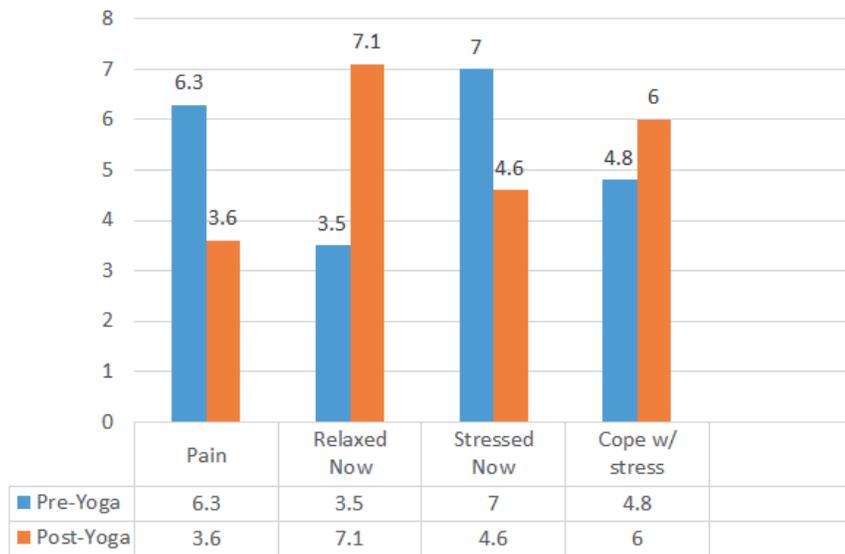
69 others were offered help

Of those offered help, 34 were successfully connected with resources to help navigate them into treatment, housing, and other supportive services.

In an effort to engage communities around our clinics, **CMS has mailed a total of 39,335 open house invites since January of 2019.**



# EMERGING TECHNIQUES



Clients self-reported measures on a scale of 1 (low) to ten (high) before and after a yoga session.

We are currently piloting yoga as a therapeutic experience in some of our Southern Arizona clinics.

**Clients have self-reported a reduction in stress and pain after completing a yoga session.**

## FEATURED CLINIC

**Our newest location, located in Buckeye, Arizona serves the West Valley of Phoenix, Arizona.**

Partnerships with the Department of Corrections for Maricopa County are housed out of the Buckeye location, serving individuals who are incarcerated and in need of MAT services. The Buckeye clinic will be partnering with local businesses, such as Adelante Medical Clinic and Buckeye Resource Center in order to expand access to treatment services.



*CMS is excited to provide MAT services to Buckeye, Arizona, a medically under-served area in the state.*

“ Reviews issued by the Institute of Medicine and the National Institutes of Health have defined narcotic addiction as a chronic medical disorder and have claimed that methadone maintenance coupled with social services is the most effective treatment for this condition... However, stigma and bias directed at the programs and the patients have hindered expansion and the effective delivery of services. Professional community leadership is necessary to educate the general public if these impediments are to be overcome. ”

The Mount Sinai Journal of Medicine, New York, 30 Sep 2000, 67(5-6):347-364  
PMID: 11064485

<https://europepmc.org/article/med/11064485>

