



SHIP

Services and Housing
In the Province

Difficult Equals Success The Housing First Hoarding Specialist

Cory O’Handley
Senior Manager
Projects and Housing Development

Agnes Mocko
*Community Mental Health Counsellor
Hoarding Specialist*

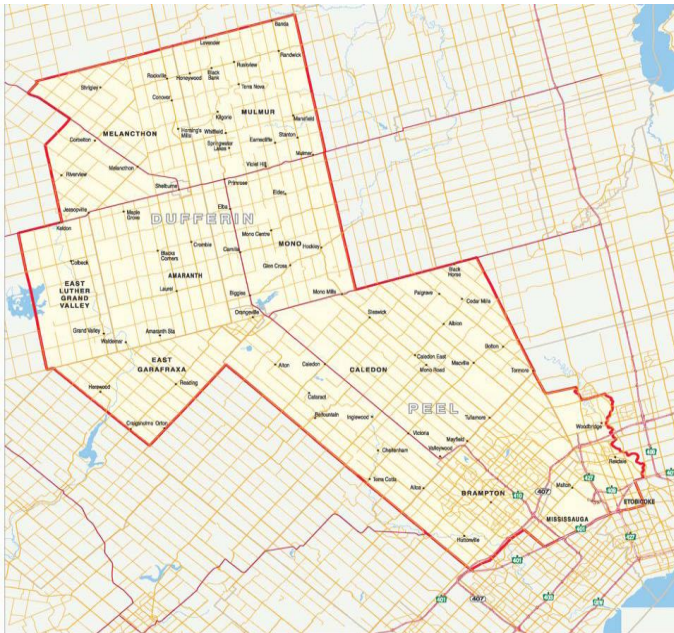


Objective

- Overview of Services and Housing In the Province (SHIP)
- What is hoarding?
- Hoarding Services at SHIP
- Assessment Tools
- Realistic Outcomes
- Tips when working with individuals with Hoarding Tendencies



Who Are We?



- Services and Housing In the Province (SHIP)
- Multi service, non-profit in Southern Ontario, Canada
- 5% of Canada's population
- 12% of Ontario's population





Who Are We?

- 3000 individuals served annually
- 1000 individuals housed
- 60+ landlords
- 7 owned / operated Buildings
- 1000+ individuals waiting
- 300+ staff





Who Are We?

- The champion of the right for housing for 30 years
- SHIP is known for:
 - Identifying gaps and directly addressing those needs
 - Many of our programs and service models have gained national attention





Who Are We?

- Central Intake
- Short Term Case Management
- Short Stay Crisis Support Program
- 2 ACTT Teams
- Transitional Support Housing Programs (PYV, RR, Angela's Place)
- RMST
- High Support Program
- Social Purpose Enterprise
- Home for Good
- Housing First Coordinators
- Housing In Place Team
- Psychiatrist
- Tenant Relations / Property Service





3 Lies & 1 Truth

1. People who hoard are lazy and unmotivated.
2. Hoarding can be treated by one medical professional.
3. Cleanouts are an effective intervention strategy.
4. The compulsion to hoard begins during one's childhood and teen years.



What is Hoarding?

- Previously, Hoarding Disorder was grouped in the DSM under Obsessive Compulsive Disorder.
- Since May 2013, research shows that it is a distinct disorder with distinct treatments and is now listed on it's own in DSM 5.
- The hope is that this will increase public awareness, improve identification of cases, and stimulate both research and the development of specific treatments for hoarding disorder.

(American Psychiatric Association, 2013)



What is Hoarding?

Hoarding Disorder diagnostic criteria includes:

1. Excessive acquisition of stuff
2. Difficulty discarding possessions
3. Living spaces that can't be used for their intended purposes because of clutter
4. Causing significant distress or impairment

(American Psychiatric Association, 2013)



Prevalence

Hoarding occurs in **2-5%** of the General Population

2x the rate of Obsessive Compulsion Disorder

4x the rate of Schizophrenia and bipolar disorders

(Samuels, 2008)



Hoarding Services at SHIP

- 3 Hoarding Specialists
 - Community Mental Health Counsellors, that offer supportive counselling, psycho-education and in-home de-clutter coaching.
- Since January 2016 there have been 53 referrals for Hoarding Services.
- Waitlist is currently at 20+



Hoarding Services at SHIP

This service may be a fit for your clients if they are:

- Able to recognize that they have problematic saving and acquiring habits.
- Want to make a change.
- Willing to actively participate in achieving their goals.



Insight

- **Good or fair:** client recognizes beliefs and behaviours are problematic.
- **Poor:** mostly convinced beliefs and behaviours are *not* problematic despite contrary evidence.
- **Absent insight/delusional beliefs:** completely convinced beliefs and behaviours are not problematic despite evidence to the contrary.

Frost & Gross, 1993; Frost et al, 1996; Bratiotis, 2011



Why do people hoard?

Sentimental



Intrinsic



Instrumental



(Frost, 2014)



Clutter

Difficulty Discarding Impulsivity
Family History
Perfectionism
Genetics Acquiring
Motivation
Maladaptive Beliefs
Indecisiveness Trauma
Memory
Procrastination Avoidance
Poor organizational skills
Distractibility



Who is at risk?





Assessment Tools





Clutter Hoarding Scale

LEVEL	COLOR	LEVEL OF CLUTTER - HOARDING
I	GREEN	LOW
II	BLUE	GUARDED
III	YELLOW	ELEVATED
IV	ORANGE	HIGH
V	RED	SEVERE

- Institute for Challenging Disorganization (ICD)

Clutter Hoarding Scale



Level is determined by 5 assessment categories:

1. Structure and zoning
2. Animals and Pests
3. Household Functions
4. Health and Safety
5. Personal Protective Equipment

Clutter Image Rating: Bedroom

Please select the photo that most accurately reflects the amount of clutter in your room.



1



2



3



4



5



6



7



8



9

© Frost, 2013



Health

- | | | | |
|--|---|--|---|
| <input type="checkbox"/> Cannot use bathtub/shower | <input type="checkbox"/> Cannot prepare food | <input type="checkbox"/> Presence of spoiled food | <input type="checkbox"/> Presence of insects/rodents |
| <input type="checkbox"/> Cannot access toilet | <input type="checkbox"/> Cannot sleep in bed | <input type="checkbox"/> Presence of feces/Urine (human or animal) | <input type="checkbox"/> Presence of mold or chronic dampness |
| <input type="checkbox"/> Garbage/Trash Overflow | <input type="checkbox"/> Cannot use stove/fridge/sink | <input type="checkbox"/> Cannot locate medications or equipment | |

Notes: _____

Obstacles

- | | |
|---|---|
| <input type="checkbox"/> Cannot move freely/safely in home | <input type="checkbox"/> Unstable piles/avalanche risk |
| <input type="checkbox"/> Inability for EMT to enter/gain access | <input type="checkbox"/> Egresses, exits or vents blocked or unusable |

Notes: _____

Mental health (Note that this is not a clinical diagnosis; use only to identify risk factors)

- | | | |
|--|--|--|
| <input type="checkbox"/> Does not seem to understand seriousness of problem | <input type="checkbox"/> Defensive or angry | <input type="checkbox"/> Unaware, not alert, or confused |
| <input type="checkbox"/> Does not seem to accept likely consequence of problem | <input type="checkbox"/> Anxious or apprehensive | |

Notes: _____

Endangerment (evaluate threat based on other sections with attention to specific populations listed below)

- | | |
|--|---|
| <input type="checkbox"/> Threat to health or safety of child/minor | <input type="checkbox"/> Threat to health or safety of person with disability |
| <input type="checkbox"/> Threat to health or safety of older adult | <input type="checkbox"/> Threat to health or safety of animal |

Notes: _____

Structure & Safety

- | | | | |
|---|---------------------------------------|---|--|
| <input type="checkbox"/> Unstable floorboards/stairs/porch | <input type="checkbox"/> Leaking roof | <input type="checkbox"/> Electrical wires/cords exposed | <input type="checkbox"/> No running water/plumbing problems |
| <input type="checkbox"/> Flammable items beside heat source | <input type="checkbox"/> Caving walls | <input type="checkbox"/> No heat/electricity | <input type="checkbox"/> Blocked/unsafe electric heater or vents |
| <input type="checkbox"/> Storage of hazardous materials/weapons | | | |

Notes: _____



HOMES[®] Multi-disciplinary Hoarding Risk Assessment (page 2)

Household Composition

of Adults _____ # of Children _____ # and kinds of Pets _____
Ages of adults: _____ Ages of children: _____ Person who smokes in home Yes No
Person(s) with physical disability _____ Language(s) spoken in home _____

Assessment Notes: _____

Risk Measurements

Imminent Harm to self, family, animals, public: _____
 Threat of Eviction: _____ Threat of Condemnation: _____

Capacity Measurements

Instructions: Place a check mark by the items that represent the strengths and capacity to address the hoarding problem

- Awareness of clutter
- Willingness to acknowledge clutter and risks to health, safety and ability to remain in home/impact on daily life
- Physical ability to clear clutter
- Psychological ability to tolerate intervention
- Willingness to accept intervention assistance

Capacity Notes: _____

Post-Assessment Plan/Referral

Date: _____ Client Name: _____ Assessor: _____



Test Your Knowledge











Length of Relationship

1. Consult
2. Short-term
3. Long-term



Consult

- Hoarding Specialist will assess the situation and determine whether client requires Hoarding Services.
- Hoarding Specialist may be able to act as a consultant and provide primary worker with ideas of how to handle the situation.
- This option is also available if there is a waitlist and Hoarding Specialist is unable to take client on at the time of referral, but client is at risk.



Short-Term

- Typically 3-6 months
- Client acknowledges that Hoarding Services are necessary and is willing to work with Hoarding Specialist
- Client falls between a 1-3 on the Clutter Hoarding Scale.
- Hoarding Specialist is able to identify problem -> set goals -> work with client to achieve goals -> put guidelines in place that will help prevent a relapse.



Long-Term

- 6 plus months.
- Client falls between a 3-5 on Clutter Hoarding Scale.
- Does not have any insight on the situation.
- Is having a difficult time letting go of any possessions.
- May begin to make progress but continues to buy/collect.



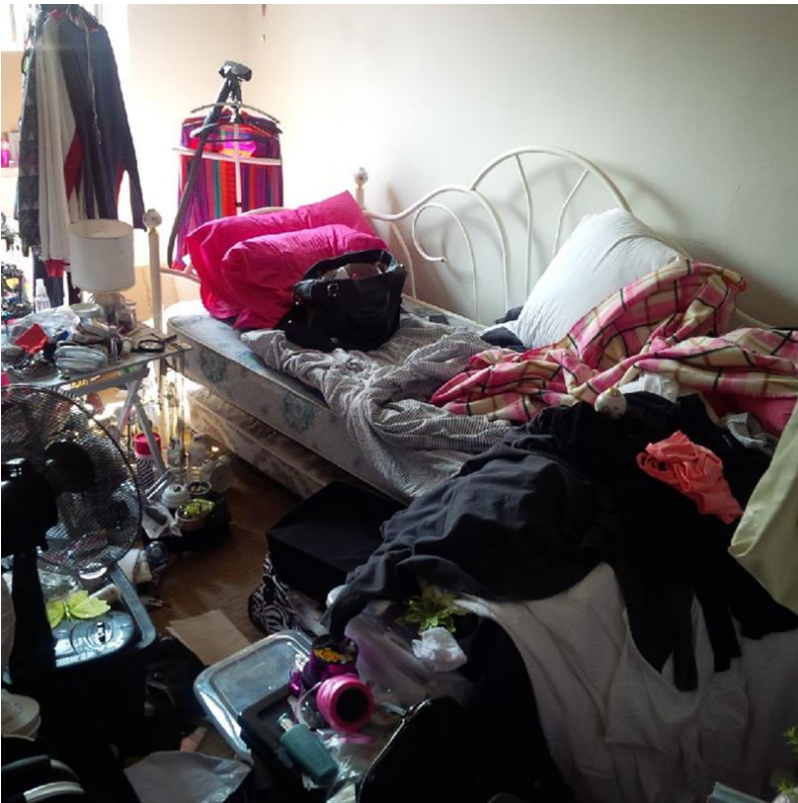
Realistic Outcomes



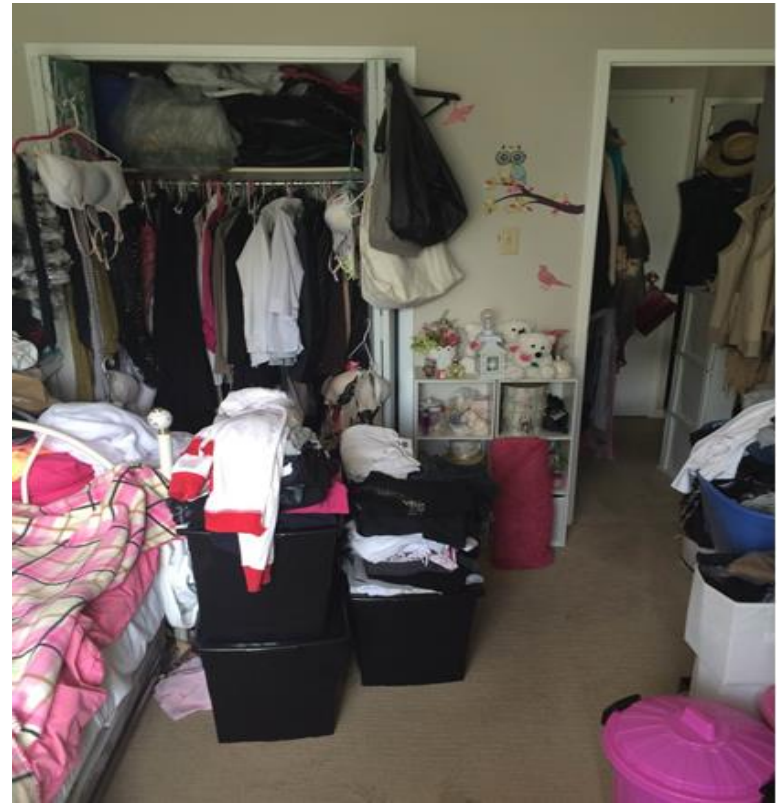


Bedroom

Before



After



Clutter Image Rating: Bedroom

Please select the photo that most accurately reflects the amount of clutter in your room.



1



2



3



4



5



6



7



8

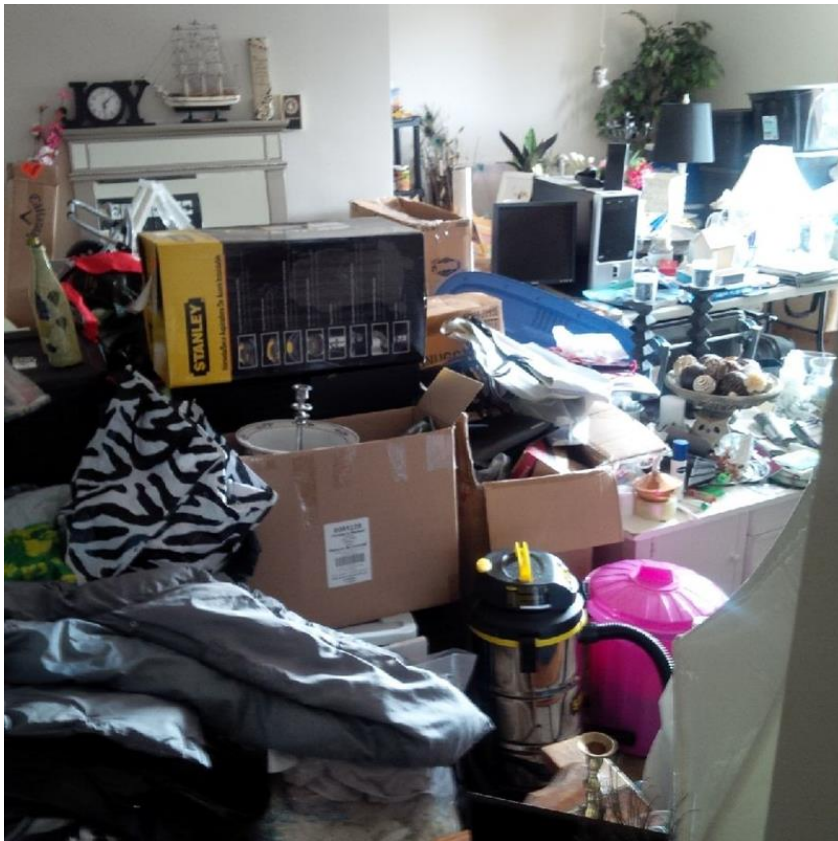


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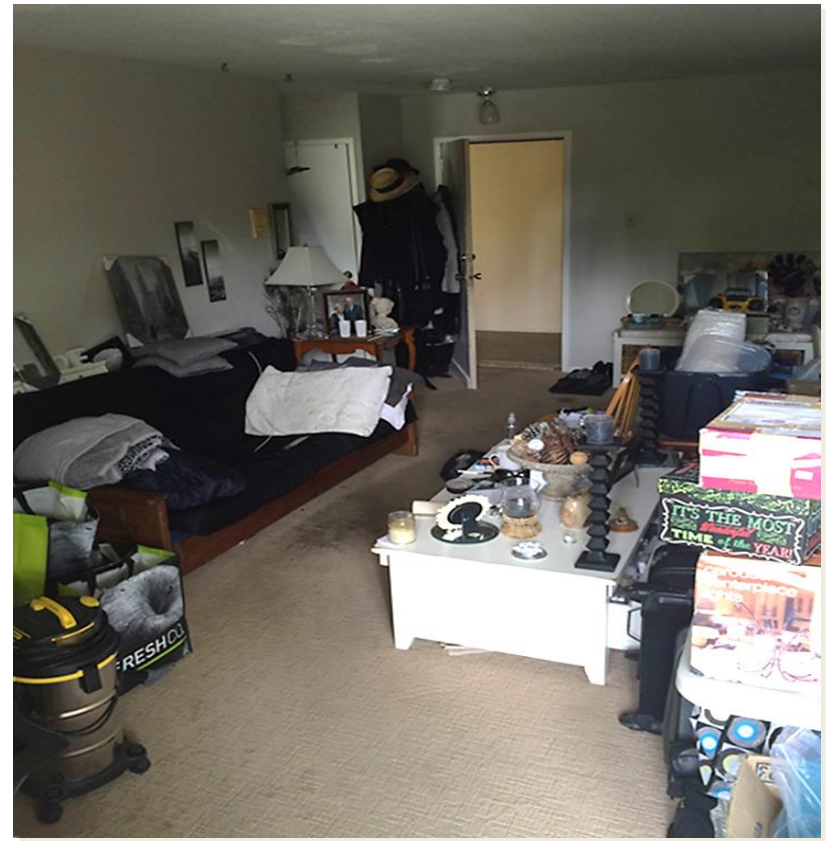


Living Room

Before



After



Clutter Image Rating: Living Room

Please select the photo below that most accurately reflects the amount of clutter in your room.



1



2



3



4



5



6



7



8



9



When working with someone who hoards....





Quick Tips

- Thank the client for allowing you into their space.
- Ask the client to show you around.
- Never touch or throw out any of the client's belongings without permission.
- Acknowledge the clients feelings.
- Encourage the client to set achievable goals.



Quick Tips

- Allow the client to make their own decisions.
- Remind the client of their accomplishments, however small.
- Do not take on responsibility.
- Take a break when necessary.

Coalition on Hoarding in Peel (CHIP)



- Raise public awareness to eliminate stigmatization and isolation
- Support a collaborative approach to care
- Developing a “care path” for service providers.
- Further research on Hoarding
- Funding to develop a collaborative multi agency approach
- Public awareness and resources
- Prevention programs for Peel landlords

Coalition on Hoarding in Peel (CHIP)



Brampton Animal Services

Brampton Fire and Emergency Services

Caledon Fire and Emergency Services

Central West and Mississauga/Halton Local Health Integration Network

City of Brampton

City of Mississauga

CMHA Peel/Dufferin, Crisis 24/7

Mississauga Fire and Emergency Services

Next Steps Solutions (Private Consulate)

Ontario Provincial Police

Peel Children's Aid Society

Peel Regional Police

Region of Peel

Services and Housing In the Province (SHIP)

Town of Caledon



Thank you!

