

Collaborative and Coordinated Response to Hoarding Situations

Los Angeles County Hoarding Forum 2011

Exploring Effective Interventions

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1



International Exchange on Hoarding

Sponsored by **mha** Mental Health Association
of Orange County

This website is intended as an international forum for service providers and organizations to obtain and share information concerning the development and administration of collaborative, community based interventions for hoarding disorder, including animal hoarding.

www.hoardingtaskforce.org

Must register and then log in again after membership approval; indicate affiliation with LA Hoarding Task Force.

PowerPoint will be located in the FORUM Section, under Conferences, Los Angeles

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2

Acknowledgements

- Christiana Bratiotis, PhD, MSW, Boston University
- Michael Tompkins, PhD San Francisco Bay Area Center for Cognitive Therapy
- Jonnae Ostrom, LCSW, Orange County
- Darren Johnson & Dawn Colwell, Fire Inspectors, Orange Co Fire and Fullerton Fire
- Members of Orange County Task Force on Hoarding

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3

Who is here today?

- What professions are represented?
- What disciplines?
- What agencies?

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4

Public & Private Organizations Who Encounter Hoarding Situations

more than just a mental health issue

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5

Public Cases of Hoarding

- Complex, inter-related issues
- Intensive services
- Lengthy interventions
- Costly

Bratiotis, et al., 2011

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6

Public Cases of Hoarding

Public Agencies most effected by hoarding

- Housing
- Protective Services (child/elder)
- Code enforcement
- Fire
- Legal (law enforcement, courts, city attorneys, public defenders)
- Mental Health

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Bratiotis, et al., 2011 7

Public Cases of Hoarding

Public Agencies most effected by hoarding

- Public Health
- Vector Control Districts
- Aging Services
- Animal Services

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Bratiotis, et al., 2011 8

Public Cases of Hoarding

Public Agencies most effected by hoarding

- Public Health
- Vector Control Districts
- Aging Services
- Animal Services

“Ensure the health and safety of individuals and/or animals affected by hoarding”

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Bratiotis, et al., 2011 9

Interrelated Issues in Hoarding Situations

- Dependent/Elder Neglect/Abuse
- Animal Neglect/Abuse
- Structural Issues
- Code Violations
- Vectors
- Issues of Aging
- Finances
- Environmental Health
- Medical
- Mental Health
- Fire
- Housing
- Legal
- Utilities

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10

Public Cases of Hoarding vs. Research Participants

- Lower
 - Insight
 - Social economic strata
- Higher Incidents of
 - Reluctance
 - Squalor

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11

Public Cases of Hoarding

- No one agency can shoulder all the burden, provide all the resources
- Coordinated interventions that maximize resources most likely to:
 - Reduce hoarding
 - Benefit the person who hoards
 - Benefit the community
 - Long term cost effectiveness

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Bratiotis, et al., 2011

12

Collaboration in Hoarding Cases

Benefits of working together

- coordinated services enhance effectiveness
- maximize efficient division of labor
- share the impact on budgets

Bratiotis, et al., 2011

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13

Collaborative/Coordinated Response to Hoarding

- Sharing of information across disciplines and agencies/departments
- Collegial support
- Cross agency consultation

Bratiotis, et al., 2011

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Common Names of Collaborative Entities that Address Hoarding

- Task Force
- Work Group
- Collaborative
- Alliance
- Multi-Disciplinary Team

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Purpose of Collaborative Efforts

Unifying purpose: “to provide a directed and managed approach to hoarding cases that come to the public attention”

Bratiotis, et al., 2011

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Purpose of Collaborative Efforts

- Public education
- Staff training
- Coordinate dissemination of agency information
- Family support
- Improve interventions

Bratiotis, et al., 2011

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17

Types of Collaborative Efforts

- Cross agency collaborations
 - e.g. county departments
- Intra agency efforts
 - e.g. public social services
- Public/private partnerships
 - e.g. public and private community agencies, governmental and not-for-profit community organizations, for-profit private companies, family members, people in recovery

Bratiotis, et al., 2011

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18

Forms of Multi-Agency Response to Hoarding

- Advisory Group
- Direct Service Provider
- Civic Entity Specific

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19

Establishing Collaborative Efforts

- Formation, operation, sustainability vary
- May form for
 - specific purpose
 - meet identified goals
 - time limited purpose
 - ongoing collaboration
- May originate with arrival of specific funding
- Many are sustained by in-kind donations
 - space, material, time

Bratiotis, et al., 2011

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Establishing Collaborative Efforts

- Initial meeting of stakeholders in a given area
- Discussion of current activities
- Identification of gaps in services
- Identification of who is missing and who should be included in future meetings

Bratiotis, et al., 2011

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21

Establishing Collaborative Efforts

May be different levels of participation, leadership
All share responsibility of supporting task force events, disseminating information, providing resources as needs arise

Bratiotis, et al., 2011

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Establishing Collaborative Efforts

- Leadership
 - often one agency takes the lead
- One person from that agency assumes chair
- Formal leadership essential for development of goals, coordinating and facilitating meetings, speaking to the media, disseminating information among membership, overseeing committees

Bratiotis, et al., 2011

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Benefits of Task Forces

- Individual Benefits
 - Networking
 - For hoarding situations
 - For other issues
 - Education
 - Roles, responsibilities, limits of other orgs
 - Hoarding, impacts on family & community, local resources, latest research

Bratiotis, et al., 2011

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24

Benefits of Task Forces

- Organizational Benefits
 - Shared responsibilities/reduced fiscal expenditures
 - Coordinated responses
 - Improved outcomes due to reduced conflicting directives from various authorities and setting clear, reasonable expectations

Bratiotis, et al., 2011

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Challenges

- Most task forces operate with “borrowed staff” from other agencies
- Some participants not fully supported by their agencies
- Lack of dedicated funding
 - Those that start with dedicated funding often disband after funding is exhausted
 - Those whose origination predates funding more likely to continue after funding is exhausted

Bratiotis, et al., 2011

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26

Challenges

- Securing and maintaining strong leadership
 - particularly when primary responsibilities do not include task force
 - When original leader steps down
- Conflicting professional priorities

Bratiotis, et al., 2011

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27

Hoarding Assessment Tools often used by Task Forces

- Clutter Image Rating Scale (CIR)
- Activities of Daily Living –Hoarding (ADL-H)
- Home Environment Index (HEI)
- HOMES (Health, Obstacles, Mental Health, Environment, Safety)
 - All can be found in *The Hoarding Handbook* by Bratiotis, Sorrentino-Schmalisch & Steketee
- NSGCD Clutter Hoarding Scale

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28

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29

NSGCD Clutter Hoarding Scale

National Study Group on Chronic Disorganization now known as Institute for Challenging Disorganization

- Cross disciplinary applications
- 4 parameters
 - Structure & Zoning
 - Pets & Rodents
 - Household Functioning
 - Sanitation & Cleanliness
- 5 Levels
 - Level 1: standard
 - Level 5: requires multiple agency participation

<http://www.challengingdisorganization.org/>

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30

Squalor

- Filthiness or degradation from neglect
- 2 forms: personal and domestic
- Diogenese Syndrome

Bratitotis, 2011

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31

Biological Pathogens & Chemical Dangers

- Bacteria
- Dust/Mold/mildew/mites/cockroaches
- Viruses—Hanta Virus, Hepatitis, etc.
- Household chemicals improperly stored/mixed/labeled/used

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Indoor Air Problems

- Indoor pollution sources that release gases or particles into the air are the primary cause of indoor air quality problems in homes
- Dried urine and feces from rats and mice and insects as well as insect body parts become airborne and are potent allergens

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Indoor Air Problems

- Inadequate ventilation can increase indoor pollutant levels by not bringing in enough outdoor air to dilute emissions from indoor sources and by not carrying indoor air pollutants out
- High temperature and humidity levels can also increase concentrations of some pollutants

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Indoor Air Pollution and Health

- Immediate Effects
 - Single exposure or repeated exposures can result in:
 - Irritation of eyes, nose, and throat
 - Headaches, dizziness and fatigue
 - Asthma and hypersensitivity pneumonitis
 - Usually short term and treatable

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Indoor Air Pollution and Health

- Long Term Effects
 - Some respiratory diseases, heart disease, and cancer
 - Decreased sensitivity particularly to ammonia
- Factors
 - Age, preexisting medical condition, individual sensitivity, repeated exposure

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36

Safety Measures for Responders

- Assess situation
 - review report/info prior to visit
 - visually inspect the exterior
 - note any odors emanating from residence
- As you approach the home be aware of your surroundings--remember to look UP!
- Visually inspect interior
 - mold, water damage, insect infestations, vermin evidence, peeling paint, rotting food, excrement, chemicals, etc.

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Safety Measures cont.

If health hazards are probable:

- Interview client outside if possible
 - be creative and flexible: take walk, sit in back yard, visit in park, visit in clubhouse
- Stand near open door or window
 - ask if you can open doors/ windows/curtains

Keep interior visit as brief as possible

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38

Suggested Personal Protective Equipment

- Latex Gloves
- Booties or Boots
- Chux Pads
- Hand Sanitizers (liquid & towelettes)
- N95 Respirator
- Tyvek or cloth disposable jump suits

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39

Initial Response to Hoarding Situations

- Avoid focusing on the “stuff”
- Establish a respectful, working relationship with the individual
- Focus on their health and their identified needs
- Begin an assessment process

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40

After the Initial Response

- Each agency will have a different list of issues and priorities
- Meeting together— *away from the site* — and share assessments
- Identify conflicting priorities
- Identify resources
- Negotiate and develop an intervention plan

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41

Frequent Results of Forced Cleanouts

- At best, short-lived success
- Alienation
- Isolation
- Increased Resistance
- Extreme Anxiety
 - Exacerbation of medical / psychiatric conditions

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42

Complete Clean-Outs

- Assumes the basic problem is the condition of the dwelling
- Assumes there are no viable alternatives

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Capacity/Risk

- Capacity
 - The ability to understand the consequences of one's actions
- Risk
 - Safety
 - Health
 - Self / others
- Functioning
 - Physical
 - Psychological/Mental Illness
 - Social

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Adapted from Saltz, 2008

44

Recommended Family Responses

- Recognize it's a *Disorder*—not a decision
 - Its not your fault
 - Its not your responsibility to cure the person who hoards
- Educate yourself & loved ones
 - Digging Out: Helping your loved one manage clutter, hoarding and compulsive acquiring by Michael Tompkins and Tamara Hartl
 - International Obsessive Compulsive Disorders Foundation Hoarding Center
 - <http://www.ocfoundation.org/hoarding/>

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45

Recommended Family Responses

- Reach out for professional guidance (cont'd)
 - Mental Health Professionals
 - Protective Services
 - Code Enforcement
 - Health Department
 - Community Based Services
 - Professional Organizers certified in Chronic Disorganization
- Find emotional support
 - Counseling
 - Support groups

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46

Hoarding Responds to Treatment

Clinical Approaches

1. Motivational Interviewing
2. Cognitive Behavioral Therapy
3. Behavioral Therapy
4. Medications
5. Skill Building
6. Group Therapy

Steketee & Frost, 2007

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47

Difficulties in Overcoming Hoarding

- Extremely challenging
 - *It's a disorder, not a decision*
- Often multiple, complex, inter-related precipitating factors and consequences
- Usually co-occurring mental health and medical issues
- Frequent history of many failed attempts to change
- Small to non-existent support systems
- Reluctance to accept help

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48

Reluctance, Ambivalence & "Resistance"

- Insight
 - Low, none and fluctuating
- Emotional
 - Ashamed, embarrassed
 - Anxious/fearful of authority's response/demands
 - Anger and distrust due to
 - Previous unrequested "assistance"
 - Imposed cleanouts

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Adapted from Ostrom, 2002
49

Reluctance, Ambivalence & "Resistance"

- Mental Illness
 - Overwhelming despair/depression
 - Paranoid thoughts
- Personality Issues
- Cognitive Disorder
- Development Issues

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Adapted from Ostrom, 2002
50

Reporting is Mandatory

Hoarding is Neglect if a dependent person (child or adult) or an elder (65 or older) is living in a residence with health and safety hazards

- Most Human Service Professionals are Mandated Reporters of Child and Elder Abuse/Neglect including Self Neglect
- Call Local Protective Services

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51

Potential Issues in Hoarding Cases

Professionals must work together to ensure compliance with legal and ethical regulations toward the health and safety of the person who hoards and others affected by the hoarding behavior

Bratiotis, et al., 2011

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Authority to Form Multidisciplinary Teams *aka* *Avenues to Share Information*

- California Welfare & Institutions Code (WIC)
- Department of Health & Human Services
 - Office for Civil Rights

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California Welfare & Institutions Code (WIC)

- 15760. ...Adult Protective Services shall include ...multi-disciplinary teams...
- 15610.55. (a) "Multidisciplinary personnel team" (MDT) means any team of two or more persons who are trained in the prevention, identification, management, or treatment of abuse of elderly or dependent adults and who are qualified to provide a broad range of services related to abuse of elderly or dependent adults.

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California Welfare & Institutions Code (WIC)

- 15763 (f) Each county shall designate an adult protective services agency to establish and maintain multidisciplinary teams including, but not limited to, adult protective services, law enforcement, probation departments, home health care agencies, hospitals, adult protective services staff, the public guardian, private community service agencies, public health agencies, and mental health agencies for the purpose of providing interagency treatment strategies.

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55

California Welfare & Institutions Code (WIC)

- 15633 (b) (2)
- (A) Persons who are trained and qualified to serve on multidisciplinary personnel teams may disclose to one another information and records that are relevant to the prevention, identification, or treatment of abuse of elderly or dependent persons.

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56

California Welfare & Institutions Code (WIC)

- 15633 (b) (2) (B) any personnel of the multidisciplinary team or agency that receives information pursuant to this chapter, shall be under the same obligations and subject to the same confidentiality penalties as the person disclosing or providing that information. The information obtained shall be maintained in a manner that ensures the maximum protection of privacy and confidentiality rights.

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57

HIPAA

Department of Health & Human Services
Director, Office for Civil Rights
Letter Reference number:04-23200
December, 2004

- “The Office of Civil Rights is responsible for implementing and enforcing the Privacy Rule...of the Health Insurance Portability and Accountability Act of 1996 (HIPAA).”

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58

HIPAA

- “Under the Privacy Rule covered entities may disclose protected health information without the authorization of the individual to an appropriate government authority authorized to receive reports of child abuse or neglect or reports of abuse, neglect, or domestic violence.”
- “Covered entities making such disclosures must comply with the requirement that the disclosure be limited to the minimum necessary amount for the purpose.”

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59

Summary of WIC & HHS

- Protective Services is the Coordinating Government Agency
- Members of the MDT must be qualified and trained in the prevention, identification or treatment of neglect/self neglect
- Information shared must be the “minimum necessary”
- Information shared must be kept safe & secure by recipients

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60

Review of Public Cases of Hoarding

- Lower insight
- Higher reluctance to accept services
- Lower motivation to change
- More frequent cases of squalor

Therefore...

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Public Cases of Hoarding

- Greater need for external motivation to change
- Providing that external motivation is a task for coordinated and collaborative interventions

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62

Enforced Harm Reduction

Principles of Harm Reduction

- Goal is house safe & functional—not house beautiful
- Does not require hoarding symptoms/behaviors be treated to extinction

Principles of Enforced Harm Reduction

- Includes the threat of enforcing codes and regulations that could result in complete clean-outs & loss of possessions
- Includes Stakeholders and Helpers (task force members) that collaborate with Enforcement to reduce the harm of the hoarding

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63

Example of Hoarding Enforcement Code

International Property Maintenance Code

Sect. 307.1 All exterior property and premises, and the interior of every structure, shall be free from any accumulation of rubbish and garbage.

Section 104.4 The code official is authorized to enter the structure or premises at reasonable time to inspect subject to constitutional restrictions on unreasonable searches and seizure.

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64

Enforcement Code

California Fire Code

- 104.1.1 Enforcement authority. Under the fire chief's direction, members of the fire department are authorized to enforce all ordinances of the jurisdiction and the laws of the state pertaining to:
 1. The prevention of fires.
 6. The elimination of fire hazards on land and in buildings, structures.
 7. The maintenance of means of egress.

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65

Enforcement Code

California Fire Code (CFC) 104

A fire hazard is "any thing which increases or could cause an increase of the hazard or menace of fire...or any thing which could obstruct, delay, hinder, or interfere with the operation of the fire department or the egress of occupants in the event of fire"

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Johnson & Colwell, 2010

66

Enforcement Code

CFC 304.1.1, 304.1.2, & 304.2

- Combustible waste material creating a fire hazard shall not be allowed to accumulate in buildings or structures or upon premises.

Johnson & Colwell, 2010
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Enforcement Code

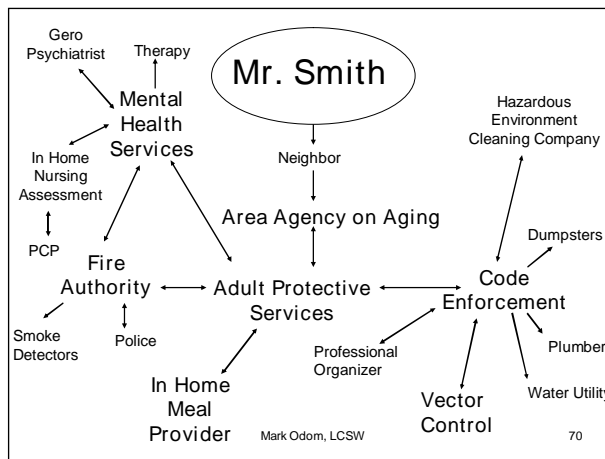
CFC 104.3 Right of entry. Whenever it is necessary to make an inspection to enforce the provisions of this code, or whenever the *fire code official* has reasonable cause to believe that there exists any conditions or violations of this code which make the building or premises unsafe, dangerous or hazardous, the *fire code official* shall have the authority to enter the building or premises to perform the duties imposed upon the *fire code official* by this code.

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Enforcement Code

CFC 104.3.1 Warrant. When the *fire code official* has first obtained a proper inspection warrant or other remedy provided by law to secure entry, an *owner* or occupant shall not fail to permit entry therein by the *fire code official* for the purpose of inspection and examination pursuant to this code.

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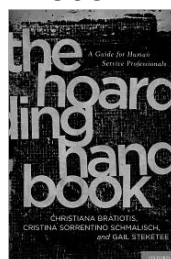
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Conclusion

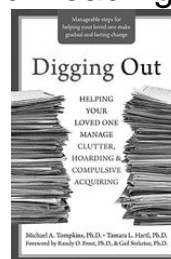
- Shared responsibility for case management
- Greater opportunity for resource identification & utilization
- Increases range of services available to the client
- Reduce resources required for any one agency to resolve
- Increases the networking potential for all organizations that can be used to address future & related needs

Bratotiis, 2010
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Recommended Reading



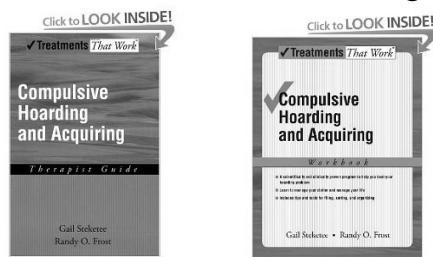
The Hoarding Handbook: A guide for human service professionals by Christiana Bratotiis, Cristina Sorrentino Schmalisch and Gail Steketee



Digging Out: Helping your loved one manage clutter, hoarding and compulsive acquiring by Michael Tompkins and Tamara Hartl

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Recommended Reading



Compulsive Hoarding and Acquiring: Therapist Guide and Workbook
by Gail Steketee and Randy O. Frost

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73

Resources for Multi-Agency Response

- International Exchange on Hoarding
www.hoardingtaskforce.org
- International Obsessive Compulsive Disorders Foundation Hoarding Center
<http://www.ocfoundation.org/hoarding/>
- Hoarding and Human Services: A handbook for service providers. Bratiotis, Sorrentino, & Steketee. Oxford Press. 2011
- Fairfax, Virginia, Hoarding Website
http://www.fairfaxcounty.gov/dpwes/trash/hoarding/tf_general.htm

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74

Resources for Multi-Agency Response

- *Beyond Overwhelmed: The Impact of Compulsive Hoarding and Cluttering in San Francisco and Recommendations to Reduce Negative Impacts and Improve Care; A Report of the San Francisco Task Force on Compulsive Hoarding* <http://www.mha-sf.org/documentSharing/BeyondOverwhelmed.pdf>
- *Community Tenure of Older Adults Who Hoard: Identifying Risks and Enhancing Opportunities*, The University of Kansas, School of Social Welfare, Office of Aging and Long Term Care
<http://www.oaltc.ku.edu/Reports/Final%20Report%20053107.pdf>

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75

Other Resources

- Children of Hoarders Website:
<http://www.childrenofhoarders.com>
- Clutterers Anonymous www.clutterers-anonymous.org
- Compulsive Hoarding in Older Adults, an on-line independent study course offered by the Institute of Geriatric Social Work, <http://www.igsow.org/>
- Hoarding of Animals Research Consortium website. <http://www.tufts.edu/vet/cfa/hoarding/index.html>
- Lester, Cynthia (2008) *My Mother's Garden*.
<http://www.mymothersgardenmovie.com/>
- Kolberg, Judith (1998) *Conquering Chronic Disorganization*, Squall Press

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76

Other Resources

- Obsessive Compulsive Hoarding Website, Obsessive Compulsive Foundation
www.ocfoundation.org/1005/index.html
- Institute for Challenging Disorganization
<http://www.challengingdisorganization.org/>
- Steketee, G., Frost, R.O., (2007) *Compulsive hoarding and acquiring: therapist guide; workbook*. Oxford Press.
- Thompkins, M.A., Hartl, T.L., (2009) *Digging Out: Helping your loved one manage clutter, hoarding and compulsive acquiring*. New Harbinger.
- Tolin, D., Frost, R. O., Steketee, G. (2007) *Buried in Treasures*. Oxford Press

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77

- California Health and Safety Code Section 17920.3
- Any building or portion thereof including any dwelling unit in which there exists any of the following listed conditions to an extent that endangers the life, limb, health, property, safety, or welfare of the public or the occupants thereof shall be deemed and hereby is declared to be a substandard building: (a) Inadequate sanitation shall include, but not be limited to, the following: (1) Lack of, or improper water closet, lavatory, or bathtub or shower in a dwelling unit. (3) Lack of, or improper kitchen sink.

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78

- California Health and Safety Code Section 17920.3 ...substandard building...
- (5) Lack of hot and cold running water to plumbing fixtures in a dwelling unit. (6) Lack of adequate heating (12) Infestation of insects, vermin, or rodents as determined by the health officer. (13) General dilapidation or improper maintenance. (15) Lack of adequate garbage and rubbish storage and removal facilities as determined by the health officer. (h) Any building or portion thereof...combustible waste, or vegetation that, in the opinion of the chief of the fire department or his deputy, is in such a condition as to provide a ready fuel to augment the spread and intensity of fire or explosion arising from any cause.

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79

- California Health and Safety Code Section 17920.3 ...substandard building...
- (j) Those premises on which an accumulation of weeds, vegetation, junk, dead organic matter, debris, garbage, offal, rodent harborages, stagnant water, combustible materials, and similar materials or conditions constitute fire, health, or safety hazards. (k) Any building or portion thereof that is determined to be an unsafe building due to inadequate maintenance, in accordance with the latest edition of the Uniform Building Code. (l) All buildings or portions thereof not provided with adequate exit facilities as required by this code.

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80