

Fair Housing Annual Luncheon & Workshop Series

Amway Grand Plaza Hotel
187 Monroe Ave NW
Grand Rapids, MI 49503
April 27, 2017

Presented by The Grand Rapids Area Hoarding Taskforce

Today's Learning Objectives

- ▶ Who We Are & Why We Started the Hoarding Taskforce
- ▶ What Hoarding Is
- ▶ ICD Clutter & Disorganization Scale
- ▶ Do's and Don'ts of Hoarding
- ▶ How to Report Complaints

Who Are We

Mission Statement



The Grand Rapids Area Hoarding Taskforce (GRAHT) is a collaboration of public and private organizations working to raise public awareness and to ensure safe housing for individuals struggling with hoarding behavior.

HISTORY OF THE TASKFORCE

- ▶ What led us to create the taskforce
 - ▶ Redundant cases
 - ▶ Numerous calls to multiple agencies including Fire, Police, APS, KCAC, and Code Compliance
 - ▶ Excessive court appearances
 - ▶ Excessive First Responder calls for service
 - ▶ No long-term solutions
 - ▶ No multi-agency communication

KEYS TO TASKFORCE SUCCESS

<p>Without Taskforce</p> <ul style="list-style-type: none"> ▶ Unilateral strict enforcement effort ▶ Focus on short term results ▶ Agencies working independently with limited communication 	<p>With Taskforce</p> <ul style="list-style-type: none"> ▶ Cooperation and participation with resident ▶ Holistic approach focusing on long term treatment and safe stable housing ▶ Collaborative efforts with consistent communication and goals 
--	--

TASKFORCE PARTNERS

<p>City of Grand Rapids:</p> <ul style="list-style-type: none"> Attorney's Office Code Compliance Department Fire Department Police Department <p>State of Michigan:</p> <ul style="list-style-type: none"> Adult Protective Services <p>Kent County:</p> <ul style="list-style-type: none"> Animal Control Health Department 	<p>Additional Organizations</p> <ul style="list-style-type: none"> Grand Valley State University Western Michigan University Area Agency on Aging of Western MI Fair Housing Center of West MI Legal Aid of Western MI Susie's Organization Solutions, LLC Clean Slate by Kate
---	--



WHAT IS HOARDING?

- ▶ Excessive accumulation of items that are bought or acquired to the point where spaces or rooms cannot be used for their intended purposes
- ▶ Hoarding behaviors can negatively affect daily living
- ▶ Pathways in living areas are not conducive to normal use or allow for emergency egress affecting health and safety of the occupants



HOARDING STATS

- ▶ 2-5% of people struggle with hoarding behavior
- ▶ 75% of hoarders engage in excessive buying
- ▶ 50% excessively acquire free items
- ▶ 15% acknowledge that this behavior is irrational
- ▶ 50% of hoarders grew up with a family member that hoards



Source: National Alliance on Mental Illness
http://namimac.org/hoarding-and-oid-stats-characteristics-causes-treatment-and-recovery

WHO IS AFFECTED BY HOARDING BEHAVIOR?

- ▶ Occupants of Units (including pets)
- ▶ Neighbors
- ▶ Enforcement Personnel
- ▶ Owner (if rental)
- ▶ Emergency Personnel - Maintenance staff, first responders, and utility workers

INSTITUTION FOR CLUTTER - DISORGANIZATION HOARDING SCALE

Level One - Green - Low

Level Two - Blue - Guarded

Level Three - Yellow - Elevated

Level Four - Orange - High

Level Five - Red - Severe

Level 1 - Green - Low

- ▶ All doors and windows are accessible and functional
- ▶ HVAC, electrical, and plumbing are operational
- ▶ Normal pet activity (no odors)
- ▶ Housekeeping is well-maintained
- ▶ Safe and sanitary conditions



Level 2 - Blue - Guarded

- ▶ One exterior door or window may be blocked due to clutter
- ▶ Major appliances are functional but not easily accessible
- ▶ Some pet odor or common pest issues
- ▶ Clutter may inhibit the functionality of one room
- ▶ Sanitation is not fully maintained (dirty dishes, dirty laundry, and mildew may be present)



Level 3 - Yellow - Elevated

- ▶ Substantial outdoor clutter
- ▶ One major exit or large window inaccessible
- ▶ Number of animals is jeopardizing the quality of care
- ▶ At least one room cannot be used for designated purpose
- ▶ Several appliances are not used or inaccessible
- ▶ Requires a community network of resources, especially mental health professionals.



Level 4 - Orange - High

- ▶ Multiple exterior doors and windows are inaccessible
- ▶ Large amounts of visible outdoor clutter and garbage
- ▶ Improper use of space heaters and fans
- ▶ Animals are being neglected and are unhealthy
- ▶ Rotting food and organic contamination present



Level 5 - Red - Severe

- ▶ Significant structural damage due to presence and weight of clutter
- ▶ Electrical, sewage, and/or water are non-functional
- ▶ Electric systems are a major hazard
- ▶ Significant infestation and pests
- ▶ Human feces and urine present
- ▶ Toilets, sinks, and tubs are unusable



Helping a Person w/ Hoarding Behavior Don't

- ▶ Throw things away when they are not around
- ▶ Use judgmental language
- ▶ Argue with the person
- ▶ Let your non-verbal expression say what you're thinking
- ▶ Touch the person's belongings w/o permission
- ▶ Use words that devalue or negatively judge possessions

▶ Source: Randy Frost, Ph.D.
▶ Christina Sorrentino, Ph.D.

Helping a Person w/Hoarding Behavior Do's

- ▶ Talk in a calm reasonable way
- ▶ Show empathy
- ▶ Focus on health & safety and organization first-discard discussions later
- ▶ Highlight strengths
- ▶ Use encouraging words
- ▶ Imagine yourself in the person's shoes

▶ Source: Randy Frost, Ph.D.
▶ Christina Sorrentino, Ph.D.

What Do We Need From You

- ▶ Follow Your Policy & Protocols
- ▶ Use ICD Hoarding Scale When Reporting
- ▶ When Should You Report
- ▶ If in Doubt...Report it!

What Happens When You Report a Case

- ▶ Intake Process
- ▶ First Contact
- ▶ Perform Assessment
- ▶ Engage Team Approach

Email: hoarding@grcity.us

Phone: 616-456-3460

Phone: 311

Website: <http://grcity.us/community>

development/Code-Compliance-

Division/Pages/GRAHT.aspx



Questions

