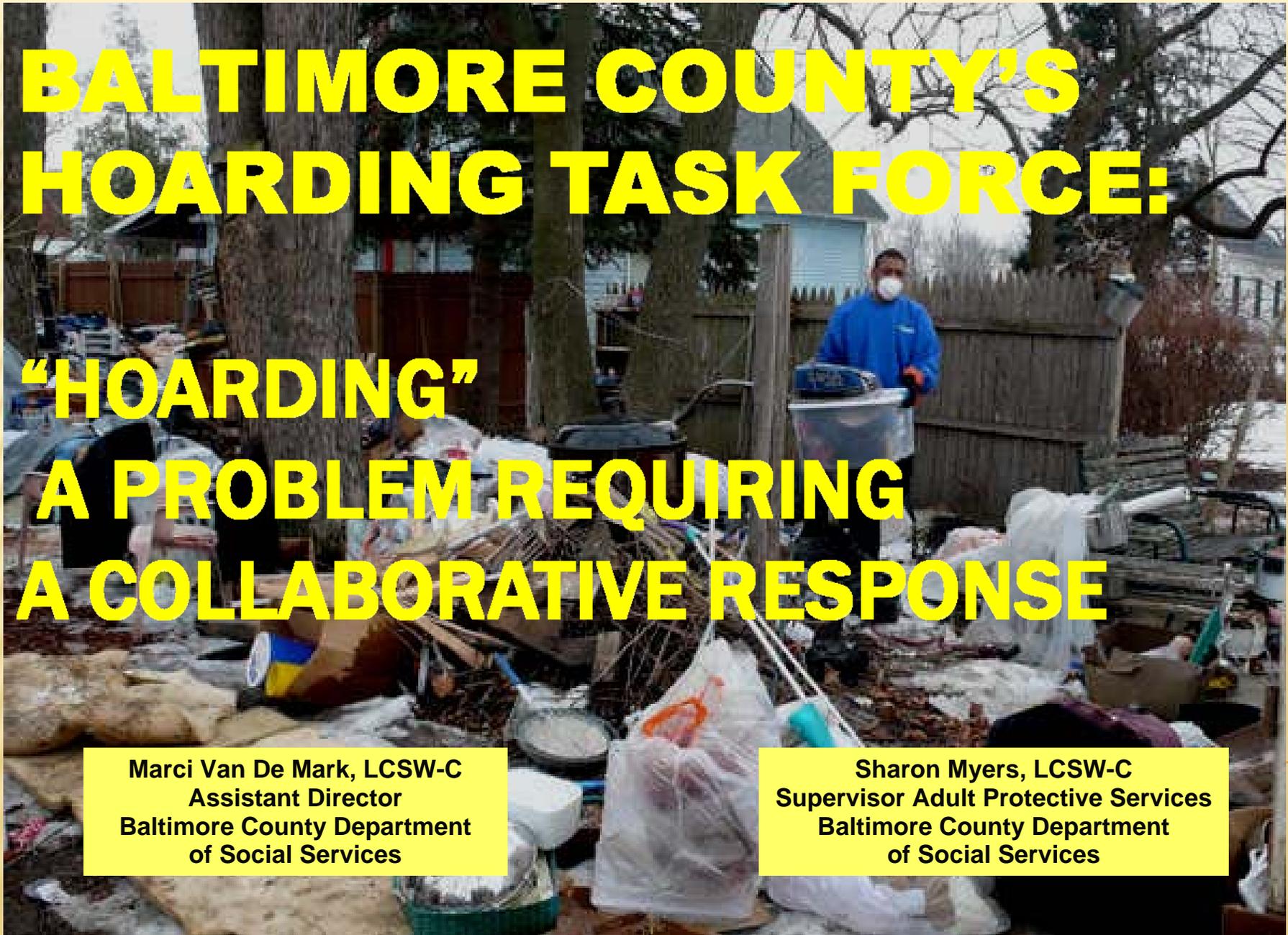


# **BALTIMORE COUNTY'S HOARDING TASK FORCE:**

## **“HOARDING” A PROBLEM REQUIRING A COLLABORATIVE RESPONSE**

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Assistant Director  
Baltimore County Department  
of Social Services**

**Sharon Myers, LCSW-C  
Supervisor Adult Protective Services  
Baltimore County Department  
of Social Services**



# Agenda

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- ✘ Why create a Hoarding Task Force?
- ✘ Developing a Task Force
- ✘ What Do Task Forces Accomplish?
- ✘ Creating a “Pilot Program”
- ✘ What is Hoarding: Who is the “Hoarder”?
- ✘ Hoarding Assessment Tools
- ✘ Pilot Program: Intervention Update

# BALTIMORE COUNTY SNAPSHOT

## CENSUS 2009

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✘ Total Population	789,814
✘ Average House Hold Income	\$83,748
✘ People in Poverty	7.9%
✘ Education: Population 25 and older Bachelor or Graduate Degrees	35%
✘ Children (0-19)	24.9%
✘ Seniors 65+	14.4%



# WHY CREATE A TASK FORCE ?

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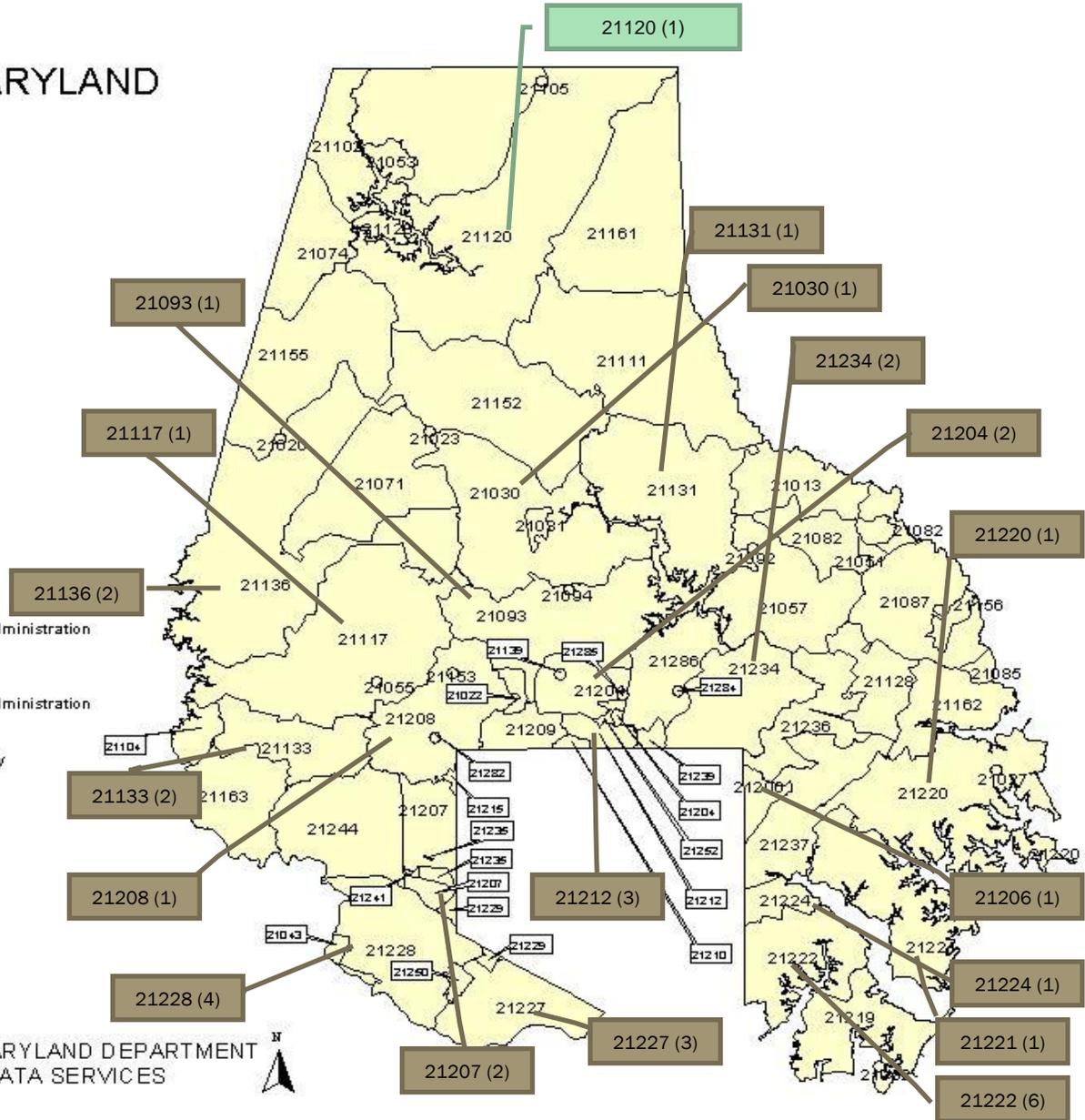




# BALTIMORE COUNTY, MARYLAND ZIP CODE AREAS

21013 Baldwin  
21020 Boring  
21022 Brooklandville  
21023 Butler  
21027 Chase  
21030 Cockeysville  
21031 Hunt Valley  
21043 Ellicott City  
21051 Fork  
21052 Fort Howard  
21053 Freeland  
21055 Garrison  
21057 Glen Arm  
21071 Glyndon  
21074 Hampstead  
21082 Hydes  
21085 Joppa  
21087 Kingsville  
21092 Long Green  
21093 Lutherville Timonium  
21094 Lutherville Timonium  
21102 Lineboro  
21104 Marriottsville  
21105 Maryland Line  
21111 Monkton  
21117 Dwings Mills  
21120 Parkton  
21128 Perry Hall  
21131 Phoenix  
21133 Randallstown  
21136 Reisterstown  
21139 Ridewood  
21152 Sparks Glencoe  
21153 Stevenson

21155 Upperco  
21156 Upper Falls  
21161 White Hall  
21162 White Marsh  
21163 Woodstock  
21204 Eudwood  
21206 Raspeburg  
21207 Gwynn Oak  
21208 Pikesville  
21209 Mt. Washington  
21210 Roland Park  
21212 Govans  
21215 Arlington  
21219 Sparrows Point  
21220 Middle River  
21221 Essex  
21222 Dundalk  
21224 Highlandtown  
21227 Halethorpe  
21228 Catonsville  
21229 Carroll  
21234 Parkville  
21235 Social Security Administration  
21236 Nottingham  
21237 Rosedale  
21239 Northwood  
21241 Social Security Administration  
21244 Western Park  
21250 UMBC  
21252 Towson University  
21282 Pikesville  
21284 Eudwood  
21285 Towson  
21286 Eudwood



**DENNIS THE MENACE** By Ketcham

© 1970, National Amusements, Inc.



"I KNOW IT'S GOOD FOR NOTHING, BUT I'M KEEPING IT UNTIL IT'S GOOD FOR SOMETHING!"

# DEVELOPING A HOARDING TASK FORCE: PARTNERS

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- ✘ Baltimore County Permits & Development Management
- ✘ Baltimore County Health Department
- ✘ Baltimore County Office of Community Conservation
- ✘ Baltimore County Department of Environmental Protection and Resource Management
- ✘ Baltimore County Department of Social Services
- ✘ Baltimore County Animal Control –Health Department
- ✘ Baltimore County Police Department
- ✘ Baltimore County Fire Department

# IDENTIFY SCOPE OF PROBLEM

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- ✘ Community Resources
- ✘ Community Regulation

# TASK FORCE POSSIBILITIES

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- ✘ Study the Issue
- ✘ Make Recommendations
- ✘ Education
- ✘ Develop Action Plan
- ✘ Advisory Board

# WHY CREATE A HOARDING TASK FORCE?

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- ✘ Identify Gaps in Service
- ✘ Coordinate Services and Resources
- ✘ Educate the Community
- ✘ Implement Intervention

# TASK FORCE ROLES

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- ✘ Study the Issue
- ✘ Make Recommendations
- ✘ Education
- ✘ Develop Action Plan
- ✘ Advisory Board
- ✘ Pilot Program Developed and Implemented

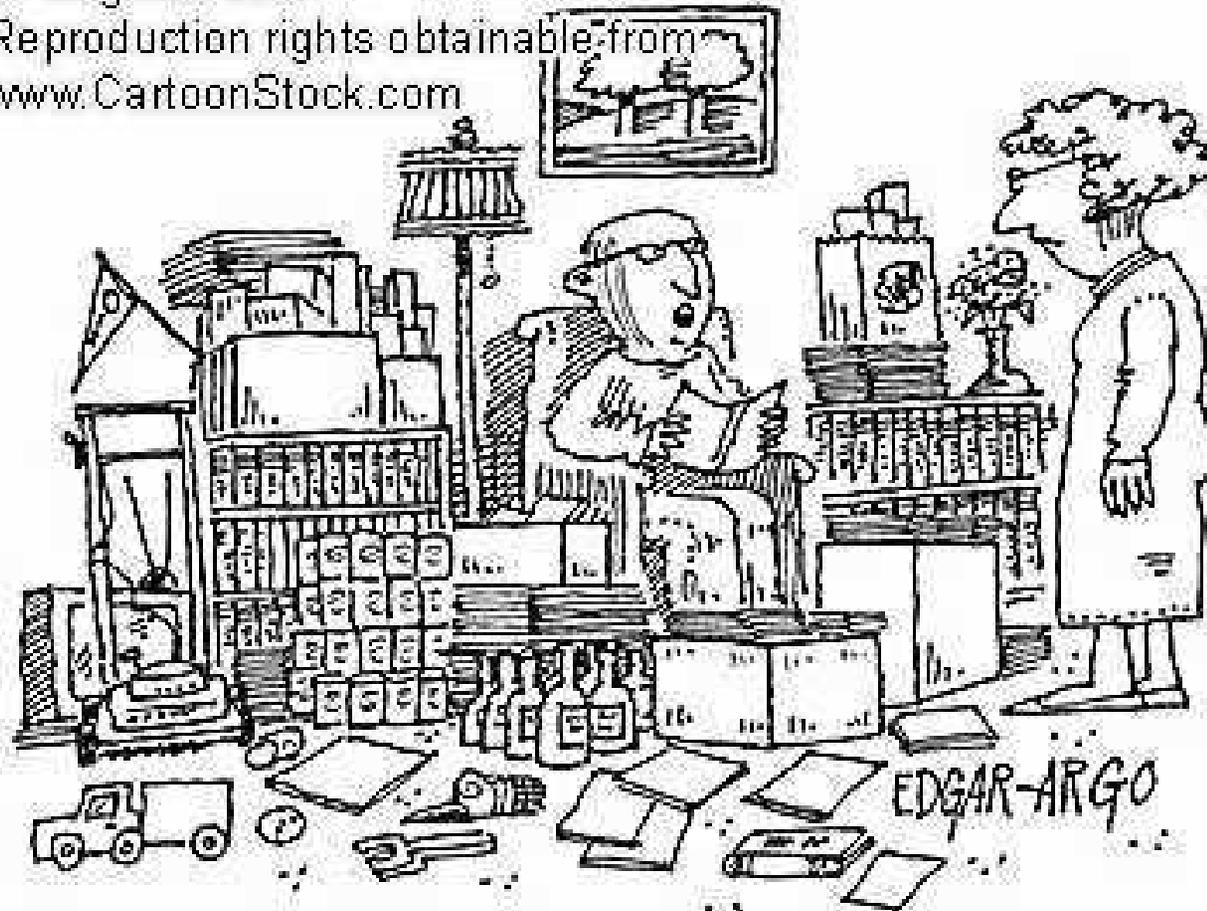
# ESSENTIAL ELEMENTS OF A HOARDING INTERVENTION

- ✘ Assessment
- ✘ Model Building
- ✘ Motivational Interviewing
- ✘ Cognitive Strategies
- ✘ Exposure to Sorting and Disposal
- ✘ Relapse Prevention

# LESSONS LEARNED

- ✘ Hoarding is a mental health and public health issue
- ✘ Quick fixes do NOT work
- ✘ Cooperation of client is a MUST
- ✘ Approach must be collaborative
- ✘ Basic Social Work skills are required

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" I AM NOT A PACK RAT... I AM A COLLECTOR!

# WHAT IS HOARDING ?

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- ✘ The acquisition of and failure to discard a large number of possessions.
- ✘ Possessions appear to be useless or of limited value.
- ✘ Living spaces are cluttered to the point that they can not be used for their intended purpose.
- ✘ Significant distress or impairment is caused by the clutter.

# SIGNS OF HOARDING

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- ✘ Extreme collections in home or yard
- ✘ Accumulation of newspapers, magazines
- ✘ Blocked Exits
- ✘ Narrow pathways in home
- ✘ Rodent or insect infestation
- ✘ Rotting food and/or used food containers
- ✘ Non-working utilities







# WHO IS THE HOARDER?

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- ✘ Saving begins in childhood: Extreme levels begin typically by age 35
- ✘ Severity increases with age : Chronic and progressive
- ✘ Education varies widely
- ✘ Family history is common
- ✘ Low marriage rates
- ✘ No gender or racial differential

# WHO IS THE HOARDER ?

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- ✘ Anxious
- ✘ Avoidant
- ✘ Dependent
- ✘ Often Isolated
- ✘ Some issues with cleanliness
- ✘ Often more perfectionistic
- ✘ More indecisive

# WHO IS THE HOARDER ?

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- ✘ Information Processing
- ✘ Emotional Attachment
- ✘ Behavioral Avoidance
- ✘ Distorted Beliefs

# BALTIMORE COUNTY PILOT PROGRAM ON HOARDING

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- × Based on the research
- × People Served
- × Team Approach
- × Referral Based
- × Intervention
- × Monitoring

# NSGCD CLUTTER HOARDING SCALE

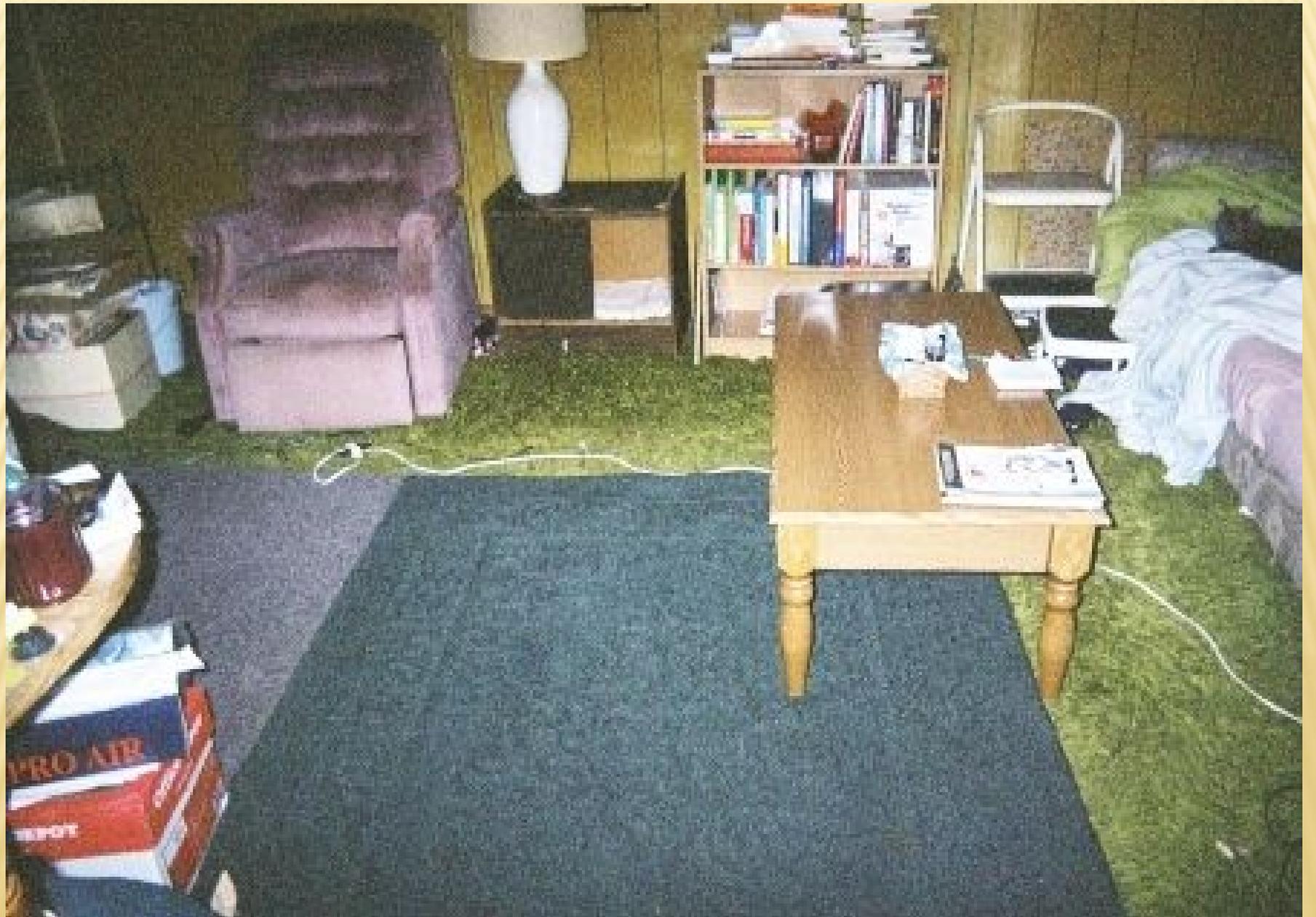
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## Initial Assessment Tool

- ✘ Five levels to indicate degree of clutter
- ✘ Each level has four specific categories
  - + Structure and zoning
  - + Pets and rodents
  - + Household functions
  - + Sanitation and cleanliness

# NSGCD Clutter Scale

	1 No Concerns	2 Minimal Concerns	3 Moderate Concerns	4 Severe Concerns	5 Condemnable Residence
Structural & Zoning	Doors and Stairways Accessible	<ul style="list-style-type: none"> <li>✘1 Exit blocked</li> <li>✘1 major appliance inoperable</li> </ul>	<ul style="list-style-type: none"> <li>✘Visible outdoor clutter</li> <li>✘2+ broken appliances</li> </ul>	<ul style="list-style-type: none"> <li>✘Mold or mildew</li> <li>✘Odor of sewage</li> <li>✘Inappropriate use of appliances</li> </ul>	<ul style="list-style-type: none"> <li>✘Broken walls</li> <li>✘Not Water or Sewer</li> <li>✘Fire hazards</li> </ul>
Pets & Rodents	Normal Pet Activity	<ul style="list-style-type: none"> <li>✘Some pet odor</li> <li>✘Light evidence of rodents</li> </ul>	<ul style="list-style-type: none"> <li>✘Light flea infestation</li> <li>✘Excessive pets</li> </ul>	<ul style="list-style-type: none"> <li>✘Aged animal waste</li> <li>✘Evidence of destructive pets</li> </ul>	<ul style="list-style-type: none"> <li>✘Pets a danger to others</li> <li>✘Rodents evident, in sight</li> </ul>
Household Functions	Clutter Not Excessive	<ul style="list-style-type: none"> <li>✘Clutter inhibits use of 2 or more rooms</li> <li>✘Slight narrowing of pathways</li> </ul>	<ul style="list-style-type: none"> <li>✘1 room fully unusable</li> <li>✘Obviously hazardous substances</li> </ul>	<ul style="list-style-type: none"> <li>✘Sleeping on sofa – bed unusable</li> <li>✘Haz Mats inside or in attached structure</li> </ul>	<ul style="list-style-type: none"> <li>✘Kitchen and bathroom unusable</li> <li>✘Sleeping outside, house unlivable</li> </ul>
Sanitation & Cleanliness	Normal Housekeeping	<ul style="list-style-type: none"> <li>✘Limited housekeeping</li> <li>✘Soiled Food Prep surfaces</li> </ul>	<ul style="list-style-type: none"> <li>✘Excessive dust</li> <li>✘Obvious Odor</li> <li>✘Dirty Laundry piled up</li> </ul>	<ul style="list-style-type: none"> <li>✘Rotting food on counters</li> <li>✘No clean dishes or utensils</li> </ul>	<ul style="list-style-type: none"> <li>✘Human defecation</li> <li>✘Rotting food</li> <li>✘15+ expired canned goods</li> </ul>













# PROGRAM DESIGN

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- ✘ Population served
- ✘ Team composition
- ✘ Referral based
- ✘ Interventions
- ✘ Monitoring



# HOARDING PILOT PROGRAM

## ONGOING ASSESSMENT RESULTS

### MONITORING OUTCOMES: LEVEL OF RISK

Client Name	1st Assessment	2nd Assessment	3rd Assessment	4th Assessment	5th Assessment	6th Assessment	7th Assessment	8th Assessment	
Client A	7	5	1	Client completed intervention					
Client B	19	17	9	13	13				
Client C	27	17	19	12					
Client D	18	16	11						
Client E	18	18	18						
Client F	10	10	10						
Client G	14	14	14						
Client H	9	10							
Client I	15								

Results for Participants from March 1, 2011 – December 31, 2011

# HOARDING PILOT PROGRAM

ONGOING ASSESSMENT RESULTS  
MONITORING OUTCOMES: LEVEL OF RISK

## Assessed Level of Risk





# HOARDING PILOT PROGRAM

ONGOING ASSESSMENT RESULTS  
MONITORING OUTCOMES: LEVEL OF ANXIETY

## Self-Reported Anxiety

