STOP Pests in housing
www.StopPests.org

Northeastern IPM Center

USDA
United States Department of Agriculture
National Institute of Food and Agriculture

U.S. Department of Housing and Urban Development

Brought to you by the Northeastern IPM Center at Cornell University with funding from the U.S. Dept. of Housing and Urban Development and the U.S. Dept. of Agriculture

Presenters:

Dr. Jordana Muroff
BU School of Social Work

John Kane
Boston Housing Authority

Jesse Vetter
Metropolitan Boston Housing Partnership

Products, vendors, or commercial services mentioned or pictured in the trainings or presentations are for illustrative purposes only and are not meant to be endorsements.

The recording and written responses to questions will be available at www.stoppests.org

Approaches to Hoarding and Pest Management

Boston Housing Authority
John Kane, MPP

BU School of Social Work
Jordana Muroff, PhD, LICSW

Metropolitan Boston Housing Partnership
Jesse Edsell-Vetter

BU School of Social Work

Boston Housing Authority

mbhp metropolitan boston housing partnership

Boston University School of Public Health

University of Nebraska Omaha

Acknowledgments

Madeleine Scammell, DSc. *Boston University School of Public Health* (BUSPH)
Christiana Bratiotis, *University of Nebraska, Omaha*
Maria Prado, MPH, *BUSPH*
Andrea Chiger, MPH, *BUSPH*
Angelee Russ, MSW, MPH, *Boston University School of Social Work (BUSSW) and BU SPH*
Emily Dore, MSW, *BUSSW and BUSPH*
Jetta Garrity, MPH, *BUSPH*
Lori Luce, *Boston Housing Authority*
Eugenia Smith and members of the *Community Committee for Health Promotion*
Cornell Northeast IPM Center

This Project was funded by the National Institute of Food and Agriculture-USDA Grant 2012 48668-20327

BU School of Social Work

Boston Housing Authority

mbhp metropolitan boston housing partnership

Defining Hoarding for Housing Providers

- Is there the acquisition of and failure to discard a large volume of possessions
- Does the clutter make it difficult to use rooms for their intended purpose?
- Is there distress or impairment in functioning caused by the clutter?

BU School of Social Work

Boston Housing Authority

mbhp metropolitan boston housing partnership

Squalor vs. Hoarding

- Hoarding and squalor are not the same
- Squalor is defined as filthiness or degradation from neglect
- Hoarding is typically characterized as a cluttered living environment; clutter may exist with or without poor sanitation

Demographics

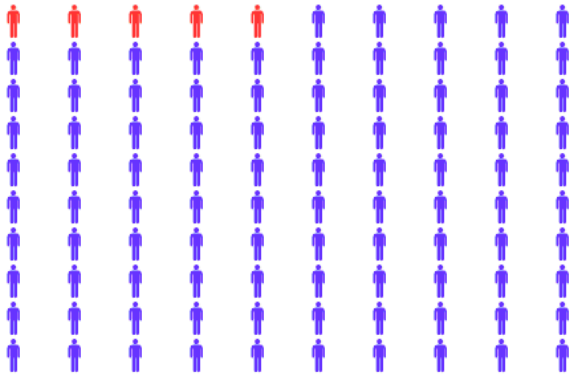
- Saving begins in childhood/adolescence
- Average age in treatment = 50
- Marital Status: tend to be single
- Education: ranges widely
- Family history of hoarding is common
- Squalid conditions uncommon among treatment seekers

BU School of Social Work

Boston Housing Authority

mbhp metropolitan boston housing partnership

Prevalence in the United States



3-5%, approximately 15 million people in the U.S. population has hoarding

In Comparison:

5.4 million Americans have Alzheimer's Disease

1.2 million Americans live with HIV

Approximately 735,000 Americans have a heart attack each year

Housing Studies:
~7% Single Room Accommodation in Vancouver (Woody et al., 2013; under review)

BU School of Social Work

Boston Housing Authority

mbhp metropolitan boston housing partnership

Hoarding and Public Health

- Fire hazards
  - Increased volume of flammable materials
  - Blocked egress
- Tripping hazards
- Structural problems
- Eviction
- Community cost
- Pest infestation

Hoarding and Public Health

- According to the US Centers for Disease Control and Prevention (CDC), integrated pest management (IPM) is necessary to reduce the number of pests that threaten health and property, while reducing human exposures to harmful pesticides

Public Housing

- Hoarding, poor sanitation and/or clutter are potential barriers to the successful implementation of Integrated Pest Management (IPM)
  - Identified as challenge in IPM pest control
- Urban public housing as high-density living situations
- Annual Inspections
- Tenancy preservation
- Diversity

Objectives

Phase I:

- Characterize the prevalence of hoarding behavior in BHA housing
- Assess the associations between clutter and/or poor sanitation, and pest control visits

Phase I:

- Pilot an intervention with residents to reduce hoarding behavior
- Develop and deliver a hoarding intervention training to key BHA staff

Objectives

Phase I:

- Characterize the prevalence of hoarding behavior in BHA housing
- Assess the associations between clutter and/or poor sanitation, and pest control visits

Phase II:

- Pilot an intervention with residents to reduce hoarding behavior
- Develop and deliver a hoarding intervention training to key BHA staff

Phase 1: Methods

- Four public housing developments: (approx. 1600 units)
  - 2 elderly/disabled
  - 2 family
- Develop a database
  - Living unit inspection and pest forms from April 2011-March 2013
- Preliminary data analysis

Living Unit Inspection Forms

BHA Annual Apartment Inspection Form for UPCS/Mass. State Sanitary Code Compliance

Date	Dev. #	LUI	Vacant	Legal	Apt. #	Address	BR Size	Resident Name

Health and Safety	Pg.	OD
Fire Exits Blocked Egress	311	
Flammable Materials/Fire Hazards	314	
Tripping Hazards	322	
Sharp Edges	321	
Smoke Detectors/Sprinkler	410.482	
Carbon Monoxide Detectors	TBD	
Unsanitary Conditions/Debris	410.602	
Electrical - Exposed Wires/ Panels/Breakers	306	
Infestation (Insect/Vermin)	410.550	
Air Quality/Mold/Odor of Sewer/Gas	302	

Entry Foyer	Pg.	OD
Front Entry Door/Lock/Screen	230	
Walls	288	
Ceilings	225	
Floor Tiles/Wood/cove Base	245	
Closet Door/Shelf/Pole	230	
Intercom	NA	
Light Fixtures	410.253	

Kitchen	Pg.	OD
Ceiling	225	
Walls	288	
Floor Tiles/Wood/Cove Base	245	
Rear Door/Lock/Screen	230	
Light Fixtures	278	
GFI Outlets/Switches	242	
Circuit Breaker Panel	239	
Heating Unit/Thermostat	258	
Window Frame/Sash/Glass/Screen	294	
Window Guards	294	
Sink Faucet/Hardware	273	
Water pressure/Temperature 120°	410.190	
Sink Drain/Trap/Stopper	268	
Countertops	266	
Base Cabinet	265	
Wall Cabinet	265	
Range Hood/Oven/Burners	270	
Refrigerator	272	
Hot Water Heater	252	
Washer Connections	NA	
Dryer Hookup	NA	

Livingroom	Pg.	OD
Ceiling	225	
Walls	288	
Closet Door/Shelf/Pole	230	
Floor Tiles/Wood/Cove Base	245	
Light Fixtures	277	
Outlets/Switches	244	
Call-For-Aid	223	
Heating Unit & Thermostat	258	
Window/Frame/Sash/Glass/Screen	294	
Window Guards	294	
Window Shades/Screens	294	
Other:		
Other:		

Bathroom	Pg.	OD
Door & Hardware	230	
Ceilings	225	
Walls/Ceramic Tiles	288	
Floor Tiles/Wood/Cove Base	245	
Base Cabinet	216	
Wall Cabinet	216	
Medicine Cabinet	216	
Light Fixtures	277	
GFI Outlets/Switches	242	
Call-For-Aid	223	
Vents	410.280	
Heating Unit & Thermostat	258	
Window/Frame/Sash/Glass/Screen	294	
Window Guards	294	
Sink Faucet/Hardware	217	
Water Pressure/Temp 120°	410.190	
Sink Drain/Trap/Stopper	218	
Bath Accessories	NA	
Tub Faucet/Hardware/Showerhead	220	
Tub Drain/Trap/Stopper	218	
Toilet	222	
Other:		

Interior Stairway	Pg.	OD
Steps	287	
Railings	286	
Other:		

Bedrooms	Pg.	BR1(OD)	BR2(OD)	BR3(OD)	BR4(OD)	BR5(OD)
Door & Hardware	230					
Ceiling	225					
Walls	288					
Closet Doors/Shelf/Pole	230					
Floor Tiles/Wood/Cove Base	245					
Light Fixtures	277					
Outlets/Switches	244					
Call-For-Aid	223					
Heating Unit & Thermostat	258					
Window/Frame/Sash/Glass/Screen	294					
Window Guards	294					
Window Shades/Screens	294					
Other:						
Other:						

Basements/Unit Storage	Pg.	OD
Furnace	166	
Hot Water Heater	252	
Windows	294	
Doors/Bulkheads	230	
Ceiling	225	
Walls	288	
Floors	245	
Outlets/Switches	244	
Lights	277	
Electrical	237	
Sump Pump	NA	
Private Yards/Patio/Porch	281	

General Comments:

Observed Deficiencies	Work Order #s	Locations
1.		
2.		
3.		
4.		
5.		
6.		

(Use back if necessary)

Permission to Enter? (circle 1) Y N

Resident Citation? (circle 1) Y N

Resident Signature & Phone Number

Manager's Signature & Date

BU School of Social Work

Living Unit Inspection Forms

- 3260 LUIs
- Health and Safety
  - Fire Exits Blocked
  - Flammable Materials
  - Tripping Hazards, sharp edges
  - Unsanitary Conditions/ debris
- No box for clutter
- Coded Comment box

Pest Control Forms

- 5516 pest forms
- Coding
  - Pest type
    - Bedbugs, mice, and cockroaches and other (ants and also non-specified, unknown pest types)
  - Pest mention (scheduled visits)
  - Pest activity (evidence of pest activity)
  - Clutter
  - Prepared for treatment (e.g. cabinets emptied)
  - Treatment
  - Refused entry and reasons

Clutter

- Excessive clutter could be an indicator of hoarding behavior
- Any clutter could affect pest control

Variable Name	Criteria
No Clutter	No mentions of clutter
Some Clutter	1 mention of clutter with no strong qualifier (e.g. very, excessive)
Excessive Clutter	2+ mentions of clutter or 1 mention with strong qualifier

Poor Sanitation

- Any poor sanitation could affect pest control

Variable Name	Criteria
No Sanitation	No mentions of sanitation
Some Sanitation	1 mention of sanitation with no strong qualifier (e.g. very, excessive)
Excessive Sanitation	2+ mentions of sanitation or 1 mention with strong qualifier

Objectives

Phase I:

- Characterize the prevalence of hoarding behavior in BHA housing
- Assess the associations between clutter and/or poor sanitation, and pest control visits

Phase II:

- Pilot an intervention with residents to reduce hoarding behavior
- Develop and deliver a hoarding intervention training to key BHA staff

BU School of Social Work

Boston Housing Authority

mbhp metropolitan boston housing partnership

Method

- Managers flagged units independently
- Prioritized units that were flagged by the data and the managers
- Coded and explored units that were flagged by data or managers (e.g., new resident)

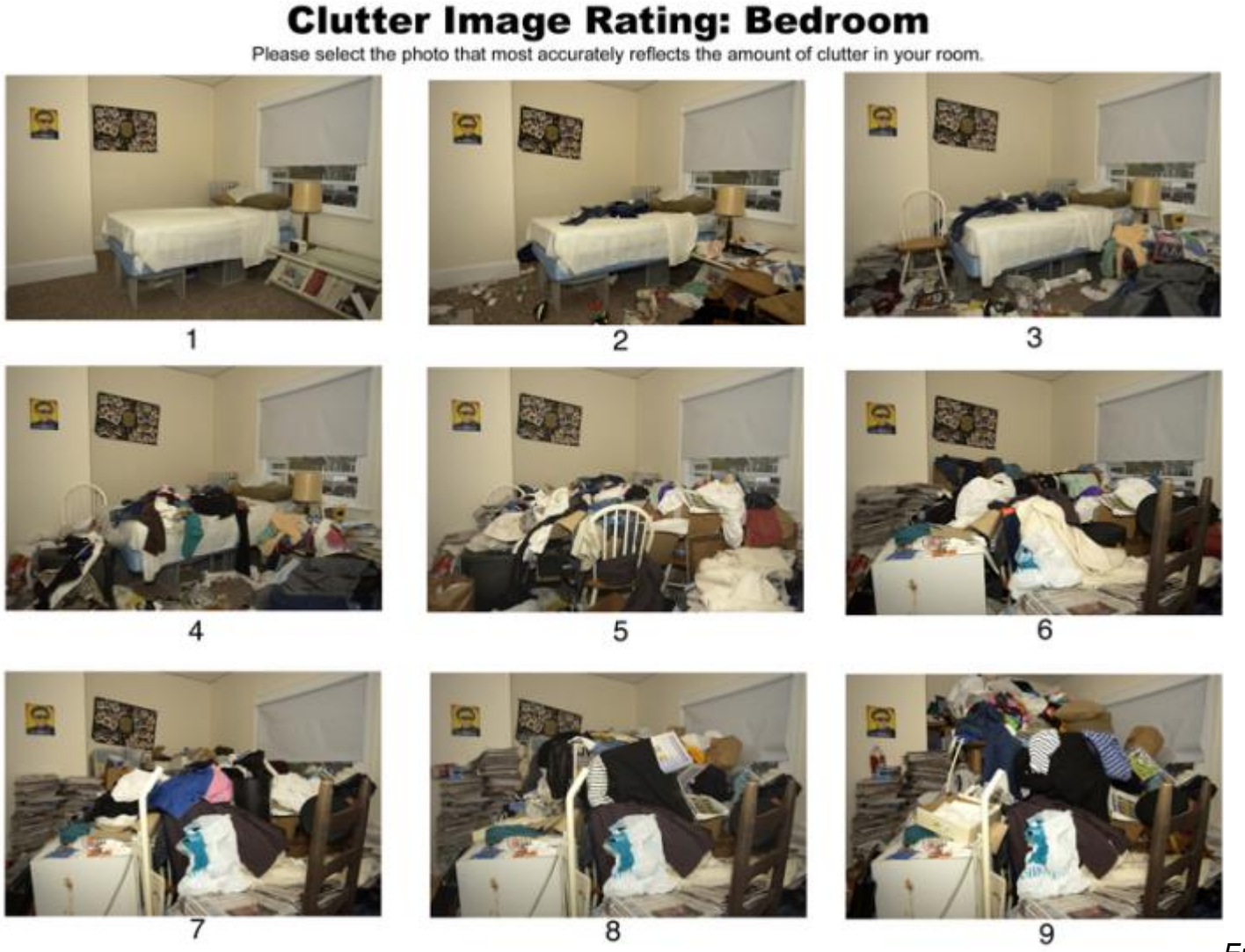
Pilot Sample (N=6)

- 4 Women and 2 Men
- 3 White/ Caucasian
- Mean age = 63.3 (7.8) (range 57-76)
- 4 were Single, Never married, not cohabitating
- 5 were not currently employed
- 3 attended some college, no degree
- 3 had incomes < $5000 annual;
  - 6 Income <$24,999

Case management Intervention

- Assessment
- Goal setting
- Motivation enhancement
- Harm reduction and safety planning
- Organizing
- Problem-solving
- Sorting and decision-making
- Additional resources and referrals

Clutter Image Rating Scale



Frost et al. 2008

Hoarding Rating Scale

- 5 item practitioner-administered or self-rated scale
- Scales range from 0=no problem to 8=extreme (per item)
- Item score of 4 or higher indicate clinical problem

1. Because of the **clutter or number of possessions**, how **difficult** is it for you **to use** the rooms in your home?
2. To what extent do you have **difficulty discarding** (or recycling, selling, giving away) ordinary things that other people would get rid of?
3. To what extent do you currently have a problem with **collecting free things** or **buying more things than you** need or can use or can afford?
4. To what extent do you experience **emotional distress** due to clutter, difficulty discarding or problems with buying or acquiring things?
5. To what extent do you experience **impairment** in your life (daily routine, job/ school, social activities, family activities, financial difficulties) because of clutter, difficulty discarding, or problems with buying or acquiring things?

Tolin, Frost, & Steketee (2010)

BU School of Social Work

Boston Housing Authority

mbhp metropolitan boston housing partnership

Recommendations

- Standardize pest inspection forms
  - Include indicators of possible hoarding behavior
- LUI forms more amenable to tracking hoarding behavior
  - Add Clutter Image Rating to LUI forms
- Train BHA staff to assess, identify, and address hoarding
- Further examine the effectiveness of this case management model

Objectives

Phase I:

- Characterize the prevalence of hoarding behavior in BHA housing
- Assess the associations between clutter and/or poor sanitation, and pest control visits

Phase II:

- Pilot an intervention with residents to reduce hoarding behavior
- Develop and deliver a hoarding intervention training to key BHA staff

BU School of Social Work

Boston Housing Authority

mbhp metropolitan boston housing partnership

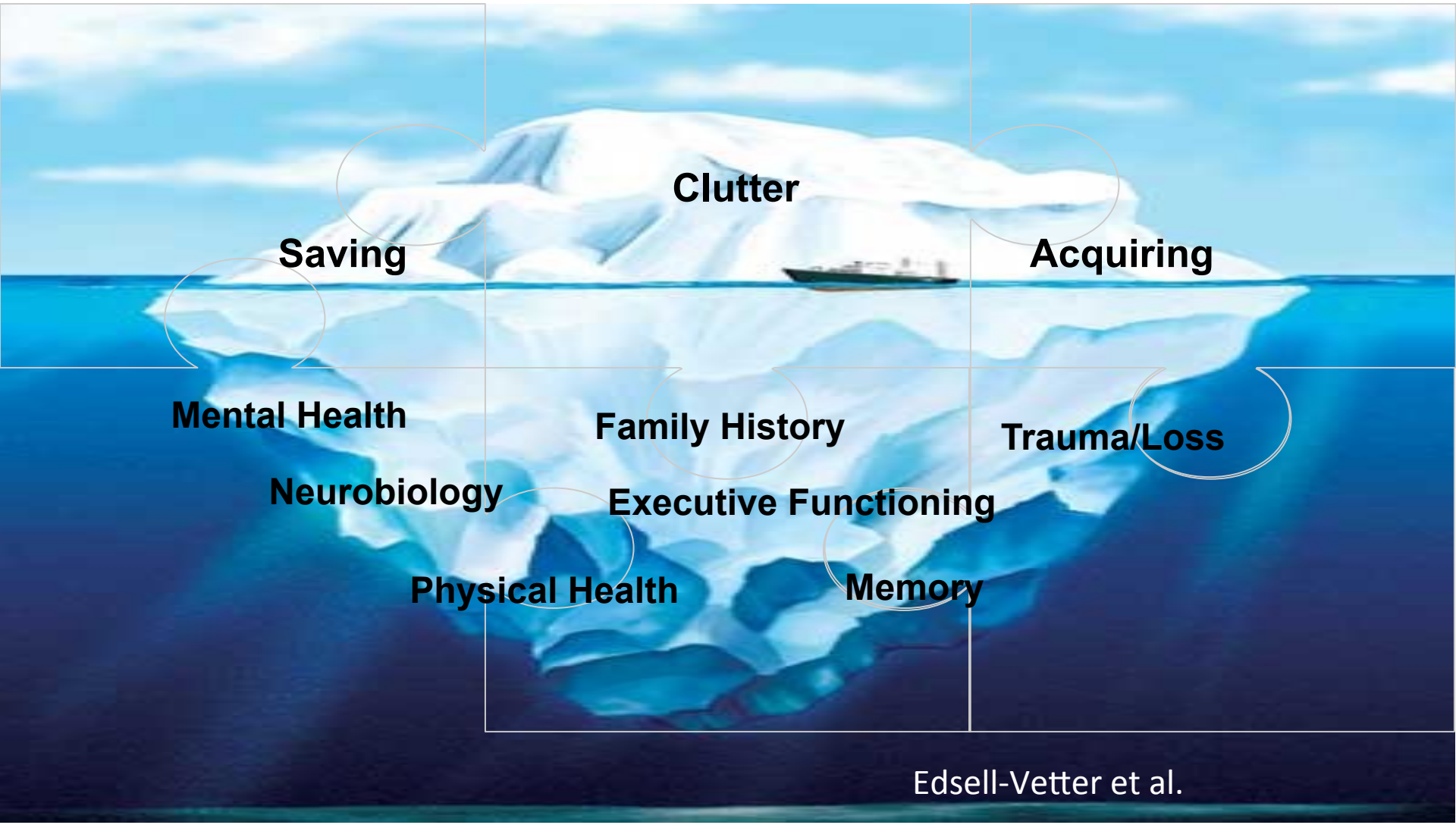
Hands on Strategies

- Examine hoarding as a mental health problem that has health and safety consequences
- Understand how harm reduction is applied to hoarding
- Practice using hoarding specific assessments
- Identify partners and resources necessary for an effective intervention

BU School of Social Work

Boston Housing Authority

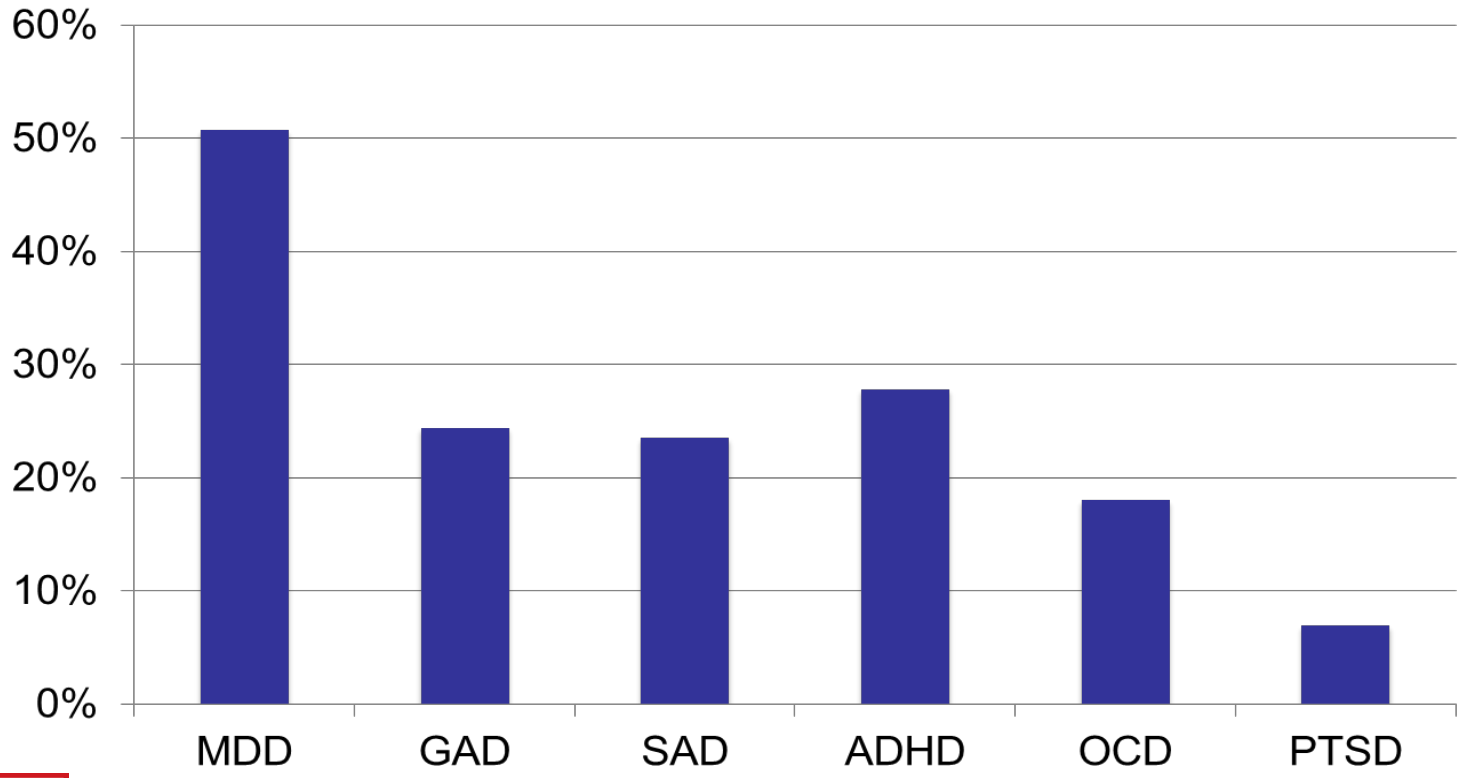
mbhp metropolitan boston housing partnership



mbhp
metropolitan boston housing partnership

Most have other Mental Health problems

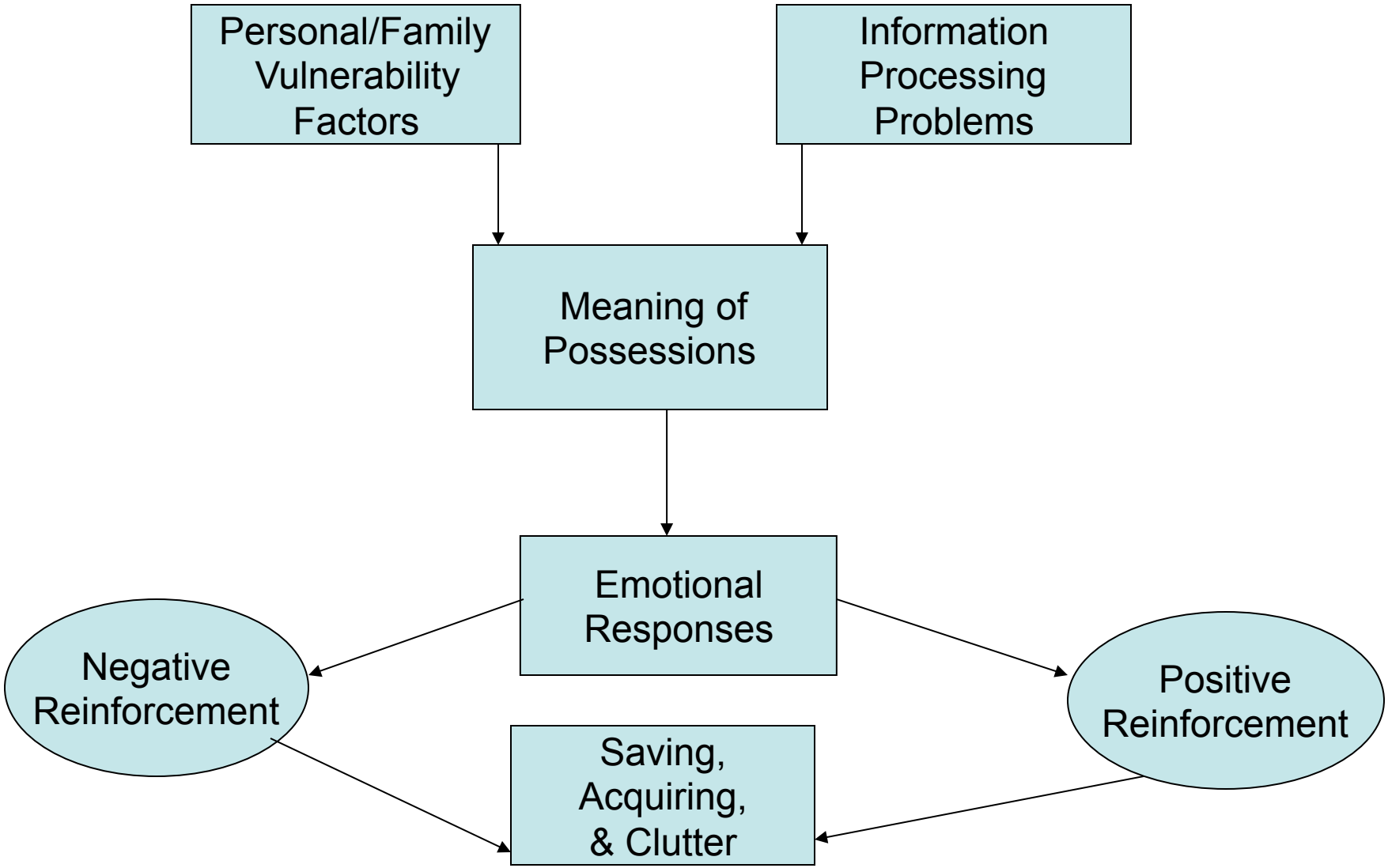
n=217 with hoarding disorder
(Frost, Steketee, Tolin et al., 2011)



BU School of Social Work

Boston Housing Authority

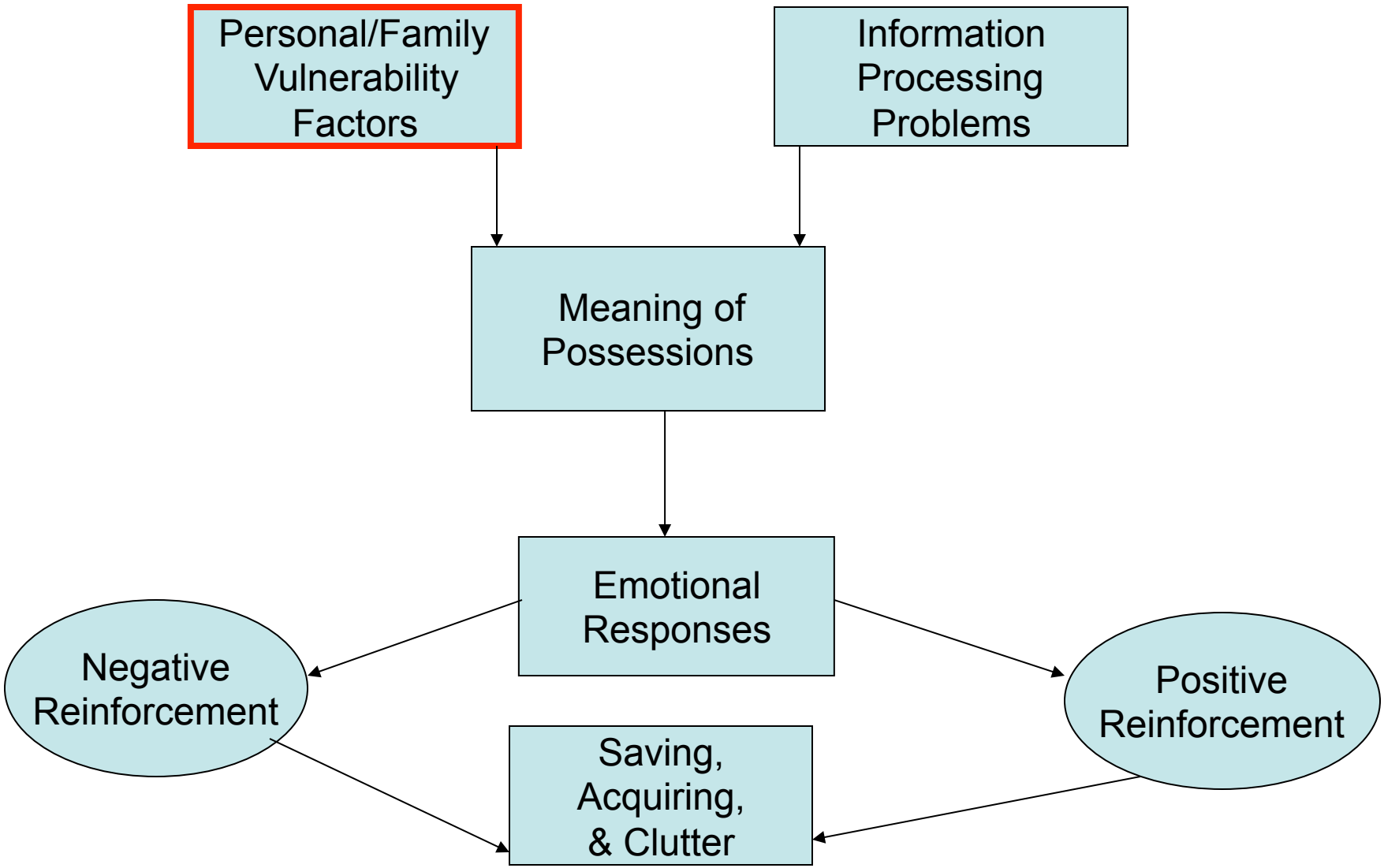
mbhp metropolitan boston housing partnership



BU School of Social Work

Boston Housing Authority

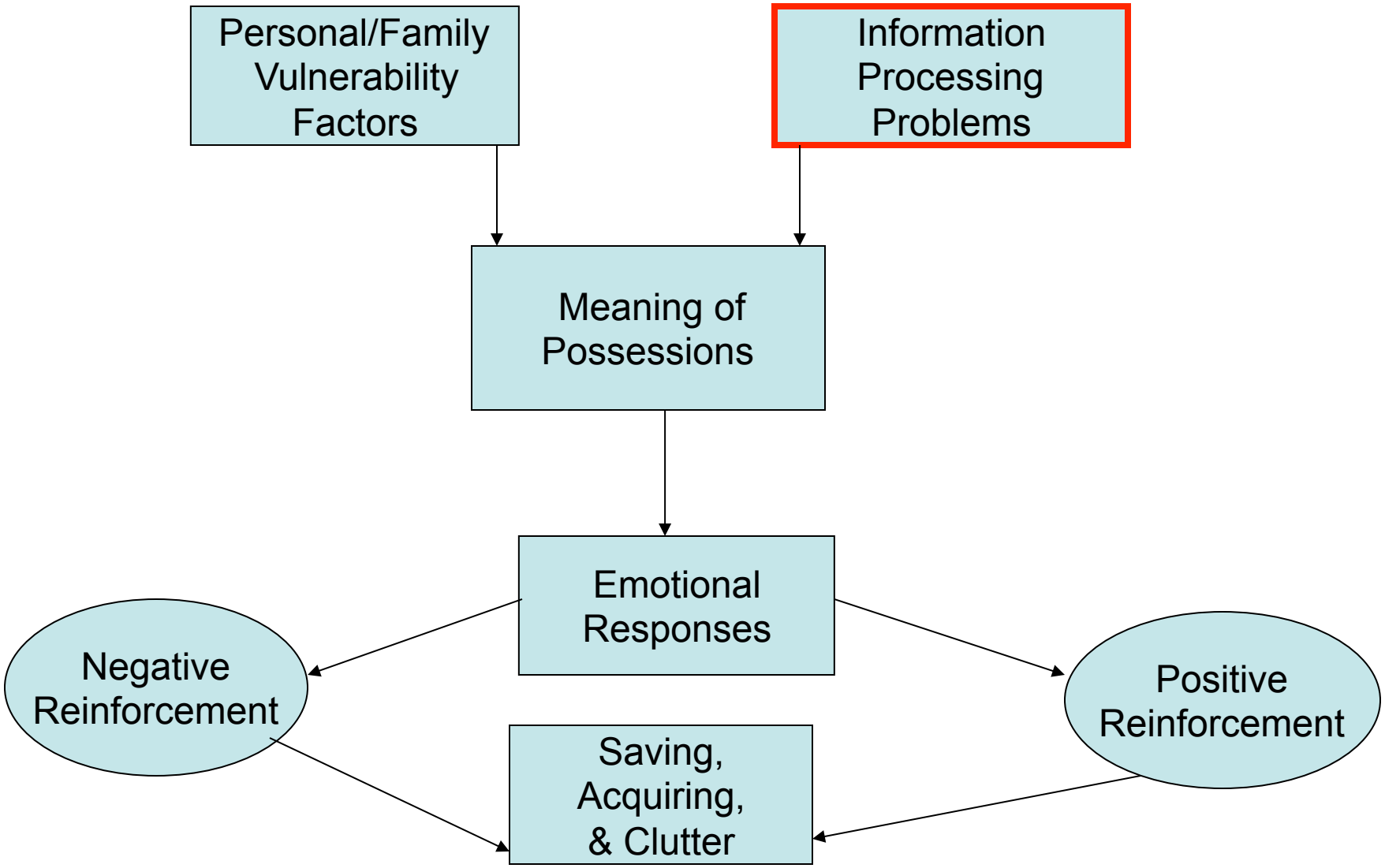
mbhp metropolitan boston housing partnership



BU School of Social Work

Boston Housing Authority

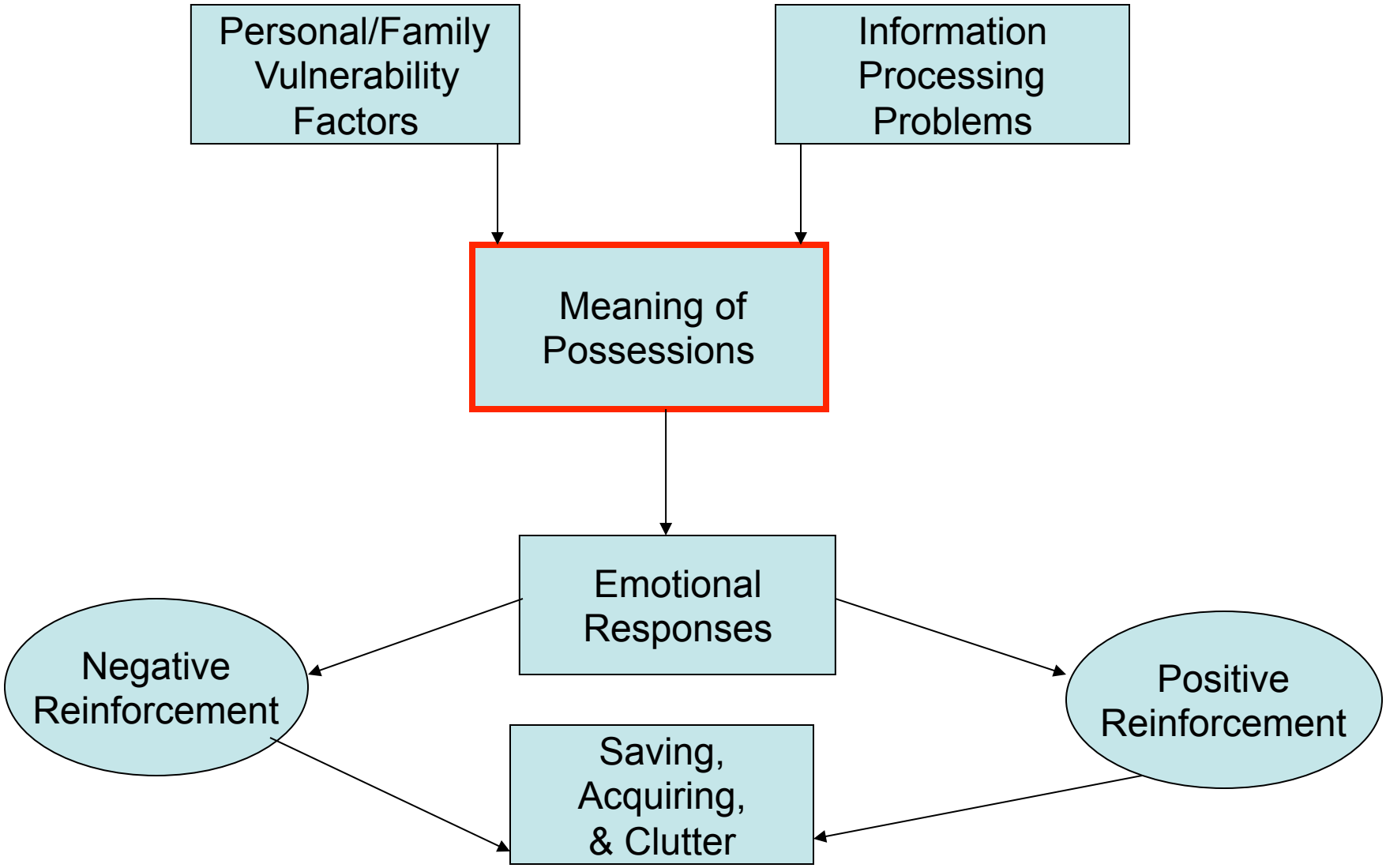
mbhp metropolitan boston housing partnership



BU School of Social Work

Boston Housing Authority

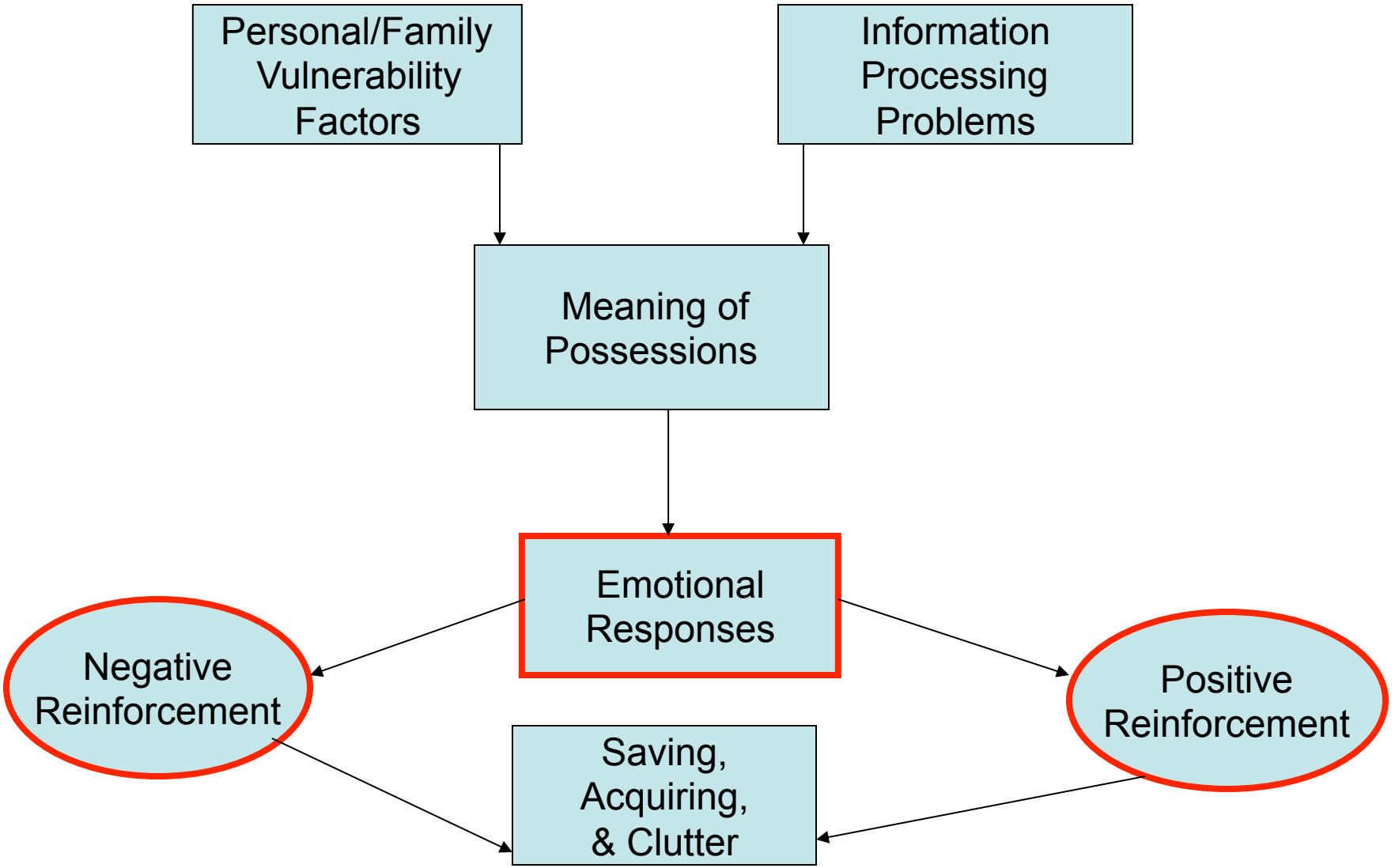
mbhp metropolitan boston housing partnership



BU School of Social Work

Boston Housing Authority

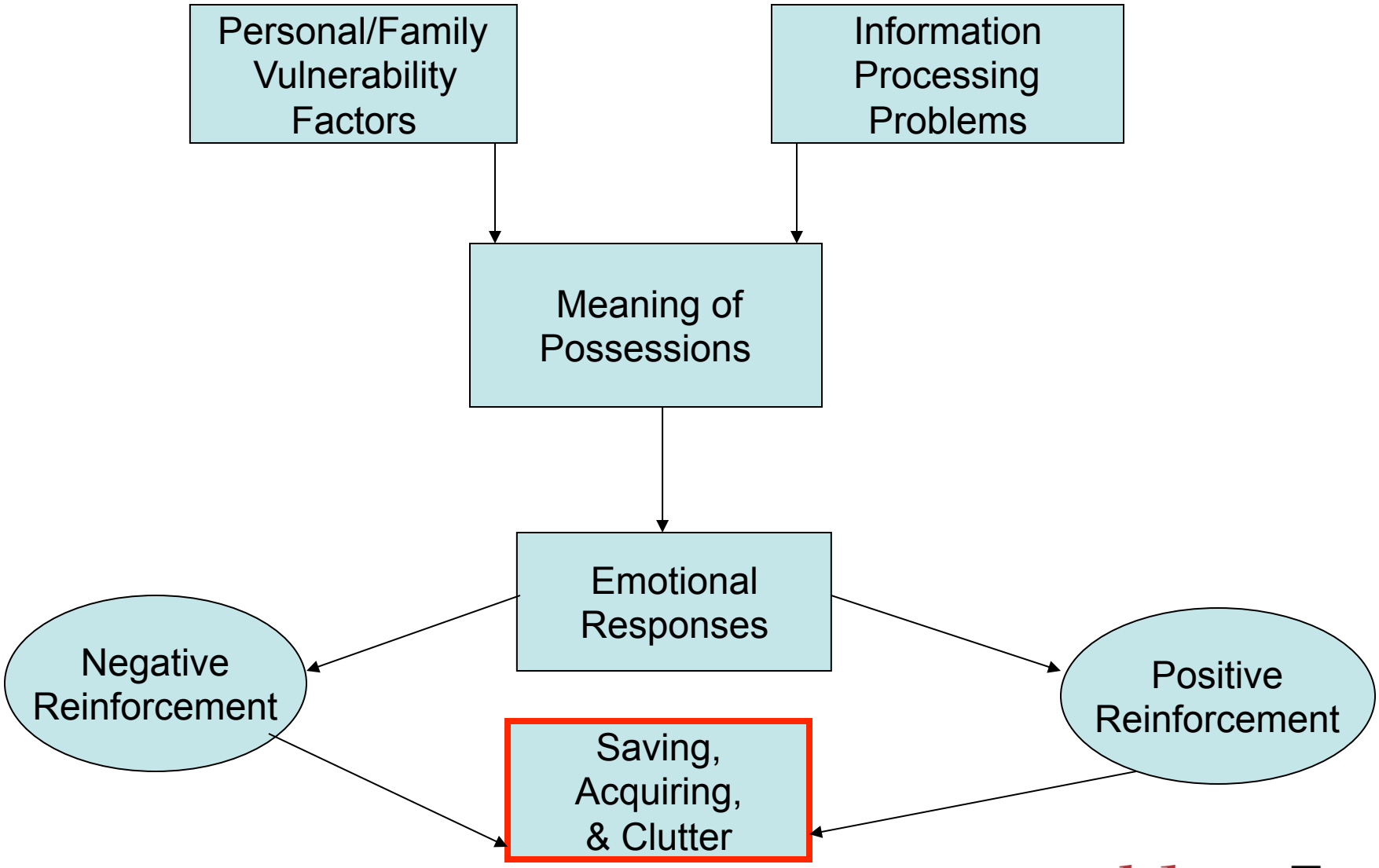
mbhp metropolitan boston housing partnership



BU School of Social Work

Boston Housing Authority

mbhp metropolitan boston housing partnership



BU School of Social Work

Boston Housing Authority

mbhp metropolitan boston housing partnership

Motivation and Hoarding

What makes people motivated to change?

- Importance
- Confidence

Motivation enhancers

- Support
- Home visitors
- Connection to what's important/values
- Addressing co-occurring mental illness

Physical Manifestations

Saving: Papers, photographs, church bulletins

Acquiring: mail, church, newspaper articles

Clutter/Disorganization: large stacks of paper, boxes and bins of various objects

Assessment

BU School of Social Work

Boston Housing Authority

mbhp metropolitan boston housing partnership

Hoarding Assessments

- Clutter Image Rating (CIR)
- HOMES Multi-disciplinary Risk Assessment

BU School of Social Work

Boston Housing Authority

mbhp metropolitan boston housing partnership

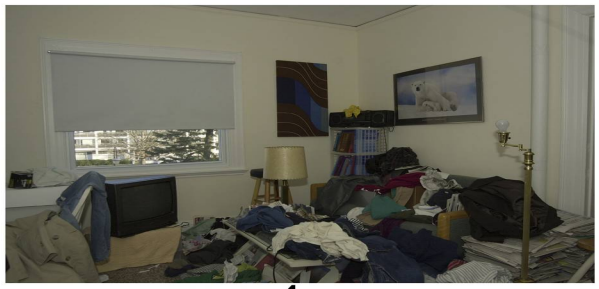
Clutter Image Rating: Living Room

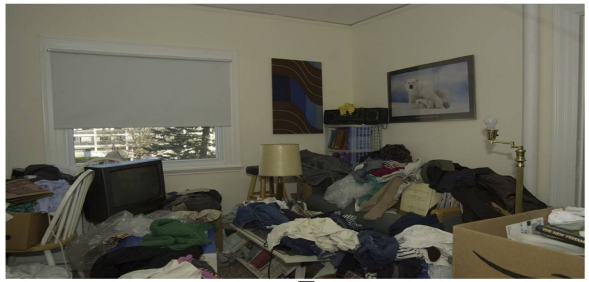
Please select the photo below that most accurately reflects the amount of clutter in your room.

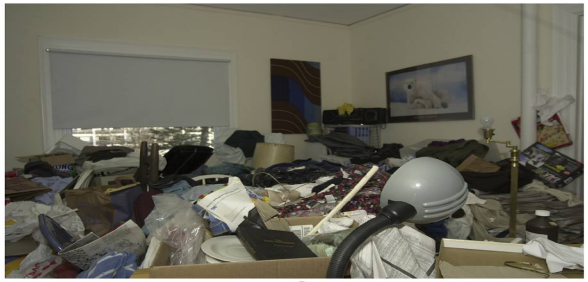
1

2

3


4


5


6

7

8

9

BU School of Social Work

Boston Housing Authority

mbhp metropolitan boston housing partnership

Download the new Clutter Image Rating mobile app today!

Available to download FREE on the iTunes app store!

- Objective rating scale to assess hoarding and clutter
- Use app to assess each room and gauge progress in reducing clutter

Helpful For:

- Human Service Professionals
- Clients
- Therapists

For more information, visit: http://www.bu.edu/ssw/research/hoarding/cirtool/

BU School of Social Work

Boston Housing Authority

mbhp metropolitan boston housing partnership

HOMES Multi-disciplinary Risk Assessment

Bratiotis, 2009

Instructions for Use

HOMES Multi-disciplinary Hoarding Risk Assessment provides a structural measure through which the level of risk in a hoarded environment can be conceptualized.

It is intended as an *initial* and *brief* assessment to aid in determining the nature and parameters of the hoarding problem and organizing a plan from which further action may be taken-- including immediate intervention, additional assessment or referral.

HOMES can be used in a variety of ways, depending on needs and resources. It is recommended that a visual scan of the environment in combination with a conversation with the person(s) in the home be used to determine the effect of clutter/hoarding on **H**ealth, **O**bstacles, **M**ental Health, **E**ndangerment and **S**tructure in the setting.

The Family Composition, Imminent Risk, Capacity, Notes and Post-Assessment sections are intended for additional information about the hoarded environment, the occupants and their capacity/strength to address the problem.

BU School of Social Work

Boston Housing Authority

mbhp metropolitan boston housing partnership

Assessment Practice:
CIR Tool

BU School of Social Work

Boston Housing Authority

mbhp metropolitan boston housing partnership

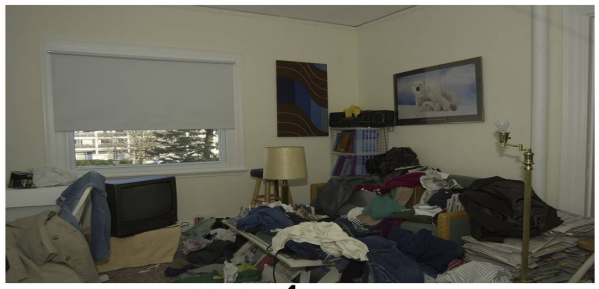
Clutter Image Rating: Living Room

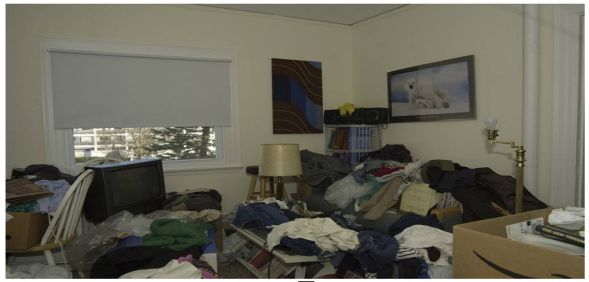
Please select the photo below that most accurately reflects the amount of clutter in your room.

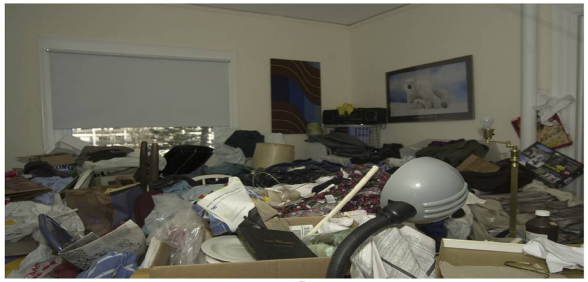
1

2

3


4


5


6

7

8

9

BU School of Social Work

Boston Housing Authority

mbhp metropolitan boston housing partnership

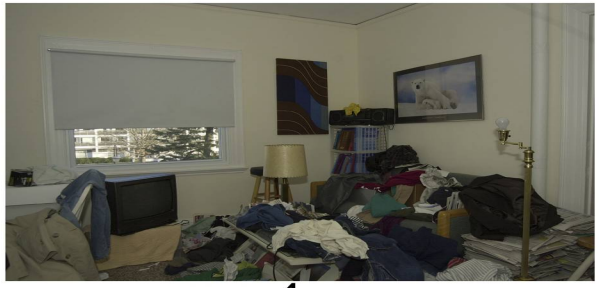
Clutter Image Rating: Living Room

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

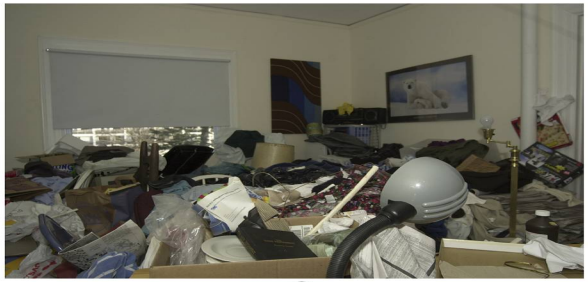
1

2

3


4

5


6

7

8

9

BU School of Social Work

Boston Housing Authority

mbhp metropolitan boston housing partnership

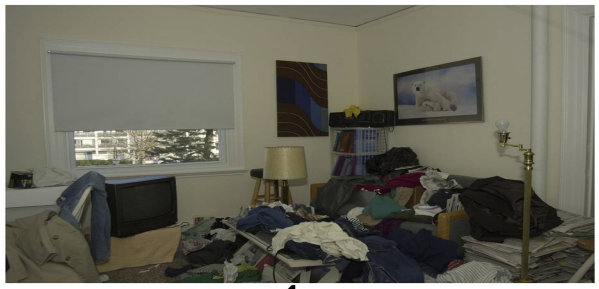
Clutter Image Rating: Living Room

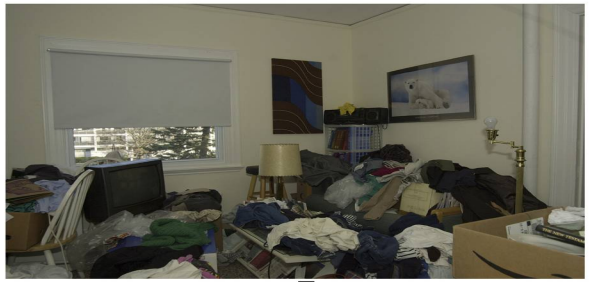
Please select the photo below that most accurately reflects the amount of clutter in your room.

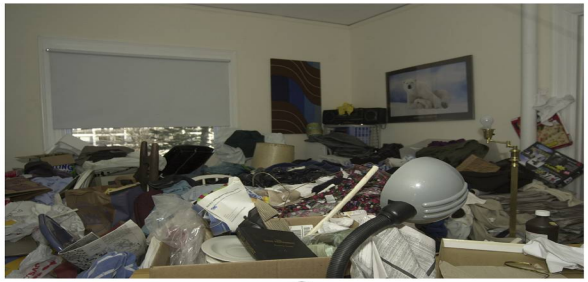
1

2

3


4


5


6

7

8

9

BU School of Social Work

Boston Housing Authority

mbhp metropolitan boston housing partnership

Common Code Violations

- Blocked egress
- Fire load (volume of items is too great)
- Fire hazards (items in oven, near heat source, etc.)
- Trip hazards
- Crush hazards
- Infestation
- Plumbing not functioning
- Sanitation concerns (rotting food, feces, etc.)
- Structural safety (weight of items)

ACES

Key communication phrases

Action Words:	Tell me about.... Show me....
Curious Questioning:	I wonder if... Help me understand....
Empathetic Statements:	It sounds like you are feeling (worried about, feeling, etc.)... I can understand (how hard this is, that you are feeling sad, etc.)
Statements of Concern:	I worry that.... I am concerned because...

BU School of Social Work

Boston Housing Authority

mbhp metropolitan boston housing partnership

Harm Reduction

BU School of Social Work

Boston Housing Authority

mbhp metropolitan boston housing partnership

Harm Reduction

- Keep people safe in their homes
- Focus on the reduction of possessions in high risk areas
- Set up systems to minimize acquisition and maintain organization
- Provide supportive monitoring for safety maintenance
- Do not expect overnight miracles
- Goal is house functional not house beautiful

(Tompkins & Hartl, 2009)

Harm Reduction – Tricks and Tips

Challenge	Strategy
• Difficulty maintaining 36” egress	• Use painter's tape to designate a path to windows and other rooms
• Piles higher than 3-4 feet	• Use string or painters tape to provide a visual cue for acceptable pile height
• Items on or near stovetop	• Use tape or a vase of flowers to keep areas adjacent to stove clear

BU School of Social Work

Boston Housing Authority

mbhp metropolitan boston housing partnership

Options for Intervention

BU School of Social Work

Boston Housing Authority

mbhp metropolitan boston housing partnership

Intervention Options

- Supportive, step-by-step reduction of clutter
  - Case management or behavioral coach (in home)
  - Mental health treatment (specialized CBT for hoarding)
  - Utilize harm reduction strategies
- Supported clean-out
- Clean out without control/presence
- Eviction/Condemnation

Factors To Consider In Intervention

When determining which intervention option to choose, consider:

- Level of risk to the resident and others
- Physical or mental health disabilities
- Support services in the home and community
- Willingness of the resident to engage with support services
- Potential capacity issues (referral to Elder Services, etc.)

Sorting in 3 Piles

- Piles: **Keep * Discard * I Don't Know**
- All items in **Keep** pile need to have a final location at the end of the sorting session
- **Discard** pile can mean: recycle, sell, give away, donate, garbage, etc.
- **I Don't Know** pile is intended as temporary during sorting process to keep things moving quickly; a decision about all items in this pile must be made before the end of the sorting session

Steps in a Decluttering Session

- Select target area & type of possession
- Create categories for this type of possession
- Continue excavation until target area clear
- Plan appropriate use of cleared area
- Plan for preventing new clutter to area

BU School of Social Work

Boston Housing Authority

mbhp metropolitan boston housing partnership

Using a Team Approach to Hoarding Intervention

BU School of Social Work

Boston Housing Authority

mbhp metropolitan boston housing partnership

Using an in-home coach

(family member, friend, home health aide, student, hired assistant)

- Provide emotional support and encouragement
- Helps identify areas to work
- Help the client stay focused on tasks
- Guide decisions, but don't make them
- Be a cheerleader
- Help with hauling
- Accompany the person on non-acquiring trips
- Celebrates successes (however small)

Boundaries of a Coach

- Opinions & Judgments
  - Non judgmental
  - Objective
- Touch or no touch
  - No touching possessions to begin
  - Goal is to allow touching to provide maximum assistance

Keys To A Team Based Approach

- **Use carrot/stick approach**
  - If your professional identity is one of enforcement, it is helpful to pair with a supportive professional
- **Use coordinated service plan**
  - Clearly outlines roles/responsibilities of all agencies and resident
  - Useful for clear communication and holding all accountable
  - Outlines limitations and contingency plans
- **Establish who on the team determines when the unit meets compliance and someone who coordinates communication/services**

Elements of an Effective Plan (e.g., Forced Intervention, Reasonable Accommodation)

- Specify infractions: Set Specific standards in specific areas
- Determine measurable objectives, timeline for each step, and deadline
- Identify resources for assistance (e.g., trash removal? Who will pay?
- Determine (& monitor) achieved objectives (e.g., Who? How often?)
- Clarify consequences of non-compliance
- Create common goals with client
- Utilize carrot/stick strategy
- Support and monitoring after plan/ compliance is achieved?
- Clean-out, eviction, condemnation as last option

Community Task Forces

- Urban and rural
- Over 85 known in US
- Public cases of hoarding
- Outgrowth of community tragedy, professional passion, media/political pressure
- Voluntary with public and private sector members
- Education and/or coordinated assistance

Bratiotis (2013)
Health and Social Care in the Community, 21(2), 245-53

BU School of Social Work

Boston Housing Authority

mbhp metropolitan boston housing partnership

Hoarding Task Force Membership

- Protective Service
- Public health
- Mental health
- First responders
- Housing
- Animal Control
- Pest management
- Nursing
- Sanitation
- Code enforcement
- Aging
- Legal
- Occupational therapy
- Professional organizers

Bratiotis (2013)
Health and Social Care in the Community, 21(2), 245-53

BU School of Social Work

Boston Housing Authority

mbhp metropolitan boston housing partnership

Resources

International Obsessive Compulsive Disorder Foundation

www.ocfoundation.org/hoarding

MassHousing

www.masshousing.com/hoarding

Metropolitan Boston Housing Partnership

www.mbhp.org/hoarding

BU School of Social Work

mbhp metropolitan boston housing partnership

Contact Information

Jesse Edsell-Vetter
Hoarding Intervention Coordinator
Metropolitan Boston Housing Partnership
Jesse.vetter@mbhp.org
www.mbhp.org/hoarding

John Kane
Boston Housing Authority
John.Kane@bostonhousing.org

Jordana Muroff
Boson University School of Social Work
Hoarding Research Project
jmuroff@bu.edu

BU School of Social Work

Boston Housing Authority

mbhp metropolitan boston housing partnership

Thank You