

Kalamazoo County Hoarding Task Force

A Manual for Community Action and Information

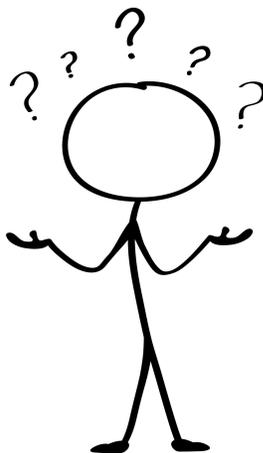
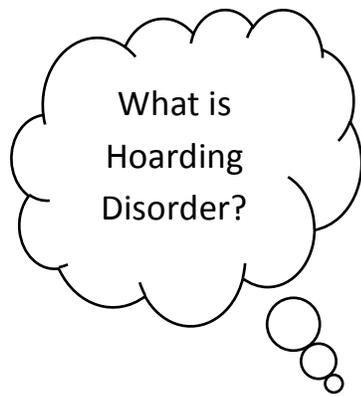


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ABOUT THE KALAMAZOO HOARDING TASK FORCE (KHTF)

In 2013, Hoarding Disorder received its own mental health classification when the Diagnostic and Statistical Manual for Diagnosing Mental Health Disorders (DSM-5) was updated. At the writing of this manual, research is still limited, but interest and insight are growing.

It is estimated that up to 5% of the population may be affected by Hoarding Disorder, and while Hoarding Disorder is a private mental health condition, it significantly impacts a person, his/her family, and can be a public health and safety concern.

Kalamazoo County has a population of almost 257,000 according to the 2010 U.S. Census, which means there are potentially 13,000 persons in Kalamazoo County dealing with Hoarding Disorder. Many Kalamazoo County agencies have worked with hoarding situations individually, experiencing frustration in their attempts to positively impact a hoarding individual's condition and lifestyle.

Hoarding may be discovered in a variety of ways, thru interaction with emergency medical services or Fire/Police department response, complaints of neighbors, concerned family, building inspection, maintenance needs at the home or apartment, etc. If the hoarding situation presents a health and safety issue for the resident, the family, or animals, it is vital that the appropriate authorities be contacted, because as allies they can assist getting the person connected with resources that can help.

Task forces like the Kalamazoo Hoarding Task Force (KHTF) have been established across the country providing groundwork for local community resources (agencies, organizations, volunteers, family, and friends) to work cooperatively with individuals, and one another to address this issue. Research suggests that a multi-disciplinary approach not only creates an immediate quality-of-life improvement, but can produce successful long term results. Assistance should involve mental health treatment by a professional whose training and experience is specific to the challenges of Hoarding Disorder.

The Kalamazoo Hoarding Task Force has brought together a variety of disciplines who encounter hoarding situations in their daily work, in an attempt to improve treatment and effectively utilize public resources.

The Kalamazoo Hoarding Task Force was organized to:

1. Provide Kalamazoo County residents with education, information, and support for Hoarding Disorder.
2. Create, distribute, and implement a coordinated plan including a workflow/decision-making matrix for community members, agencies, municipalities, and law enforcement and emergency management services for encountering those with Hoarding Disorder.

Website Visit the Kalamazoo Hoarding Task Force website at www.kalamazoohoarding.org for more information, a calendar of meetings, events, trainings, and other resources.

WHAT IS HOARDING DISORDER?

Hoarding Disorder is a persistent difficulty discarding or parting with possessions due to a perceived need to save them. A person with hoarding disorder experiences distress at the thought of getting rid of items. Excessive accumulation of items, regardless of actual value, occurs and can range from mild to severe. In some cases, Hoarding Disorder may not have much impact on day-to-day life, while in other cases it may seriously affect functioning on a daily basis. In extreme cases, it can destroy relationships, or damage and destroy a home, placing one's (or an entire family's) housing at risk.

People with Hoarding Disorder often do not perceive the negative impact of their behavior, making treatment challenging. However, intensive treatment can help people with hoarding disorder understand their behavior and live safer, more enjoyable lives.

Signs and symptoms

Hoarding Disorder affects emotions, thoughts and behavior and may include the following:

- Persistent inability to part with any possession, regardless of its value;
- Excessive attachment to possessions, including discomfort letting others touch or borrow them, or experiencing distress at the idea of letting an item go;
- Cluttered living spaces, making areas of the home unusable for the intended purpose (i.e. not being able to cook in the kitchen or use the bathroom to bathe);
- Keeping stacks of newspapers, magazines or junk mail;
- Letting food or trash build up to unusually excessive, unsanitary levels;
- Acquiring unneeded or seemingly useless items, such as trash or napkins from a restaurant;
- Difficulty managing daily activities because of procrastination and trouble making decisions;
- Moving items from one pile to another, without discarding anything;
- Difficulty organizing items, sometimes losing important items in the clutter;
- Shame or embarrassment;
- Limited or no social interactions.

Hoarding Disorder is different from collecting. People who have collections, such as stamps or model cars, deliberately search out specific items, categorize them and carefully display their collections. Although collections can be large, they typically don't cause a threat to housing safety and stability, whereas hoarding is generally unorganized, may involve many different categories of items and no desire to display the items. People who hoard animals genuinely believe they are helping, or rescuing the animals, regardless of the conditions they may be providing.

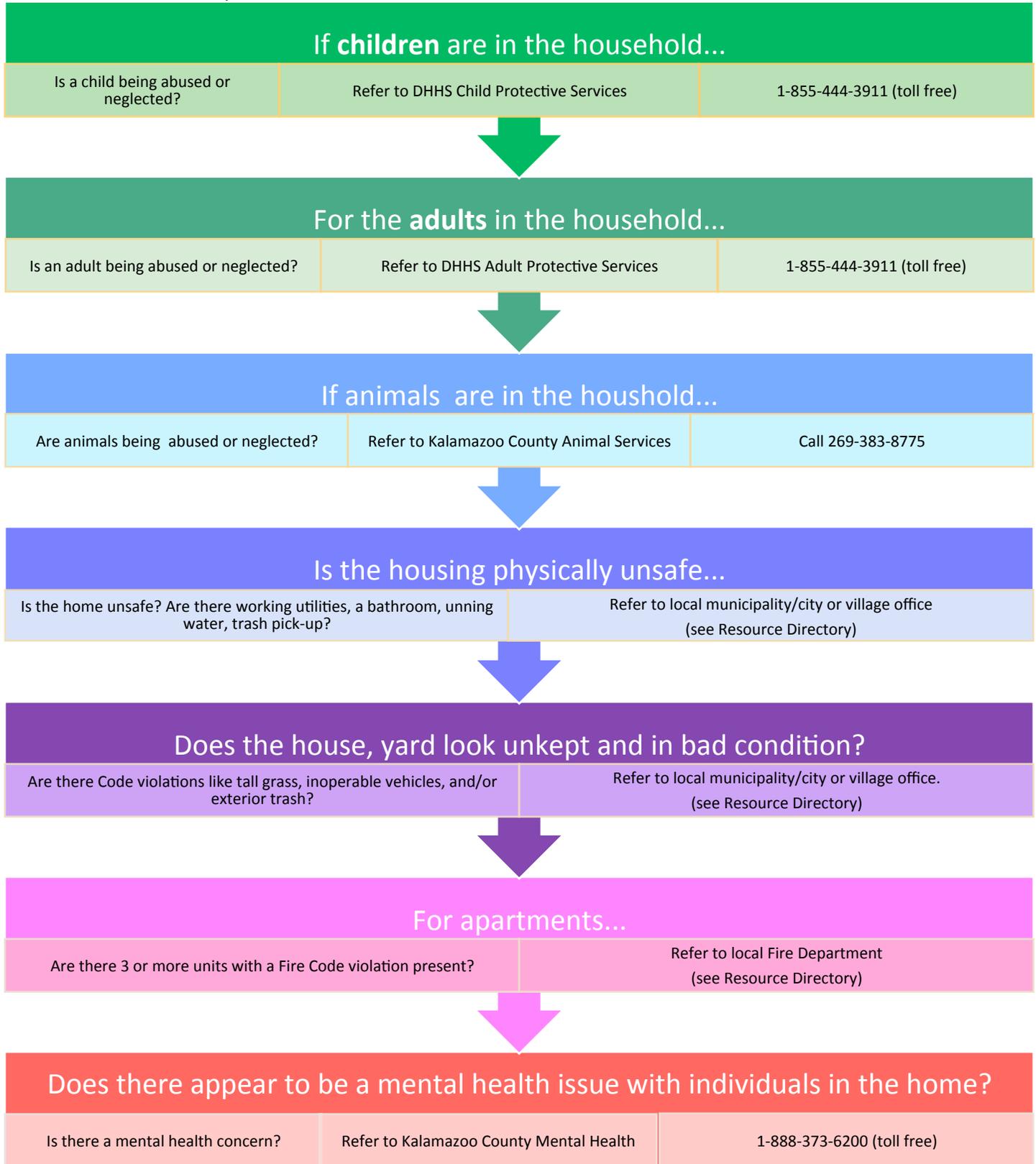
If you or a loved one has symptoms of Hoarding Disorder, talk with a doctor or mental health provider as soon as possible. As hard as it might be, you may also need to contact local authorities, such as police, fire, public health, child or adult protective services, or animal welfare agencies, especially when health or safety is in question. These organizations can be an ally in helping the person make a positive change.

HELPING PEOPLE WITH HOARDING DISORDER

- Review the flow chart and clutter image rating scales in this manual.
- In the event that adults, children, or animals are threatened by unsafe conditions, contact the appropriate legal authorities as noted.
- ****Note**-In order for adult protective services to become involved, the adult in question has to present with a vulnerability. Vulnerability is defined as: “a condition in which an adult is unable to protect him/herself from abuse, neglect, or exploitation because of a mental or physical impairment or because of advanced age.” (MCL 400.11)If there is no immediate danger, assist your friend or family member with finding a professional who is experienced with Hoarding Disorder or hoarding issues. Offer to help organize a clean-up process when the time appropriate. People with Hoarding Disorder are challenged with initiating activity and making decisions, so keep goals small and attainable.Help gather others who are willing to help with the clean-up.
 - **NOTE****Care should be taken to educate any helpers on safety strategies such as wearing gloves, hard soled shoes with covers if necessary. Caution should be taken to step slowly and be aware of how secure the floor feels beneath one’s feet. Environmental health should be contacted regarding the appropriate disposal of potentially toxic or harmful substances such as paint, medications, sharps and more.
- Don’t pass judgment. This is a mental health disorder. Keep in mind how embarrassing a condition like hoarding is and be understanding of the person’s needs and feelings.
- Dig deep for patience. A house filled with belongings did not get that way overnight and will not be cleaned out overnight. Most of those television shows showing ‘quick clean outs’ are only a temporary fix and often the home is filled up again within a few years. Patience is an integral part of helping someone with Hoarding Disorder.
- Understand that clean-up is a process. Most people with Hoarding Disorder say they began to keep unneeded items because they thought maybe they would be valuable in the future or because they had sentimental value. Even after a person's home has been totally cleaned, he/she will continue to deal with the same issues that led to hoarding in the first place.
- Items that have been identified to be thrown out should be removed from the premises the same day.
- Use this manual to assess and consider the safety, health, and severity of the issue. Call the agencies or businesses of the resource guide within this manual for more input and assistance.

RESPONSE FLOW CHART

Below is a flow chart of questions to ask about a hoarding situation and the phone number/agency who should be contacted to provide intervention.



CLUTTER IMAGE RATING SCALES

On the following pages there are numbered pictures of rooms that look “normal” to rooms completely filled with belongings. The rooms range from normal to messy to cluttered to very full. Everyone has differing standards on cleanliness for their own home/space. These photo scales can be used to help establish agreement on what is messy vs. what is a true hoarding situation. To use the clutter image rating pick the picture that is closest to being accurate, even if it is not exactly right. The rating does not say what number is acceptable or not, but rather can be used as a tool to help assess a situation and more objectively describe a room.

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

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

Clutter Image Rating Scale: Kitchen

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

TIPS FOR PROFESSIONAL INVESTIGATION ON HOARDING

IS IT AN IMMEDIATE CRISIS?

Hoarding behavior is frequently NOT an immediate crisis, because it has been occurring for a long time.

CAN IT BECOME AN IMMEDIATE CRISIS?

Neglect or abuse issues associated with elders, children, or animals may require emergency interventions. Code violations resulting from neglect or collection of materials may require emergency actions. Also, abatement activities undertaken without the person's cooperation could lead to the development of dangerous behaviors.

TIPS FOR INVESTIGATION

- Talk to the person face-to-face.
- Use a gentle approach and let the person tell his/her story.
- Respect the attachment to possessions by the person.
- Remain calm and factual, but caring and supportive.
- Evaluate for safety.
- Evaluate for human or animal neglect/cruelty.
- Refer for medical and mental health evaluation.
- Involve person in seeking solutions.
- Work with other agencies and groups to maximize resources.
- DON'T force interventions.
- DON'T be critical or judgmental about the environment.
- DON'T use the person's first name unless he/she gives permission.
- DON'T press the person for information that appears to make him/her uncomfortable.
- DON'T make negative, teasing, or sarcastic comments.
- DON'T talk about the person to others as if he/she is not present.

OTHER CONSIDERATION

1. Explain any 'Notice of Violation' and 'Order to Correct' along with its many implications.
2. Negotiate short term goals with the individual who is experiencing Hoarding disorder, with specified time frames. Preferable a time period that they can designate themselves.
3. Barter with them over what is a reasonable time frame as they explain their "special" circumstances. This *first* time frame will allow you to evaluate what the maximum long term *repeat expectations* will be.
4. Explain that, because of the conditions, the individual may carry diseases that may make other people and animals sick when they leave their property.
5. Ask them for their help in improving the animals' care, cleaning up the house, and preventing the possible spread of disease.
6. Play the role of "good cop" and "bad cop" with the individual.
7. Let them know that you have to do your job, but you don't want to have to separate them from their belongings or pets by enforcing the order to vacate.
8. Avoid the temptation to the enabling situation or condemn the enabler(s). A limited but controlled amount of enabling is necessary for *longer term resolution*.

NEXT STEPS FOR PROFESSIONAL INVESTIGATION AND ACTION

- When receiving a compliant inquire and document as much information as possible about the hoarding behavior.
- Evaluate the report to determine which entity should conduct the initial investigation.
- Refer the report to the entity responsible for investigating the issue to determine its validity and severity. Request assistance, if needed, to resolve the issue.
- Primary response entity determines if assistance is needed from other agencies or organizations, either based on inspection/interview and their professional standards.
- Immediate action is taken to address any neglect or abuse concerns, any unsafe or hazardous situations (such as unsafe structure or lack of toilet facilities), or fire hazards.
- If assistance is sought from other agencies or organizations a case manager should be identified to coordinate efforts.
- Official notice is sent to the property owner/responsible party by the assigned case manager. If possible, one coordinated notice is to be provided from activated response team members.
- Manage case, address concerns involving hoarder(s), correct code violations and safety concerns.
- Issue citations and proceed with court action on cases that are unresolved. This may involve tickets issued from multiple team members but will be consolidated when possible.
- Plan for long term follow-up actions.

LOCAL RESOURCE DIRECTORY

The following is a list of public and private agencies which may be able to help with hoarding situations. Many of the agencies actively participate in the KHTF and are denoted as such. This list is not exhaustive and the KHTF assumes no responsibility for the service rendered. Any complaints about agencies/private service providers in this document should be referred to the regulating body for that specific discipline or licensing board.

Housing

Fair Housing Center of Southwest Michigan (KHTF Member)

www.Fhcswm.org 866-637-0733 or 269-276-9100 405 W. Michigan Ave, Suite 6 Kalamazoo 49007

Fair housing is the right to choose housing free from unlawful discrimination. Fair housing laws protect people from discrimination in housing based on race, color, religion, sex, national origin, familial status, disability, marital status, and age. Discrimination is illegal in housing transactions such as rentals, sales, lending, and insurance.

Housing Resources, Inc. (KHTF Member)

www.housingresourcesinc.org 269-382-0287 420 E. Alcott Suite 200 Kalamazoo 49001

Emergency shelter, affordable housing, helps prevent eviction, resolves landlord tenant disputes.

Michigan State Housing Development Authority

www.michigan.gov/mshda 517-373-8370 735 E Michigan Ave, Lansing 48912

The Michigan State Housing Development Authority (MSHDA) provides financial and technical assistance through public and private partnerships to create and preserve safe and decent affordable housing.

Mental Health

Ascension (Borgess) Behavioral Services (KHTF Member)

www.borgess.com 269-321-7090

Ascension Behavioral Health offers mental health care to adults and adolescents across southwest Michigan. Our team members, including psychiatrists, psychologists, clinical social workers and nurses giving personalized support needed.

Kalamazoo Community Mental Health and Substance Abuse Services (aka Access Center)

www.Kazoocmh.org 269-373-6000 615 E. Crosstown Pkwy Kalamazoo 49001

24 hour crisis hotline 888-373-6200 *Walk-in hours are Monday through Friday from 8:00am-5:00pm

The Access Center is the first stop for anyone wanting to receive services from KCMHSAS.

Emergency Services are available 24 hours/day – 7 days/week mental health services for Medicaid recipients. KCMHSAS works with youth, families, and adults with mental illnesses, intellectual and developmental disabilities, and substance abuse disorders to help them succeed.

Codes and Regulations

City of Kalamazoo (KHTF Member)

www.kalamazoo-city.org 269-337-8026

415 E Stockbridge Ave, Kalamazoo 49001

Contact for questions about housing codes, regulations and permits in city of Kalamazoo. Information can be found under “Community Planning & Development.”

City of Portage (KHTF Member)

www.portage-mi.gov 269-329-4467 24-Hour Inspection Hotline: (269) 329-4466

Contact for questions about housing codes, regulations and permits in city of Portage. Information can be found under “Community Development/Building & Housing Services.”

Kalamazoo County Health and Community Services Department (KHTF Member)

www.kalcounty.com/hcs 269-373-5200

Public Health Department 3299 Gull Rd, Kalamazoo 49048

Health and Community Services shall improve the overall health of the community through coordinated planning, resource development, and service delivery, so all members of the community can participate in the opportunities, benefits, and responsibilities of society.

Kalamazoo County Environmental Health (KHTF Member)

www.kalcounty.com/eh 269-373-5210

3299 Gull Road Kalamazoo 49048

Public Safety – By Jurisdiction

Augusta, Village of:

August Village Police Department

269-731-4338

109 W Clinton St., Augusta, MI 49012

Ross / Augusta Fire Department

269-731-5334

105 W. Clinton St., Augusta, MI 49012

Alamo Charter Township:

Kalamazoo County Sheriff

www.kalcounty.com/sheriff 269-385-6173

1500 Lamont Ave., Kalamazoo MI 49048

Alamo Charter Township Fire & Rescue

www.alamotownship.org/fire-ems 269-345-3010

7840 North 6th St., Kalamazoo, MI, 49009

Brady Charter Township:

Kalamazoo County Sheriff

www.kalcounty.com/sheriff 269-385-6173

1500 Lamont Ave., Kalamazoo MI 49048

South Kalamazoo County Fire Authority

www.skcfire.org 269-649-0495

125 S. Main St., Vicksburg MI 49097

Charleston Charter Township:

Kalamazoo County Sheriff

www.kalcounty.com/sheriff 269-385-6173

1500 Lamont Ave., Kalamazoo MI 49048

Galesburg/Charleston Charter Township Fire Department

www.gcfirerescue.org 269-665-9491

1499 South 38th St., Galesburg, MI 49053

Climax, Village of:

Kalamazoo County Sheriff

www.kalcounty.com/sheriff 269-385-6173

1500 Lamont Ave., Kalamazoo MI 49048

Climax Township Fire Department

269- 746-4664

119 W Maple St, Climax, MI 49034

Climax Charter Township:

Kalamazoo County Sheriff

www.kalcounty.com/sheriff 269-385-6173

1500 Lamont Ave., Kalamazoo MI 49048

Climax Township Fire Department

269- 746-4664

119 W Maple St, Climax, MI 49034

Comstock Charter Township:

Kalamazoo County Sheriff

www.kalcounty.com/sheriff 269-385-6173

1500 Lamont Ave., Kalamazoo MI 49048

Comstock Charter Township Fire & Rescue

www.comstockfire.com 269-345-9244

8900 E Michigan Ave., Galesburg, MI 49053

Cooper Charter Township:

Kalamazoo County Sheriff

www.kalcounty.com/sheriff 269-385-6173

1500 Lamont Ave., Kalamazoo MI 49048

Cooper Township Fire & Rescue

269-385-3355

1590 W D Ave., Kalamazoo, MI 49009

Galesburg, Village of:

Galesburg Police Department

www.galesburgmi.com 269-665-4200

200 E Michigan Ave, Galesburg, MI 49053

Galesburg/Charleston Charter Township Fire Department

www.gcfirerescue.org 269-665-9491

.1499 South 38th St., Galesburg, MI 49053

Kalamazoo, City of:

Kalamazoo Department of Public Safety (KHTF Member)

www.kalamazoopublicsafety.org 269- 337-8120

150 E Crosstown Pkwy, Kalamazoo 49001

Life EMS of Kalamazoo (KHTF Member)

www.lifeems.com 269 -343-5433

517 E North St Kalamazoo 49007

Kalamazoo Charter Township:

Kalamazoo Township Police Department

www.ktpd.org 269-343-0551

1720 Riverview Dr., Kalamazoo MI 49004

Kalamazoo Township Fire Department

www.ktwp.org/Departments/FireDepartment.aspx 269-381-8080 1720 Riverview Dr., Kalamazoo MI 49004

Oshtemo Charter Township:

Kalamazoo County Sheriff

www.kalcounty.com/sheriff 269-385-6173

1500 Lamont Ave., Kalamazoo MI 49048

Oshtemo Charter Township Fire & Rescue

www.oshtemo.org/fire-department 269-375-0487

7275 West Main St., Kalamazoo, MI. 49009

Parchment, Village of:

Parchment Police Department

www.parchment.org/police-department 269-567-7523

650 S. Riverview Drive, Kalamazoo MI 49004

Parchment Fire Department

www.parchment.org/fire-department 269-349-5118

650 S. Riverview Drive, Kalamazoo MI 49004

Pavilion Charter Township:

Kalamazoo County Sheriff

www.kalcounty.com/sheriff 269-385-6173

1500 Lamont Ave., Kalamazoo MI 49048

Pavilion Charter Township Fire Department

www.pavilionship.com/public_safety.htm 269-327-0462

8356 36th St S, Scotts, MI 49088

Portage, City of:

City of Portage Public Safety Department

www.portagemi.gov/Departments/PublicSafety.aspx 269-329-4567 7810 Shaver Rd, Portage MI 49024

City of Portage Fire Department

www.portagemi.gov/departments/publicsafety/firedivision.aspx 269-329-4486 7830 Shaver Rd, Portage MI 49024

Prairie Rhonde Charter Township:

Kalamazoo County Sheriff

www.kalcounty.com/sheriff 269-385-6173

1500 Lamont Ave., Kalamazoo MI 49048

South Kalamazoo County Fire Authority

www.skcfire.org 269-649-0495

125 S. Main St., Vicksburg MI 49097

Richland Charter Township:

Kalamazoo County Sheriff

www.kalcounty.com/sheriff 269-385-6173

1500 Lamont Ave., Kalamazoo MI 49048

Richland Township Fire Department

www.richlandtwp.net/fire-department 269-629-4921

7401 N. 32nd Street, Richland, MI 49083

Richland, Village of:

Richland Police Department

www.villageofrichland.org/villagepolice.asp 269-629-4807

8589 Gull Rd, Richland, MI 49083

Richland Township Fire Department

www.richlandtwp.net/fire-department 269-629-4921

7401 N. 32nd St., Richland, MI 49083

Ross Charter Township:

Kalamazoo County Sheriff

www.kalcounty.com/sheriff 269-385-6173

1500 Lamont Ave., Kalamazoo MI 49048

Ross / Augusta Fire Department

269-731-5334

105 W. Clinton St., Augusta, MI 49012

Schoolcraft Charter Township:

Kalamazoo County Sheriff

www.kalcounty.com/sheriff 269-385-6173

1500 Lamont Ave., Kalamazoo MI 49048

South Kalamazoo County Fire Authority

www.skcfire.org 269-649-0495

125 S. Main St., Vicksburg MI 49097

Schoolcraft, Village of:

Schoolcraft Village Police Department

www.villageofschoolcraft.com/police-department 269-679-5600

442 N. Grand St, Schoolcraft MI 49087

South Kalamazoo County Fire Authority

www.skcfire.org 269-649-0495

125 S. Main St., Vicksburg MI 49097

Texas Charter Township:

Kalamazoo County Sheriff

www.kalcounty.com/sheriff 269-385-6173

1500 Lamont Ave., Kalamazoo MI 49048

Texas Township Public Safety (fire)

www.texastownship.org/about-texas-township/public-safety 269-375-4610

711 Q Ave., Kalamazoo MI 49009

Vicksburg, Village of:

Vicksburg Police Department

www.vicksburgmi.org/contact-us 269-649-1144 126 N. Kalamazoo Avenue, Vicksburg, MI 49097

South Kalamazoo County Fire Authority

www.skcfire.org 269-649-0495 125 S. Main St., Vicksburg MI 49097

Wakeshma Charter Township:

Kalamazoo County Sheriff

www.kalcounty.com/sheriff 269-385-6173 1500 Lamont Ave., Kalamazoo MI 49048

South Kalamazoo County Fire Authority

www.skcfire.org 269-649-0495 125 S. Main St., Vicksburg MI 49097

Older Adults

Department of Human Services – Adult protective Services (APS) (KHTF Member)

www.michigan.gov 269- 337-4900 or hotline 855-444-3911 322 E Stockbridge Kalamazoo 49001

Adult Protective Services investigators protect vulnerable adults from abuse, neglect and exploitation by coordinating with mental health, public health, law enforcement, the probate courts, the aging network, community groups and the general public. If you suspect abuse, neglect or exploitation, call **855-444-3911** any time day or night to make a report. Staff will investigate allegations within 24 hours after the report is received

Area Agency on Aging Region IIIA (KHTF Member)

www.kalcounty.com/aaa/ 269-373-5147 3299 Gull Road, Kalamazoo 49048 2nd Wing, 3rd Floor

The Area Agency on Aging IIIA provides leadership and advocacy on aging issues in Kalamazoo County. It is one of 16 regional agencies designated by the Michigan Office of Services to the Aging to identify the greatest needs of older persons and coordinate services to meet those needs.

Senior Services of Southwest Michigan (KHTF Member)

www.seniorservices1.org 269-382-0515 918 Jasper Street Kalamazoo 49001

Provide vital, life sustaining services to clients, offering an integrated model of care helping to keep clients living safely within their own homes for as long as possible.

Children

Department of Human Services – Children Protective Services (CPS)

www.michigan.gov 269- 337-4900 322 E Stockbridge Kalamazoo 49001

Children's Protective Services (CPS) program is responsible for investigating allegations of child abuse and neglect. The Michigan Child Protection Law provides the framework for what CPS must do.

Child Abuse is harm or threatened harm to a child's health or welfare that occurs through non-accidental physical or mental injury, sexual abuse, sexual exploitation, or maltreatment, by a parent, a legal guardian, or any other person responsible for the child's health or welfare or by a teacher, a teacher's aide, or a member of

the clergy. If you suspect abuse, neglect or exploitation, call **855-444-3911** any time day or night to make a report. Staff will investigate allegations within 24 hours after the report is received

Animals

Kalamazoo County Animal Services and Enforcement (KHTF Member)

www.kalcounty.com/ac/ 269- 383-8775

2500 Lake Street Kalamazoo 49001

They maintain law and ordinances related to animals and also offer adoption, dog licenses, lost and found, strays, and pet surrender.

Kalamazoo Animal Rescue

www.kalamazooanimalrescue.org 269- 226-8570

P.O. Box 3295 Kalamazoo 49003

All volunteer non-profit fostering organization . Provides refuge to homeless, stray and unwanted cats and dogs in Kalamazoo County and placing these animals into permanent homes.

Kalamazoo Humane Society (KHTF Member)

www.kazoohumane.org 269- 345-1181

4239 S. Westnedge Avenue 49008

Their services include operation fix-it, pet food bank, doghouses and straw and temporary shelter

SPCA of Southwest Michigan

www.spcaswmich.org 269- 344-1474

Pet Rescue & Adoption Center 6955 West KL Avenue

Non-profit organization supported by volunteers dedicated to rescuing homeless dogs, cats, puppies and kittens from Southwest Michigan pounds and adopting them into responsible homes.

Clean up

Fly Away Clutter (KHTF Member)

www.flyawayclutter.com 269-599-3405

Rose Hathaway, owner

Member of the [National Association of Professional Organizers \(NAPO\)](http://www.napo.org). She adhere to NAPO's professional standards and code of ethics, and Rose advances her skills through continuing education. Trained in West Michigan and am now a member of this great organizing network, which is a continual resource for problem solving and collaboration. If a client needs an expertise that is not in her scope of work, she can refer them to someone in the network who has those skills

ServiceMaster of Kalamazoo (KHTF Member)

www.smkazoo.com 269- 344-3600

3344 Ravine Rd, Kalamazoo 49006

Free quotes for hoarding clean up, estate clean up, sanitation and odor management. ServiceMaster also does carpet cleaning, bio-hazards, unattended death, mold, house wide cleaning, fire and smoke clean up and water damage.

UnFinished Business (KHTF Member)

[269 -345-4887](http://www.unfinishedbusiness.com) Jan Livesay, Owner

Janice works with adults 18 and older through private pay in SW Michigan to provide a variety of consultation services to individuals exploring current and future options that affect quality of life at every level.

Information/other

Gryphon Place/2-1-1 (KHTF Member)

www.gryphon.org 269-381-1510

3245 S 8th St, Kalamazoo 49009

Looking for emotional support? Call 269-381-HELP in Kalamazoo County. Dial 2-1-1 for access to local services including crisis, trauma, and grief services, including hoarding issues.

It is common to experience a variety of emotions following such a traumatic event, including shock, sorrow, numbness, fear, anger, grief, & others.

Legal Aid of West Michigan

www.legalaidwestmich.org 269-344-8113

201 W Kalamazoo Ave, Kalamazoo 49007

Provides free legal assistance to low income persons and Seniors in non-criminal, non-fee generating matters. The attorneys at **Legal Aid of Western Michigan** provide a full range of legal assistance to eligible clients. Services include: Counsel and advice--including telephone intake, advice & brief service, Representation in cases with administrative agencies and Representation in Michigan Courts.

LISC Local Initiative Support Corporation

www.lisc.org 269-343-5472

119 N Church St # 201, Kalamazoo 49007

LISC aligns neighborhoods to identify different approaches to organizing their work in community development. The overall goal of this effort provides participants with both the tools and the insights into how to make critical choices regarding how, when and why an organization would want to work collaboratively with others to design, manage or implement a comprehensive community development strategy.

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The Obsessive Compulsive Foundation also has a useful website with information on Hoarding Disorder at <http://www.ocfoundation.org/hoarding/>