



# Hoarding Disorder 101

# Introductions



Mitch Harrison



Michelle Peterson



Jayme Kolbo

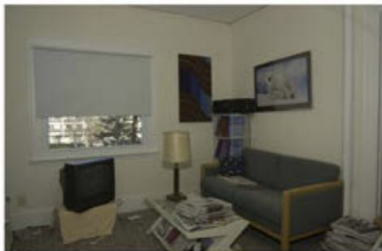




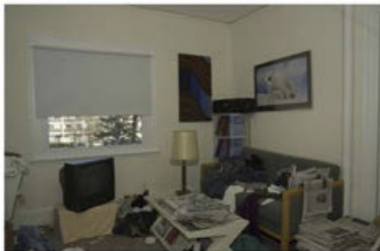


## Clutter Image Rating: Living Room

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



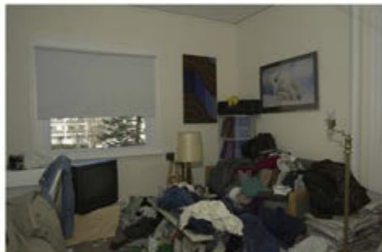
1



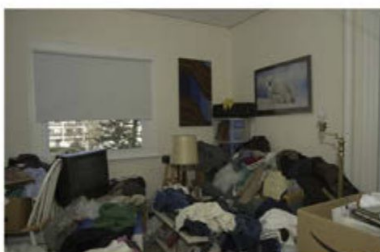
2



3



4



5



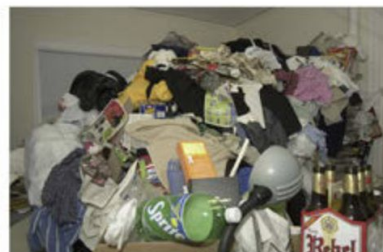
6



7



8



9



## Clutter Image Rating Scale: Kitchen

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



1



2



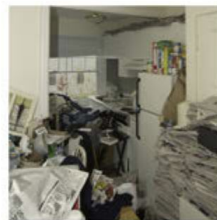
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4



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



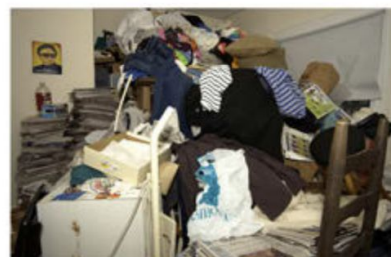
6



7



8



9

## Vulnerability factors

## Beliefs/attachment

## Emotional reactions

## Hoarding behaviors

Information processing:

Perception  
Attention  
Memory  
Categorization  
Decision-making

Early experiences  
Core beliefs

Unworthy  
Unlovable  
Helpless

Personal traits

Perfectionism  
Dependency  
Anxiety sensitivity  
Paranoia

Mood

Depression  
Anxiety

Comorbidity

Social phobia  
Trauma

Beliefs about possessions:

Instrumental value  
Intrinsic beauty  
Sentimental value

Beliefs about vulnerability:

Safety/comfort  
Loss

Beliefs about responsibility:

Waste  
Lost opportunity

Beliefs about memory:

Mistakes  
Lost information

Beliefs about control

Positive emotions:

Pleasure  
Pride

Negative emotions:

Sadness/grief  
Anxiety/fear  
Guilt/shame

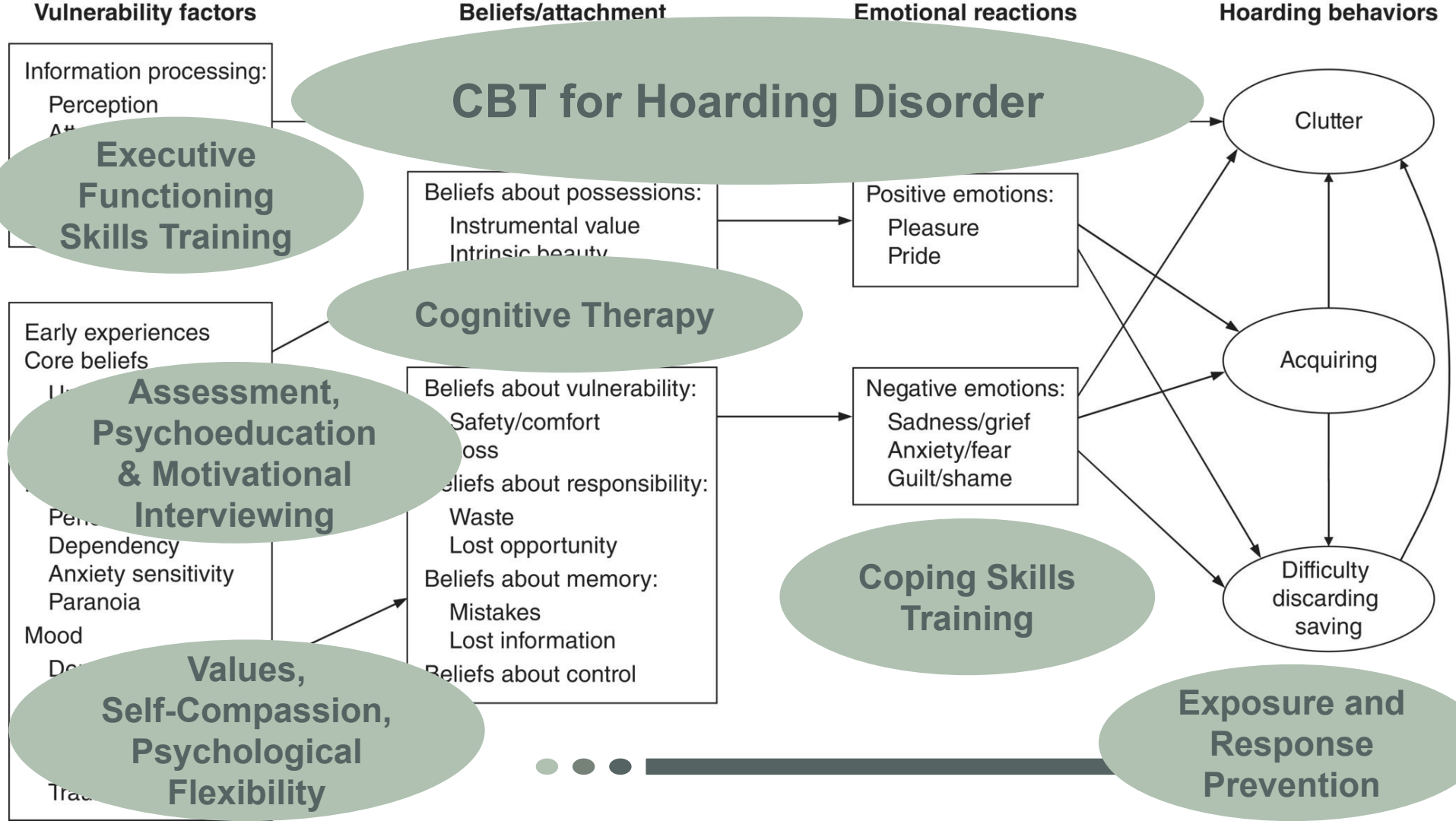
Clutter

Acquiring

Difficulty  
discarding  
saving







# To Report a Concern

- City
- County
  - Adult Protection
  - MAARC Report – MN Adult Abuse Reporting Center
  - 1-844-880-1575
  - <https://mn.gov/dhs/people-we-serve/people-with-disabilities/services/adult-protection>
- Child Protection
  - Call the county in which the child lives
  - Call police at 911 if it is an emergency
- Environmental Health or Public Health Department
- Tribal Social Service Agency
- Law Enforcement - Call 911
  - Emergency or imminent danger
- Animal Humane Society
  - Humane Investigations
  - <https://www.animalhumanesociety.org/humane-investigations>

# What happens when a concern is received?

- Verification of the concern
  - Attempt contact with the occupant
  - Obtain permission for an inspection
- What if a concern can not be verified?
  - May need additional information
  - Search Warrant
  - Assistance from other agencies





# Interacting with Individuals

- Empathy
  - The ability to share someone else's feelings or experiences by imagining what it would be like to be in that person's situation
- Empowerment
  - Focus on strengths and abilities
- Engagement
- Build trust
  - Connect
  - Take time to not talk about the stuff
- Set realistic expectations
- No two situations are alike



# Tools for inspection and issuance of correction orders

Clutter Image Rating Scale

Uniform Inspection Checklist

Wellington Guelph 10 Steps

Hoarding Rating Scale

Saving Inventory- Revised



# Uniform Inspection Checklist

- Tool for assessing and documenting
- Identifies hazards
- Focuses on Harm Reduction
- Covers housing codes, fire safety & health
- Provides objective guidelines
- Establishes measurable goals
- 2 Versions

Uniform Inspection Checklist - Hoarding/Excessive Clutter - Quick Reference			
For Additional Information and Support visit the following page:		<a href="http://www.centerforhoardingandcluttering.com/uniform-inspection-checklist-2">http://www.centerforhoardingandcluttering.com/uniform-inspection-checklist-2</a>	
Date Completed:		Person Completing This Form:	
Address:		Town:	
<b>RESIDENT</b>	The purpose of inspection is to ensure housing is decent, safe, sanitary, & in good repair. Inspector must be able to view, reach, and test all items on inspection checklist.		
<b>INSTRUCTIONS</b>	For STATUS, use P to indicate Pass if item MEETS STANDARD or F to indicate Fail if the item DOES NOT MEET STANDARD. Use UNK to indicate Unknown if item unobserved or N/A to indicate if item Not Applicable. Use column on right for specific		
<b>STEP 1</b>	<b>STATUS</b>	<b>The following items must be UNOBSTRUCTED ~ completely clear of any items ~</b>	<b>SPECIFIC AREA NEEDING TO BE ADDRESSED (EX: BACK DOOR, BEDROOM WINDOW, PATH FROM BEDROOM TO KITCHEN, ETC.)</b>
<b>HARM REDUCTION TARGETS</b>		<b>Egresses</b> - means of exit - must be unobstructed, egress doors must open full 90 degrees or from door frame to door stop, whichever is wider	
		<b>Pathways</b> - Minimum of 36"/91cm wide unobstructed and continuous pathways throughout residence	
		<b>Staircases</b> - must be unobstructed (if applicable)	
		<b>Smoke detectors, CO detectors, sprinkler heads</b> - (all that apply) must be unobstructed with front & surrounding clearance of 18"/91cm	
		<b>Internal Doors</b> - must be unobstructed - (Applies primarily to residences requiring inspection for tenancy) closet, cabinet, pantry, etc. Inspector must be able to open & close doors fully & freely, & be able to latch if	
		<b>Windows</b> - 1 window per room must be unobstructed, includes every room with a window measuring over 20"/51cm width x 24"/61cm height	
		<b>Heat &amp; Electrical Sources</b> - stoves, ovens, refrigerators, washing machine/dryer, a/c units, heat thermostats (all that apply) must be unobstructed	
		<b>Heat &amp; Electrical Sources - clearance requirements</b> - open flame heat sources, fireplaces, furnaces, oil tanks, water units, electrical panels must be unobstructed with front and surrounding clearance of 36"/91cm	
	<b>Emergency Pull Cords</b> - (if applicable) must be unobstructed, end of cord must be no more than 18"/46cm distance from the floor		



# 10 Steps to a Safer, Healthier, and more Comfortable Home

- Visual
- Focuses on Health, Safety & Comfort
- Not necessary for a person to stop all hoarding behavior
- Goal is to reduce risks
- Measurable goals

**10 STEPS**  
TO A SAFER, HEALTHIER AND MORE COMFORTABLE  
**HOME**

- 1 Keep your bathroom clean and working**
  - ☐ Plumbing checked for leaks and repaired.
  - ☐ Toilets, tubs, showers, and sinks cleared and ready to use.
  - ☐ Expired medications, make-up, creams, lotions, and sunscreen thrown out.
- 2 Clear your stove**
  - ☐ Paper, cloth, and other fire hazards cleared from cooking area.
  - ☐ Stove checked for electrical faults or gas leaks.
- 3 Keep food safe**
  - ☐ Refrigerator and freezer in proper working order.
  - ☐ Outdated and spoiled food discarded.
  - ☐ Counters and dishes cleaned.
  - ☐ Proper bins for food waste disposal.
- 4 Reduce the clutter**
  - ☐ Stacks of boxes lowered and safely stored.
  - ☐ Weight of items in boxes reduced.
  - ☐ Clutter removed from doorways, stairways, windows, and main living areas.
- 5 Avoid the use of extension cords and replace damaged cords**
  - ☐ Electrical cords checked for damages.
  - ☐ Refrigerators, stoves, toasters, microwaves, and space heaters plugged directly into wall outlets.
- 6 Remove your garbage regularly**
  - ☐ Proper bins for food waste disposal.
  - ☐ Clear sink for dish washing or dishwasher in working order.
  - ☐ Furniture, carpet, and other sensitive areas checked for pests.
- 7 Clear your heater by at least one metre**
  - ☐ One metre (3 ft) distance between all heat sources and anything that can burn.
- 8 Clear hallways and exits**
  - ☐ Stairs and railings cleared of all items.
  - ☐ Two exits into your home are clear and accessible.
  - ☐ One metre (3 ft) pathway cleared throughout your home, including hallways.
- 9 Care for your pets**
  - ☐ Clear access for pets to litter box or outdoor area.
  - ☐ Proper bins for pet waste disposal.
- 10 Make sure you have working smoke alarms**
  - ☐ Alarms tested.
  - ☐ Batteries replaced.

An Initiative of the Wellington-Guelph Hoarding Network  
[www.wghoardingresponse.ca](http://www.wghoardingresponse.ca)

Funded by: Ontario Trillium Foundation, Fondation de l'Ontario, Ontario

# When Corrections are Needed

Agency will issue clear and concise correction orders focusing on:

- Working smoke and carbon monoxide detectors
- 3-foot aisles (walkways)
- Egress
- Clean surfaces (counters, floors)
- Electric, plumbing and mechanical appliances
- Appliances are working as intended
- Structural concerns are fixed
- Deferred maintenance issues prioritized
- Infestations



# Repair or Clean-Up Timelines

Repair and clean-up timelines will vary

Factors taken into consideration:

- Is the home habitable?
  - Determined by a totality of circumstances
- Is the home safe for an individual to stay in?
  - Do they have a safe place to go or stay?
- What is the individual's ability?
- Do they have assistance?
  - Family
  - Friends
- What types of resources do they need?
- Is it hoarding disorder or something else?



Ideally, items will be prioritized to help an individual focus on the the most important items first



# What we want success to look like after intervention:

- No clutter
- Nothing on surfaces
- Minimalist



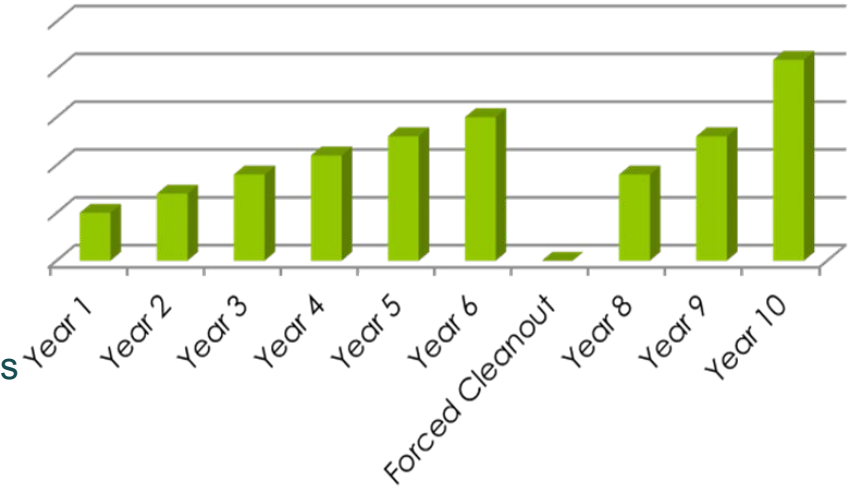
# Reality

- Potential harm to occupant(s) reduced or eliminated
- Clear Egress
- All Safety needs are met
- All appliances and equipment work
- Surfaces are sanitary



# Forced Clean Outs

- Last Resort
  - They don't work
- May be needed due to health/safety
- Clean outs are traumatic
  - Stress/Anxiety Inducing
- Relationships
  - Break trust
- If needed, include
  - Mental health assistance, if possible
  - Follow-up care for the individual
- Clean outs do not address:
  - How a person thinks about their possessions
  - Or their need to save them



# Compassion in Cleanup:

When you are ready to move forward



Mitch Harrison - Junk Masters

# Why Partner with Junk Masters?

- Experienced with complex hoarding cleanouts
- Trauma-informed approach, even without direct client interaction
- Fast response, flexible scheduling, discreet service available.





# Working Through You, Not Around You



- We take direction from caseworkers, guardians, or responsible parties
- Can proceed without client on site, with consent from agency/family
- Pause points available for review before moving forward

# Privacy, Discretion, Respect

- Unmarked vehicles and discrete team uniforms available on request
- No public discussion or on-site comments about the situation
- Staff trained to avoid judgmental comments
- Use of PPE, photo documentation, and confidentiality
- Clean, respectful behavior on and around property



# Flexible Service Models

- One-day or multi-phase cleanouts
- Options for donation, disposal, or item sorting
- We remove from homes, garages, storage units, and sheds; senior living facilities, apartments, townhomes, commercial buildings, and offices.



# How We Communicate

- Dedicated Project Manager
- Pre-cleanout estimates with scope notes
- Progress updates, photo logs
- Final invoice with documentation and photos.





# Who Calls Us

- APS, housing authorities, family members, fire departments, municipalities.

## Common triggers:

- Code violations
- Pest infestations
- Blocked exits
- Neighbor complaints

We are happy to do walkthroughs or urgent-response site visits





# More Than Just Junk Removal

- Odor control & disposal
- Donation coordination and limited sorting
- Secure document and keepsake recovery



# Transformations that Matter

- Safer, healthier living spaces
- Family reconnection and support re-entry
- Emotional relief and fresh start for clients



# Let's Work Together

- Proud partner in supporting vulnerable adults in Minnesota
- Junk Masters brings experience, discretion, and heart to every job

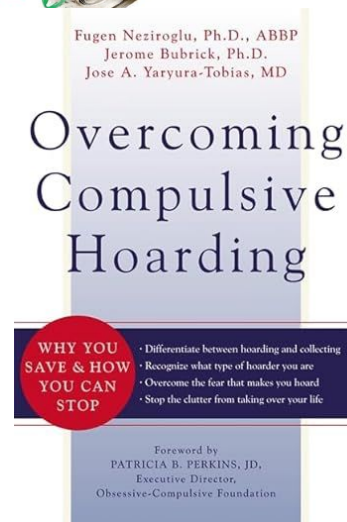
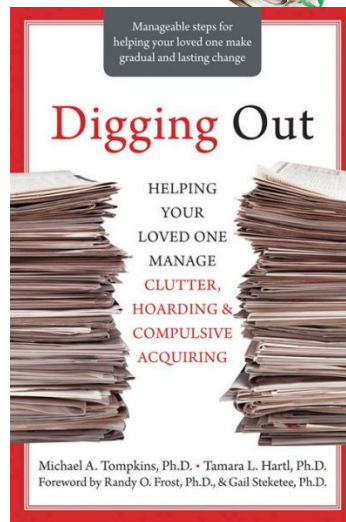
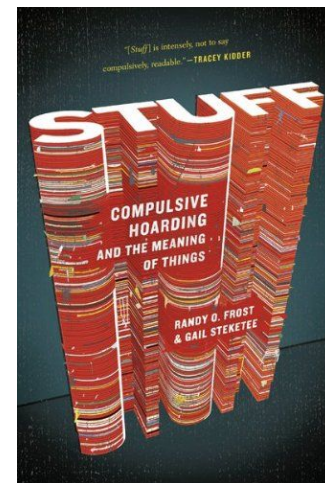
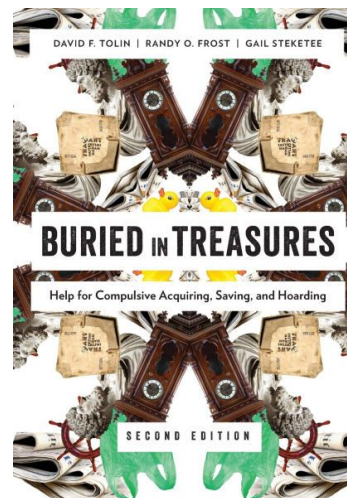
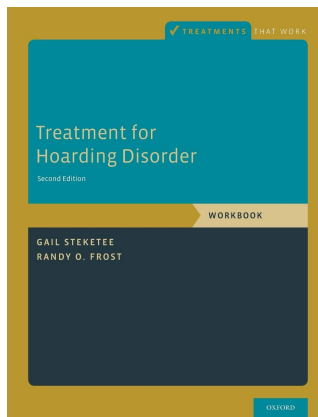
Always Respectful, Always Responsive





# Resources

- MN Hoarding Taskforce [mnhf.org](http://mnhf.org)
- Veterans Linkage lines [linkvet.org](http://linkvet.org)
- Senior Linkage line  
<https://www.seniorlinkageline.com/>
- Disability Linkage Line  
[disabilityhubmn.org](http://disabilityhubmn.org)
- 988
- National Alliance on Mental Illness (NAMI) <https://namimn.org/>
- MN Department of Human Services  
<https://mn.gov/dhs/>
- MN Community Action Partnership  
<https://minncap.org/>
  - **Find a local agency**



# Resources

- Buried in Treasures Virtual Workshops  
[https://www.mutual-support.com/the\\_buried\\_in\\_treasures\\_workshop](https://www.mutual-support.com/the_buried_in_treasures_workshop)
- Clutterers Anonymous  
<https://clutterersanonymous.org/>
- The Clutter Movement Individual Support  
<https://www.facebook.com/groups/TheClutterMovementIndividualSupport>
- Spenders Anonymous  
<http://www.spenders.org/list.html>
- Hoarding Disorder and Buried in Treasures Support Group on Facebook:  
<https://www.facebook.com/groups/2173610616110515>
- The Clutter Movement Family Support  
<https://www.facebook.com/groups/TheClutterMovementFamilySupport>
- Support Groups for families  
<https://hoarders.com/support-groups-help-for-families/>
- Psychology Today – Find a Therapist  
<https://www.psychologytoday.com/us/therapists>
- Institute for Challenging Disorganization
  - ICD Clutter-Hoarding Scale  
<https://www.challengingdisorganization.org/clutter-hoarding-scale->
- International OCD Foundation
  - Clutter Image rating scale  
<https://hoarding.iocdf.org/professionals/clinical-assessment/>



# Questions?



## MN HTF Mission & Vision

Our mission is to support any person, family, friend or agency in Minnesota affected by hoarding through education, networking and connection to resources while promoting public health and safety.

We envision communities that implement best practices to support those affected by hoarding, as individuals are supported with sustainable options while being treated with dignity and respect.