

# Building Effective Intervention Models:

## Lessons Learned From MBHP's Hoarding Intervention and Tenancy Preservation Project

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		<h2>MBHP Program Goals</h2>
		<p>Our Goals:</p>
		1. To provide tenants with the support needed to maintain healthy, safe, and sanitary housing
		2. To prevent loss of rental assistance subsidy
		3. Eviction/Condemnation Prevention
		4. Develop a more effective hoarding response mechanism in Greater Boston
		<p>Boston Housing Authority   July 2015</p>

		<h2 style="margin: 0;">MBHP Program History</h2> <ul style="list-style-type: none"> <li>• Program was founded in May 2006, serving 6 cases in the first year; partnership was formed with Boston University School of Social Work</li> <li>• Waitlist was required during first year of the program due to overwhelming requests for services</li> <li>• First full-time staff position was filled in Fall 2007</li> <li>• Significant program expansion in 2011 provided an opportunity to hire an additional full-time case manager and to expand into the Boston Housing Court</li> <li>• In 2014, began replication of our intervention model in 5 communities</li> </ul> <p style="text-align: center; margin-top: 20px;">Boston Housing Authority   July 2015</p>

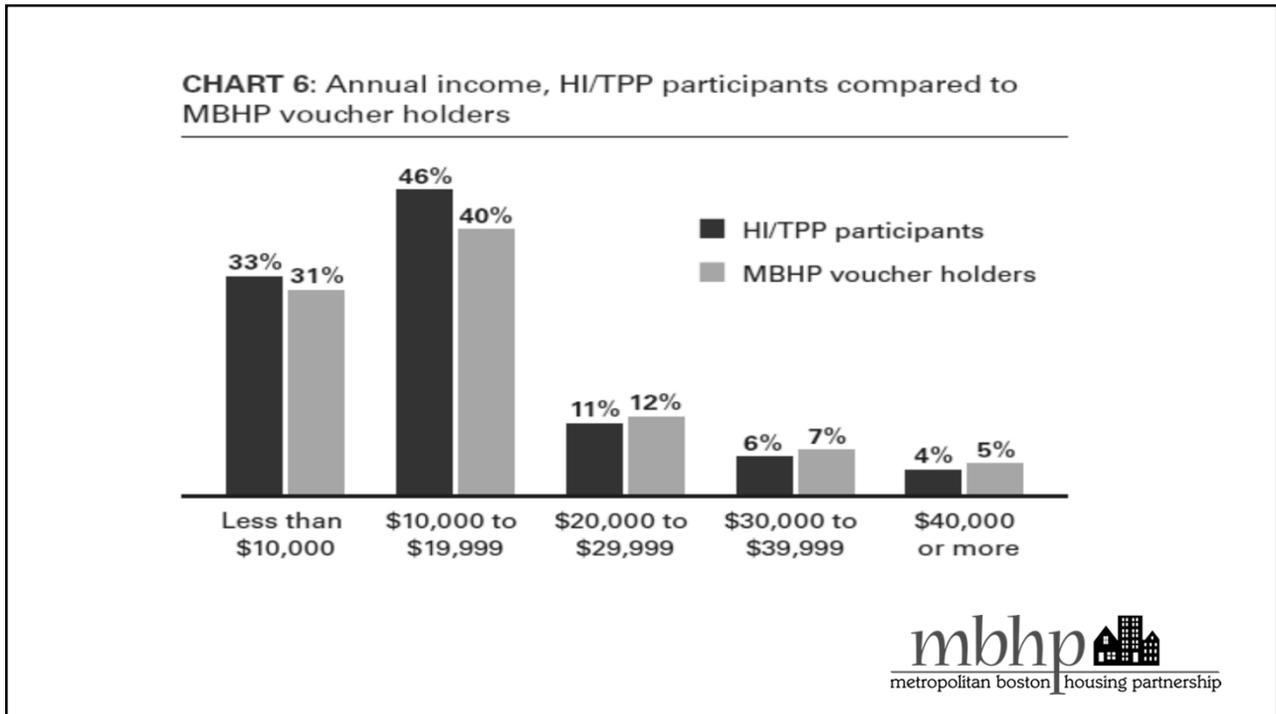


CHART 8: Participant has experienced (MBHP participants only)

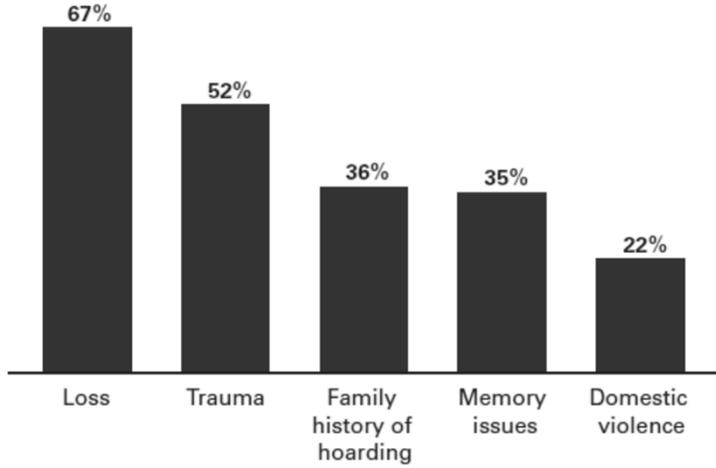
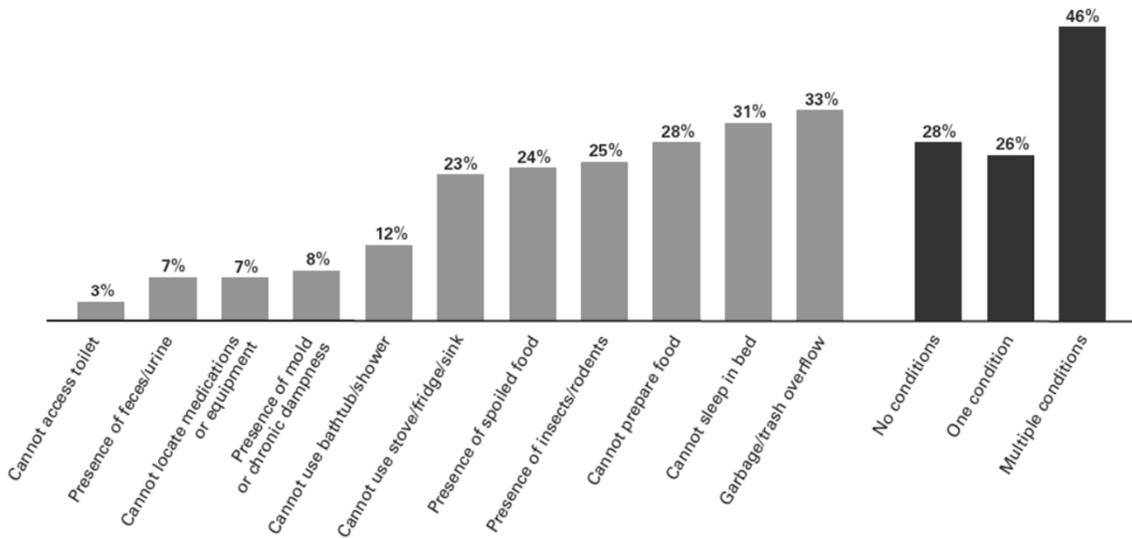
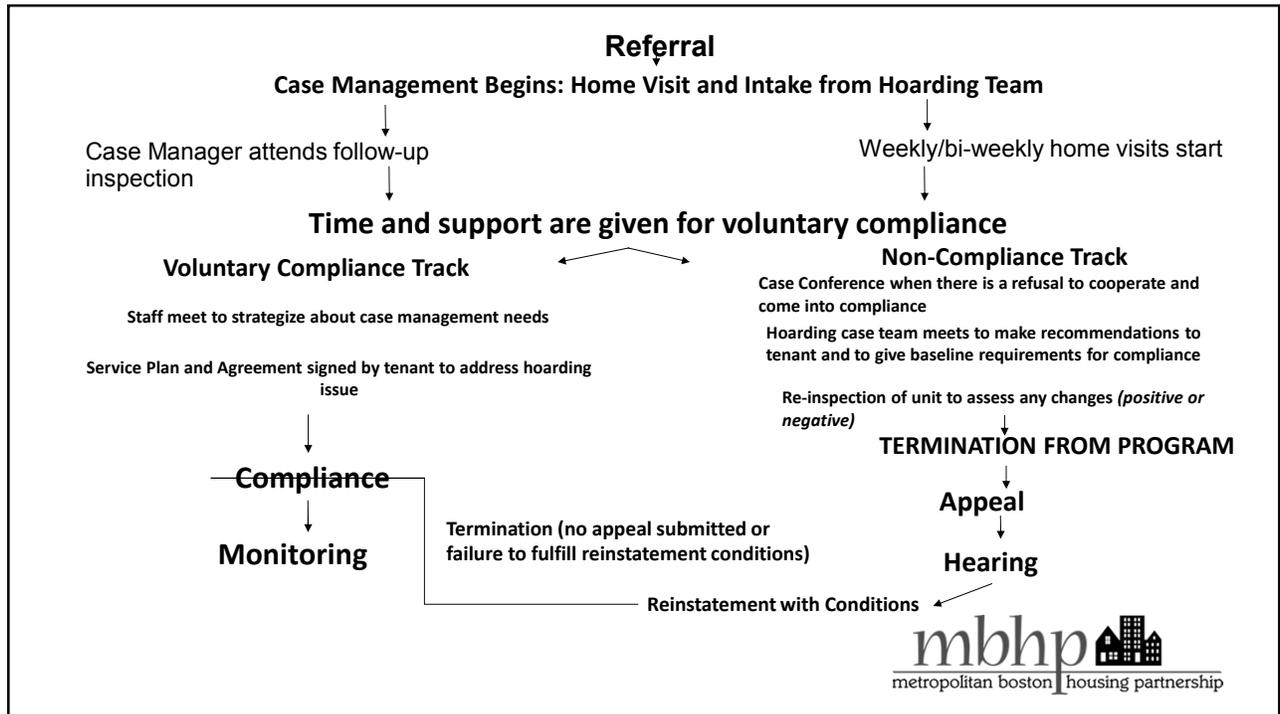


CHART 10: HOMESTool, health conditions



# Using Case Management for Hoarding Intervention

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		<h2>MBHP Engagement Plan</h2> <p>3 Phases of Engagement with Clients:</p> <ol style="list-style-type: none"><li>1. Intake and Assessment</li><li>2. Active resident engagement in de-cluttering work</li><li>3. Monitoring</li></ol> <p>3 Phases of Engagement with Property Owners (in Rental Housing):</p> <ol style="list-style-type: none"><li>1. Receive referrals</li><li>2. Provide information about the range of options of intervention</li><li>3. On-going follow-up during decluttering</li></ol> <p>Boston Housing Authority   July 2015</p>

		<h2>Client Engagement</h2> <ul style="list-style-type: none"><li>● Individualized case management plan based on the intake/assessment and risk of eviction or condemnation</li><li>● Focus on areas of highest risk first</li><li>● Weekly or bi-weekly home visits that including sorting/discarding, non-acquiring exercises and other skills critical to managing the clutter</li><li>● Monitoring for one year after passing inspection</li><li>● Referrals to appropriate community partners for additional resources</li></ul>

## Intake And Assessment

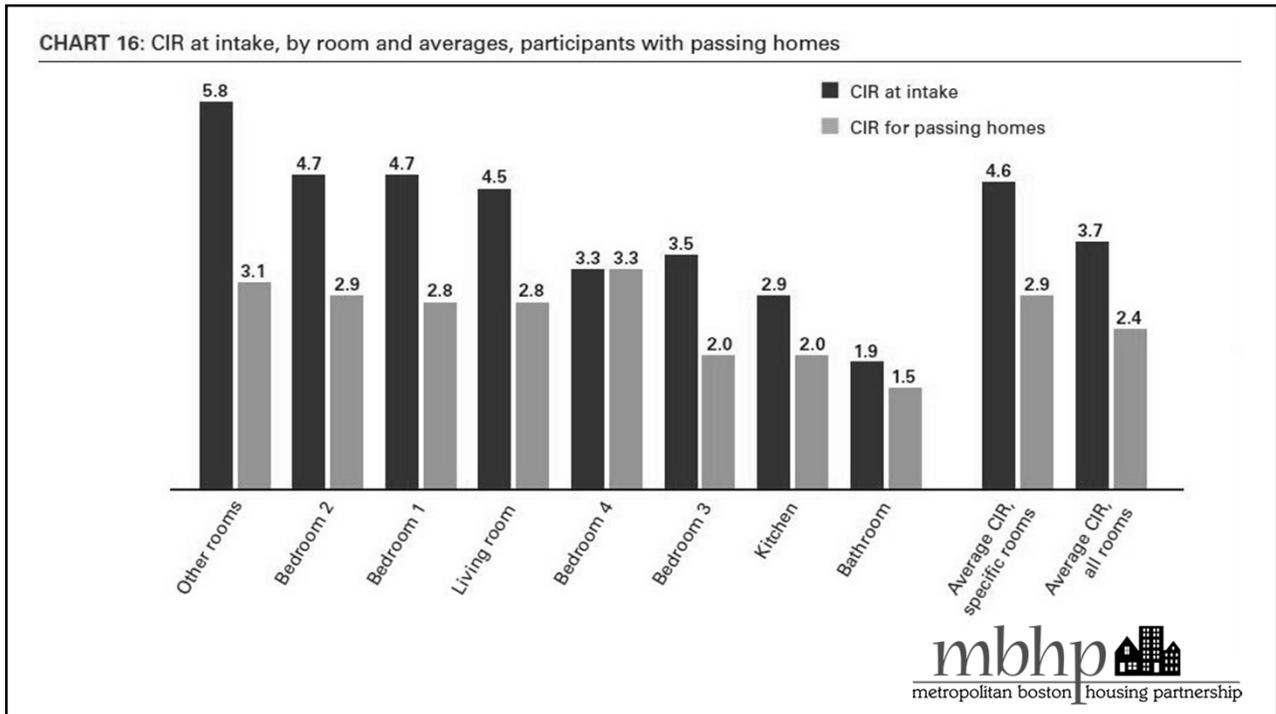
- Assess the severity of clutter
- Understand the relationship between the resident's belongings and the resident's personal history
- Examine any factors that may impact de-cluttering the home
- Establish a plan for which areas of the home to de-clutter first
- Build a strong, trusting relationship between case manager and the resident
- Introduce skills such as the sorting/discarding process

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## Client Engagement in De-Cluttering

- Establishing rules for sorting/discarding
- Practicing regular sorting and discarding
- Assist client to establish a structured routine for appointments, de-cluttering work, etc
- Develop the resident's abilities to utilize hoarding specific tools to determine what to save and what to discard
- Weekly or bi-weekly home visits to facilitate the practice or sorting/discarding and other skills
- Referrals for appropriate support services (as needed)
- Reduction in number of home visits per month over time

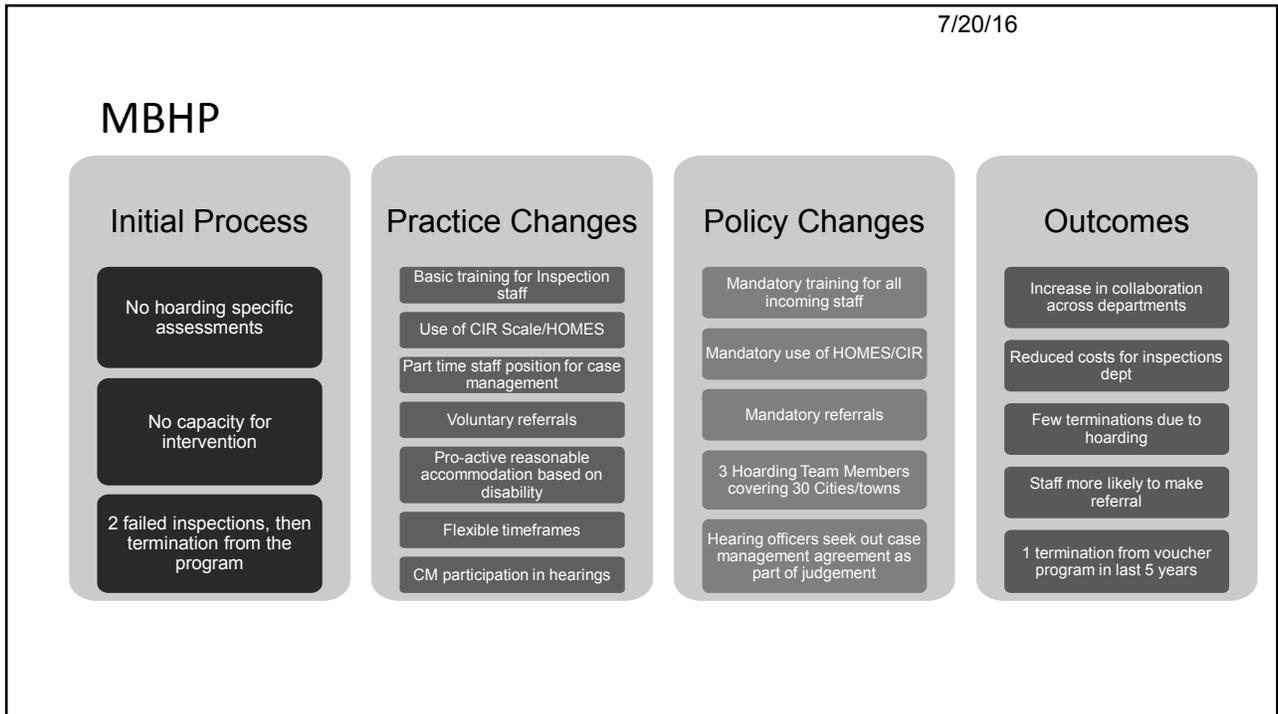
		<h2 style="margin: 0;">MBHP Monitoring</h2> <ul style="list-style-type: none"> <li>Reduction in frequency of home visits over time</li> <li>Focus on establishing a plan for maintaining the unit when home visits are less frequent</li> <li>Establish a support system for times when the resident struggles with mental health, acquiring, maintaining the unit, etc</li> <li>Regular, quarterly home visits once a unit has passed inspection (for 1 year)</li> <li>Ensuring good communication with other providers including information about who to contact if the unit begins to be cluttered or disorganized</li> </ul>



		<h2 style="margin: 0;">Replication Site Process</h2> <ul style="list-style-type: none"> <li>• Full day trainings for all stakeholders (inspectional services, housing, case managers, elder services, mental health, etc)</li> <li>• 2 full days of training with case management staff</li> <li>• Regular telephone calls of coaching/consultation</li> <li>• Quarterly site visits with coaching and home visits</li> <li>• Work with local task forces to support fundraising, policy changes, advocacy, etc</li> </ul>

		<h2 style="margin: 0;">Replication Site Outcomes</h2> <ul style="list-style-type: none"> <li>• <b>San Francisco, CA:</b></li> <li>• One full-time staff person (21 clients)</li> <li>• Range of Clutter Image Rating Scale scores from 4-9             <ul style="list-style-type: none"> <li>• 62% were CIR of 7+</li> </ul> </li> <li>• 88% of residents were able to resolve health/safety violations</li> <li>• Average of 4.5 months to meeting compliance requirements             <ul style="list-style-type: none"> <li>• <small>(San Francisco Dept. of Aging and Adult Services)</small></li> </ul> </li> <li>• <b>Burlington, Vt.:</b></li> <li>• Based at the local housing authority</li> <li>• One staff person 3 hours per week (8 total cases)</li> <li>• 100% of clients were able to maintain their homes</li> <li>• Additional focus on building the local task force</li> <li>• Increased to full-time dedicated staff person in 2015</li> <li>• Current full caseload of 50-60 clients</li> </ul>

		<h2 style="margin: 0;">Skill Development</h2> <ul style="list-style-type: none"> <li>· Skill development takes time             <ul style="list-style-type: none"> <li>· Changes in communication style</li> <li>· Focus is not solely on the physical environment</li> <li>· Tendency to get stuck on the stuff initially</li> </ul> </li> <li>· Changes in how the case manager sees their role</li> <li>· Active listening and relationship building are key skills</li> <li>· Investment in initial, intensive training <u>AND</u> on-going coaching/training is essential to success</li> </ul>



		<h2>Policy and Practice Changes</h2> <ul style="list-style-type: none"><li>• Focus on early identification using standardized tools</li><li>• Have a formal policy for how to address hoarding cases in place</li><li>• Develop in-home services designed to address hoarding behaviors</li><li>• Establish a system for counting the number of hoarding cases in the service area</li><li>• Invest in training all staff in basic hoarding information; further investment needed for those who will do hands on de-cluttering work</li><li>• Start with small changes and build from there</li></ul>

		<h2>Lessons Learned</h2> <ul style="list-style-type: none"><li>• Invest in training</li><li>• Track data</li><li>• Identify staff or agencies able to provide in-home sorting assistance</li><li>• Develop strategic formal and informal partnerships to address all areas of the</li><li>• Be creative</li><li>• Systems change works and conserves resources</li></ul>

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