

Peninsula Community Services, Inc.

“From Roof Rats To Pack Rats” 1978 - 2012

A HISTORY OF COMMUNITY COLLABORATION

San Mateo County Roof Rat Abatement Project

INSPECTIONS OF RESIDENTIAL PROPERTIES
REVEALED “PACK RATS” LIVING IN ALL OF OUR
NEIGHBORHOODS

Professional 2 day Symposium



PACK RAT
AND THE
NEIGHBORHOOD TRASH HOUSE
MILLBRAE, CA 2000

Harm reduction – Dr. Michael Tompkins
Hoarders support groups – Jonnae Ostrom

Published Informational Hoarding Resource On-line

2002



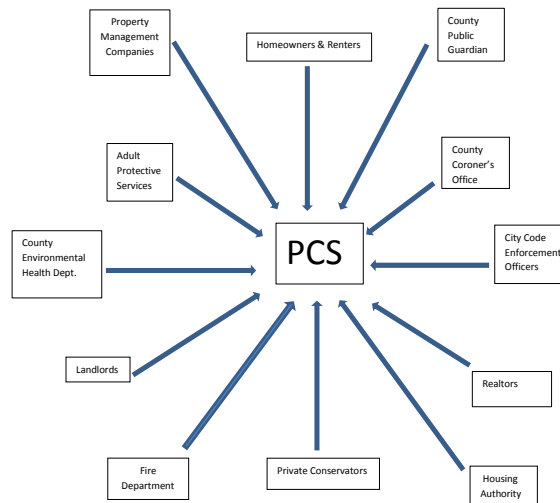
WWW.HOARDERS.ORG

- **Support**
- **Treatment**
- **Task Forces**
- **Research**
- **News**

PCS Joined San Mateo County Hoarding Task Force 2007

- Adult Protective Services
- Aging & Adult Services Social Workers
- Code Enforcement Officers
- Building Inspectors
- Fire Prevention Officers
- Environmental Health Officers
- Public Health Nurses
- Vector Control Officers
- Animal Control Officers
- Professional Organizers
- Nonprofit Organizations

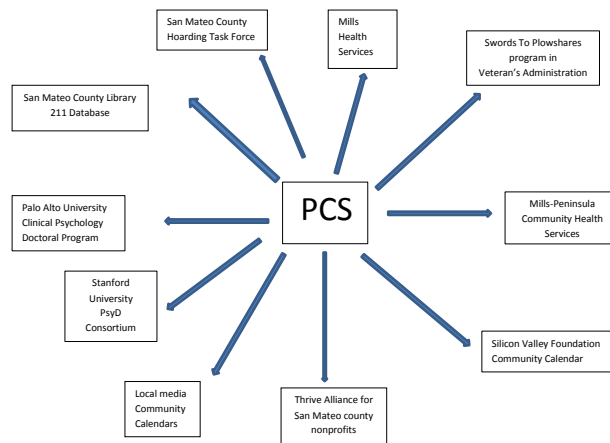
Property Cleanup & Household Repairs (Job Referrals)



PCS Help For Hoarders Collaborations

- San Mateo County Hoarding Task Force
- Mills Health Services
- Palo Alto University Clinical Psychology Doctoral Program
- Stanford University PsyD Consortium
- Mills-Peninsula Community Health Services
- Swords To Plowshares program in Veteran's Administration
- Thrive Alliance for San Mateo county nonprofits
- San Mateo County Library 211 Database
- Local media Community Calendars
- Silicon Valley Foundation Community Calendar
- Redwood Shores Sobrato Nonprofit Community Conference Center

PCS Help For Hoarders Collaborations (Support & Treatment Groups)



The Cities and County of San Mateo

San Mateo County is made up of twenty cities and towns and a large unincorporated area that includes La Honda, Pescadero, Montara, Moss Beach, El Granada, and Fair Oaks

Needs Assessment on Hoarding

- **Surveyed Providers & Consumers**
- **Code Enforcement Officers**
- **Hoarders receiving support and/or treatment**
- Questionnaire results from Hoarders were consistent with MHA-SF survey results
- Providers were from 20 cities and showed lack of collaboration and lack of information about hoarding incidents and about community resources available to assist hoarders in San Mateo County.

Hoarders' Questionnaire Responses



Very similar to findings obtained in MHA-SF survey

- More support group locations needed in San Mateo County
- Individual therapy as well as group therapy
- Volunteers to help them organize, sort, discard, donate, etc.
- Safe housing upon eviction
- More information on hoarding resources
- Better understanding of peoples' problems with hoarding

Code Enforcement Officers Questionnaire Responses

- (80%) say they have seen only a couple to a few cases of hoarding in the past 2 years
- (85%) could not name any nonprofit organization providing help for hoarders
- (70%) could not name any helpful hoarding websites
- (70%) have not ever used their city's CBG funds to help fix up or cleanup a hoarder's property
- (85%) have no experience helping hoarders obtain RAM or other secured loans to fix up or cleanup homes
- (60%) have made no cleanup referrals to a private company
- (85%) have not used volunteers to effect a property cleanup
- (55%) were not aware of any specific problems or gaps in bringing hoarders into code compliance
- (75%) could not offer any ways to improve their city's effectiveness in dealing with hoarders
- (55%) could not suggest any ways the County could improve its effectiveness in dealing with hoarders.

CEOs did not seem to have information on hoarding resources and did not tend to share the information they did have with hoarders or with other service providers

San Mateo County Hoarding Task Force Symposium



HARM REDUCTION FOR HOARDERS

DR. MICHAEL TOMPKINS

Enhanced Harm Reduction Team



**INTEGRATED FINDINGS OF THE NEED ASSESSMENT
SURVEY WITH THE HARM REDUCTION APPROACH
OUTLINED IN "DIGGING OUT"**

Enhanced Harm Reduction for Hoarders Certification Workshop Series

PURPOSE:

TO PREPARE SERVICE PROVIDERS TO EFFECTIVELY SERVE AS MEMBERS ON ENHANCED HARM REDUCTION TEAMS ASSISTING HOARDERS TO DE-HAZARDIZE THEIR HOMES, TRANSFORMING THEM INTO SAFER, HEALTHIER AND MORE COMFORTABLE PLACES WHERE THEY CAN LIVE AND EMERGENCY RESPONDERS CAN ENTER WITHOUT UNDUE CONCERN FOR THEIR PERSONAL SAFETY.

PCS' Board Authorizes Funding for Hoarders' Support & Treatment Groups

- Dr. Joanne Chan had studied hoarding disorders with Dr. Tamara Hartl at the Palo Alto University – Stanford PsyD Consortium
- In 2010, PCS hired Dr. Joanne Chan to develop support and treatment programs for compulsive hoarders
- Dr. Chan developed didactic and biblio-based support groups and Cognitive Behavior Therapy groups at the Mills Health Center in San Mateo

Dr. Joanne Chan



- PCS History
- Mills Health Center Groups
 - Growth
 - Didactic vs. Biblio-based groups
 - CBT groups
 - Developing a group
 - ✦ Marketing
 - ✦ Research
 - ✦ Collaboration

Dr. Dana Girard



- Clinical psychology doctoral graduate from California Institute of Integral Studies in San Francisco, CA
- Psychological assistant to Dr. Christopher Celio, practicing in-home psychotherapy for compulsive hoarders on the Peninsula while working toward her license as a clinical psychologist
- Facilitator at Peninsula Community Services, Inc. where she initiates and co-develops support groups at Mills Health Center in San Mateo and co-authors the Enhanced Harm Reduction Certification Program
- Member of the San Mateo County Hoarding Task Force
- PCS History

Dr. Dana Girard



- **Harm Reduction**
 - Various approaches applied to Compulsive Hoarding
 - ✦ Michael Tompkins, PhD (Digging Out)
 - ✦ Mark Odom, LCSW (Enforced Harm Reduction)
 - ✦ PCS [Enhanced Harm Reduction (EHR)]
 - EHR Programs
 - ✦ Certification Workshops
 - ✦ Teams
 - ✦ Advisory Council

Dr. Laura Osborn



- Works with Peninsula Community Services, Inc. in assisting those who struggle with hoarding issues. She lectures in the Drop-in Group and she facilitates one of the book study groups at Mills Health Center in San Mateo
- Maintains a private practice either in the client's home or in her office in Redwood City. Often Dr. Osborn works with her two therapy dogs (Chester and Chelsea)
- Received her doctorate degree from The Wright Institute in Berkeley and worked for several years in the Chemical Dependency field
- Volunteered at Mission Hospice, Laguna Honda Hospital Hospice, and the Palo Alto VA Hospice. She was also one of the American founders for Vifukofuko Recovery Center in Nairobi, Kenya

Dr. Laura Osborn

• PCS Groups and Services

- Drop-in Group
- Project Management Group
- Family Group
- Treatment Group
- Book Study Group
- Consultation/Individual Therapy/ Hoarding Coach Services
- Expanding our services and locations

Where Do We Go from Here?

- **Early Response Team**
(available as an enhancement under terms of EHR contract)
- Hoarder
- Hoarder's family/friends
- EHR Certified Provider (therapist, organizer, coach, etc.)
- CSM Firefighter 's Academy Cadet
- CSM Police Officer Cadet
- CERT & NERT Members
- AmeriCorps Volunteers
- Other trusted helpers
- **Social Networking** Early Response Team members communicate via Facebook, Twitter, Cell Phones

