

**BUILDING  
WORKING  
RELATIONSHIPS  
WITH OUR CLIENTS  
AND TEAM  
THAT ARE  
BUILT TO LAST!**



**WITH  
YASMIN GOODMAN**

**PHTF CONFERENCE – “IT TAKES A TEAM” – 6-8-2018**



# About.....

PHILADELPHIA  
HOARDING  
TASK FORCE

□ Yasmin Goodman



# Built To Last! - Objectives

- Develop questions that deepen your understanding of:
  - what is important to your clients
  - reveals their life story woven throughout the collections around them
  - illuminate the possible underpinnings that result in their hoarding behavior.
- Assess their situation and discuss any concerns you may have and why.
- Create a vision for your work together that is consistent with their goals and aspirations to inspire and move them to take action.
- Design a plan grounded in their vision with guidelines and boundaries that reflect their goals to add meaningful direction and purpose to the tasks of sorting and letting go of their possessions.
- Keep a record of your goals, milestones and accomplishments
- Select a team that can best contribute and support the client in this process over time.

# FLAVORS

- F = Familiar
- L = Life's story
- A = Assessing the situation
- V = Value and Vision
- O = Objectives
- R = Record keeping
- S = Scheduling



# Acknowledgements

- Michael Tompkins
- Christiana Bratiotis
- Randy Frost
- Gail Steketee
- Lee & Bec Shuer
- Jesse Edsell-Vetter
- Matt Paxton
- Judith Kolberg
- Phyllis Flood-Knerr



# Hoarding Behavior

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## Familiar



# What Defines the Following?

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- Clutter
- Chronic Disorganization
- Hoarding Behavior
- Squalor

# Clutter Image Rating: Bedroom

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



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# Hoarding vs. Squalor

- Hoarding focuses on:
  - ▣ volume of clutter
  - ▣ emotional attachment to possessions
- Hoarding clutter may exist with or without poor sanitation
- Squalor is defined as a state of being extremely dirty and filthy, the result of decay and neglect.
  - ▣ Characterized as rotting food, infestation, dilapidated environments and sometimes human or animal waste

# Phenomenon of Hoarding

- Any container gets filled up.
  - ▣ Rooms, homes, sheds, cars, relatives' homes
  - ▣ The spread of stuff is constant and pervasive



# Phenomenon of Hoarding

- 15% of people who hoard have insight & acknowledge their behavior as irrational.
- 50% of people who hoard grow up in a hoarded home.
- 92% of individuals diagnosed with Hoarding Disorder also have another co-occurring disorder

# Phenomenon of Hoarding

- 2-6% of the population suffer from Hoarding Disorder
- 3-5% (15 million) in US - hoarding issues
- 31,000 -77,000 (2-5%) Philadelphians exhibit hoarding behaviors.
- Without intervention the, rate of recidivism (“back-sliding”) is nearly 100%.

# 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
- Crosses all economic borders

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# Pop Quiz #1

# Is this hoarding?

- ❑ Collecting?
- ❑ Clutter?
- ❑ Hoarding?
- ❑ Squalor?







# Is this hoarding?

- ❑ Collecting?
- ❑ Clutter?
- ❑ Hoarding?
- ❑ Squalor?



# Is this hoarding?

- Collecting?
- Clutter?
- Hoarding?
- Squalor?



# Is this hoarding?

- ❑ Collecting?
- ❑ Clutter?
- ❑ Hoarding?
- ❑ Squalor?



# Our Clients' Behaviors

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## Familiar



**Building relationships that are built to last!**

# Manifestation of Hoarding

- Acquisition
- Saving
  - ▣ or difficulty letting go
- Disorganization

**CLUTTER**

# Clutter Above & Below the Surface

Above the surface, clutter is seen as stuff, the result of saving and acquiring habits.

Below the surface clutter is the result of:

- ❑ Executive functioning issues
- ❑ Family history
- ❑ Memory issues
- ❑ Mental health
- ❑ Neurobiology
- ❑ Physical health
- ❑ Trauma and loss

This is where the key lies to unlock these habits

# Understanding Hoarding Behavior

## □ Vulnerability

- Mental Health
- Physical Health
- Trauma / Loss
- Addiction
- Family History

## □ Core Beliefs

- Identity
- Values
- Responsibility

## □ Cognitive Processing

- Decision Making
- Attention
- Memory
- Problem Solving
- Executive Functioning

# Understanding Hoarding Behavior

## Cognitive Processing Issues

Difficulties with:

- Categorization/association
- Decision-making
- Attention
- Memory
- Carrying out tasks with multiple steps
- Carrying out tasks that require problem solving
- Impairment carrying out daily life activities



# Manifestation of Hoarding

## Complexity of Thoughts

- Acquisition
  - ▣ Vulnerabilities
  - ▣ Core Beliefs
- Saving
  - or difficulty letting go
  - ▣ Vulnerabilities
  - ▣ Core Beliefs
- Disorganization
  - ▣ Cognitive Processing

**CLUTTER**

# Manifestation of Hoarding

## Why is Clutter Chronic and Persistent?

- Feeling responsible for objects
  - ▣ Inanimate objects have feelings
- Denial of a problem
  - ▣ Even when the clutter interferes with normal activities of everyday life and life in general
- Clutter Blindness
  - ▣ Not bothered by the clutter or notice it

# Manifestation of Hoarding

## Why is Clutter Chronic and Persistent?

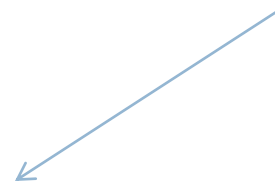
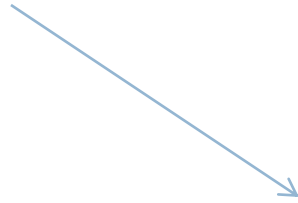
- Difficulty organizing possessions
- Acquiring and Saving
  - Provides strong positive feelings (joy, delight)
- Discarding or Letting Go
  - Produces strong negative feelings (guilt, fear, anger)
- Acquiring, Saving and Discarding
  - Strong beliefs that items are “valuable” or “useful”, even when other people do not want them

# Manifestation of Hoarding

## Emotions – Both Positive and Negative

□ **Positive Reinforcement**

□ **Negative Reinforcement**



□ **Saving / Acquiring**

Strong negative and positive emotions  
interact with beliefs  
to produce behaviors.

# Strong Negative and Positive Emotions Interact with Beliefs to Produce Behaviors

## Positive Emotions

- Pleasure
- Excitement
- Pride
- Relief
- Joy
- Fondness
- Satisfaction

## Negative Emotions

- Grief / Loss
- Anxiety
- Sadness
- Guilt
- Anger
- Frustration
- Confusion

# Avoidance Conditioning

- Distress
- Decisions
- Attending to
- Clutter
- Feelings of loss
- Feeling vulnerable
- Worrying
- Memory
- Memories
- Not inviting people
- Making mistakes
- Losing opportunities
- Losing information
- Depression
- Out of sight, out of mind

# Manifestation of Hoarding

## Complexity of Thoughts

### □ Acquisition

- Sentimental acquiring
- Instrumental acquiring
- Intrinsic acquiring

### □ Saving

or difficulty letting go

- Sentimental saving
- Instrumental saving
- Intrinsic saving

### □ Disorganization

- Randomness of piles



CLUTTER

# Special Meaning Given to Possessions

- Beauty / Aesthetics
- Memory / Memories
- Utility / Opportunity
- Uniqueness
- Sentimental
- Comfort
- Safety
- Identity / Potential
- Control
- Mistakes
- Responsibility / Waste
- Completeness
- Validation of Worth
- Socialization

A unique way of seeing the world and the things in it!



# Gift or a Curse?

“People who hoard might have a special ability to see uniqueness where others do not...

It is not an item's use but its potential and perceived uniqueness that is the appeal.

This special ability is both a **gift and a curse.**”

– Randy Frost, PhD,  
Smith College Department of Psychology

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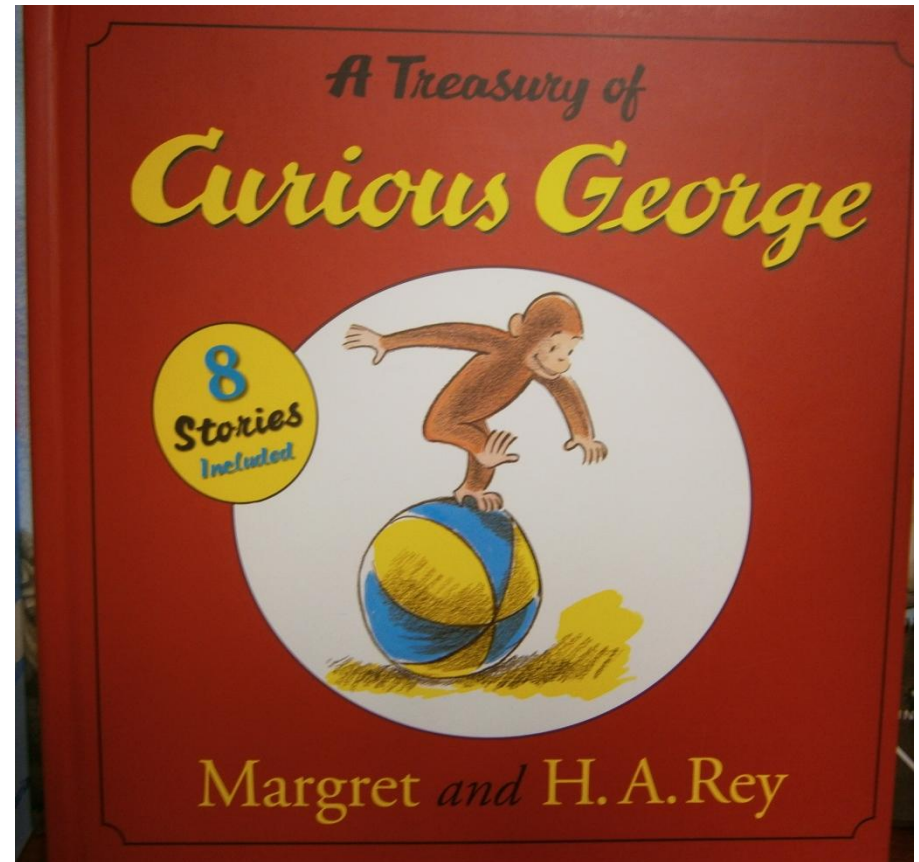
# Life Story



# Life Story - Be Curious

## Ask Open-Ended Questions

- What?
- Why?
- How?



# Life Story - Be Curious

- Get to know your client
  - ▣ What are their interests? What brings them joy?
  - ▣ What are their accomplishments they are most proud of?
  - ▣ What do they care most about?
    - Family, friends, honesty, achievements, etc.
- What is their legacy? What do they want to be known for?
  - ▣ What does the client most want to do in the remainder of their life?
  - ▣ What legacy do they want to leave behind?
    - List their goals and aspirations moving forward.

# Life Story - Be Curious

## Initial Meeting

- Tell me about this room.
- What kinds of things will we find in this area?
- How long has the room been filled like this?
- Tell me about this?
- What do you use this for?
- How did you come up with that idea?
- How often do you find yourself using or needing this?

# Let's Get Curious

What questions  
would you ask?

DENNIS THE MENACE By Ketcham



"I KNOW IT'S GOOD FOR NOTHING, BUT I'M  
KEEPING IT UNTIL IT'S GOOD FOR SOMETHING!"

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# Assessment



# Assessment

## Open-Ended Questions

### Establishing Their Understanding and Needs

- ❑ What had you call me?
- ❑ Why has your family called me?
- ❑ What are your priorities?
- ❑ What would change look like?
- ❑ What support do you need?
- ❑ How do you see me helping you?
- ❑ Are there ways that the clutter prevents you from doing things that are important to you?
- ❑ Has anyone offered to help you address your clutter before?



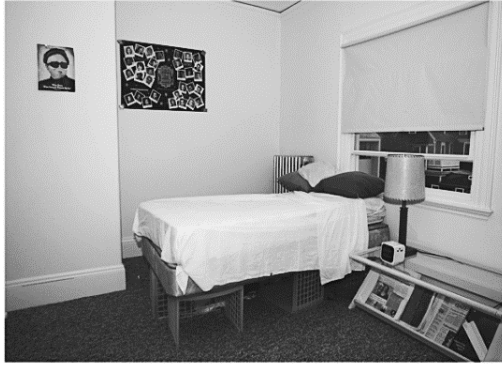
# Assessment Tools – Creating A Common Language

- Clutter Image Rating Scale
  - ▣ Assesses the volume of clutter
- HOMES Multi-disciplinary Risk Assessment
  - ▣ Assesses the health and safety risks
- Activities of Daily Living Assessment

Also an essential component when building a team that is build to last!

# Clutter Image Rating: Bedroom

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



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# HOMES<sup>®</sup> Multi-disciplinary Hoarding Risk Assessment

## Health

- |  |   |  |   |
|--|---|--|---|
| <input type="checkbox"/> Cannot use bathtub/shower | <input type="checkbox"/> Cannot prepare food          | <input type="checkbox"/> Presence of spoiled food                  | <input type="checkbox"/> Presence of insects/rodents          |
| <input type="checkbox"/> Cannot access toilet      | <input type="checkbox"/> Cannot sleep in bed          | <input type="checkbox"/> Presence of feces/Urine (human or animal) | <input type="checkbox"/> Presence of mold or chronic dampness |
| <input type="checkbox"/> Garbage/Trash Overflow    | <input type="checkbox"/> Cannot use stove/fridge/sink | <input type="checkbox"/> Cannot locate medications or equipment    |   |

Notes: \_\_\_\_\_

## Obstacles

- |   |   |
|---|---|
| <input type="checkbox"/> Cannot move freely/safely in home      | <input type="checkbox"/> Unstable piles/avalanche risk                |
| <input type="checkbox"/> Inability for EMT to enter/gain access | <input type="checkbox"/> Egresses, exits or vents blocked or unusable |

Notes: \_\_\_\_\_

## Mental health (Note that this is not a clinical diagnosis; use only to identify risk factors)

- |  |  |  |
|--|--|--|
| <input type="checkbox"/> Does not seem to understand seriousness of problem    | <input type="checkbox"/> Defensive or angry      | <input type="checkbox"/> Unaware, not alert, or confused |
| <input type="checkbox"/> Does not seem to accept likely consequence of problem | <input type="checkbox"/> Anxious or apprehensive |  |

Notes: \_\_\_\_\_

## Endangerment (evaluate threat based on other sections with attention to specific populations listed below)

- |  |   |
|--|---|
| <input type="checkbox"/> Threat to health or safety of child/minor | <input type="checkbox"/> Threat to health or safety of person with disability |
| <input type="checkbox"/> Threat to health or safety of older adult | <input type="checkbox"/> Threat to health or safety of animal                 |

Notes: \_\_\_\_\_

## Structure & Safety

- |   |                                       |   |  |
|---|---------------------------------------|---|--|
| <input type="checkbox"/> Unstable floorboards/stairs/porch      | <input type="checkbox"/> Leaking roof | <input type="checkbox"/> Electrical wires/cords exposed | <input type="checkbox"/> No running water/plumbing problems      |
| <input type="checkbox"/> Flammable items beside heat source     | <input type="checkbox"/> Caving walls | <input type="checkbox"/> No heat/electricity            | <input type="checkbox"/> Blocked/unsafe electric heater or vents |
| <input type="checkbox"/> Storage of hazardous materials/weapons |                                       |   |  |

Notes: \_\_\_\_\_

# “HOMES” - Accessing the Risk

H = Health (wellbeing)

O = Obstacles

M = Mental health

E = Endangerment

S = Structural safety

## Safety

- ▣ Fire hazard, exits blocked, stairways clear, room for emergency personnel & equipment, clutter outside
- ▣ Condition of the home
  - Squalor- Home Environment Index
  - Structural damage
- ▣ Hoarding's impact on activities of daily living

# Assessment Tools

- Activities of Daily Living Assessment



# Assessment

## Using Photographs

- Take photographs of the cluttered rooms.
- Review photos with client to gain a perspective of their viewpoint and understanding of the situation.

This will provide a foundation for your work together grounded in their vision for their future.

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# Value & Vision



# Value & Vision

## Use Open-Ended Questions

- What benefit would reducing your clutter provide you?
- What does change look & feel like to you?
- What would be possible in your life that is not possible now if you had less clutter?
- Who else in your life would benefit if you had less clutter in your home?
- What would be hard for you about reducing the amount of clutter?
- What support would be good for you, if any, if you were to reduce the amount of clutter in your home?



# Value & Vision - Motivation

- Dr. Gail Steketee, PhD at Boston University
- Enhancing Motivation
- Motivational Interviewing (MI)
  - ▣ A client-centered, directive method for enhancing people's natural motivation to change
  - ▣ Focus on the value gained from change

# Value & Vision - Motivation

Why don't people change?

- Cost of change
- Benefit of change

What makes people motivated to change?

- Importance
- Confidence



# Establish Personal Value & Vision

- Engage with the client - Value
  - ▣ What their interests are.
  - ▣ What brings them joy.
  - ▣ What do they care most about
    - Family, friends, honesty, achievements, etc.
- Identify - vision for the future
  - ▣ What does the client most want to do in the remainder of their life? What legacy do they want to leave behind
    - List their goals and aspirations
- Refer back to their values, vision & goals to clarity & reduce indecision



# Value & Vision – Motivation

## Client Responses: “I want to...”

- “Enjoy entertaining again.”
- “Sleep in my bed again / have the whole bed to myself.”
- “Have a place for family and friends to sit when they visit.”
- “Have my grandchildren come to stay with me.”
- “Have a kitchen that is safe and one that I can cook in again.”
- “Not panic if someone rings the door.”
- “Have a bathtub I can use to take a bath in.”

# Value & Vision

## Ambivalence & Motivation

- Don't resist it or try to talk the person out of it
- Recognize & acknowledge the ambivalence
- Reinforce change talk & action

# Value & Vision

## Ambivalence & Motivation - Practice

- “I don’t know how I’d feel if I got rid of it.”
- “If I am not going to subscribe to more magazines, I should hold on to the ones I have.”
- “It doesn’t make sense / it’s crazy to throw something away that is perfectly good.”
- “How do I remember what I want to get if I don’t get it at that moment?”
- “I don’t know who to give my stuff to.”

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# Objectives



# Objectives – From Vision to Action

<p><b><u>Your Vision / Dream</u></b></p> <p>:</p> <p><b><u>What this would provide you in your life</u></b></p> <p>:</p>	<p><b><u>In General</u></b></p> <p>What's working</p> <p>:</p> <p>What's not working</p> <p>:</p>
<p><b><u>Areas of Concern</u></b></p> <p>What's working</p> <p>:</p> <p>What's not working</p> <p>:</p>	<p><b><u>Ideas &amp; Suggestions:</u></b></p> <p>:</p> <p>:</p>



# Objectives – From Vision to Action

## Your Vision / Dream

- A den that provides fun for our family and friends

## What this would provide you in your life

- Connection, good times, lasting memories

## Areas / Activity Zones

- Movie night
- Reading nook
- Activity table  
(puzzles, games & Lego)
- Sorting area

## Plan

Day 1 – 0.5 hours

- Sort right corner for sorting area

Day 2 – 0.5 hours

- Sort games and puzzles

- 

## Ideas & Supplies:

- Recycling bags, trash bags
- Giveaway box
- Bookcase
- Activity table

# Objectives

## Strategies to Reduce Clutter

### What personal guidelines can “I” use?

- ❑ I will get rid of anything I have not used in the past two years.
- ❑ I will give some of my keepsakes to my family so I can see them enjoy them now.
- ❑ I will keep only the amount of this item that will fit in this closet.
- ❑ I will keep only those things that bring me joy.
- ❑ For every one thing I keep, I will discard something.
- ❑ For every one thing I bring home, I will discard something.

# Objectives

## Questions to Ask to Reduce Clutter

**What questions help with sorting and discarding? These questions will be unique to the client and be a reflection of their vision.**

- Does keeping this here allow me to move around comfortably and safely?
- Where will I put it if I buy it?
- Could I get this again if I found I really needed it?
- Have I used this in the past year?
- Does this bring me joy?

# Objectives

## Questions to Ask to Reduce Clutter

**What questions help with sorting and discarding? These questions will be unique to the client and be a reflection of their vision.**

- ❑ What benefit does this provide me?
- ❑ Is there someone who could use this more than I can?
- ❑ Is there another place I could put this that would be more helpful?
- ❑ How many of these do I already have?
- ❑ Do I have enough of these?

# Objectives – From Vision to Action

## WRAP

### Wellness Recovery Action Plan

- Lee Shuer – “Buried in Treasures Workshop”
- Wellness Toolbox
- Trigger Action Plan (Saving, Acquiring, etc.)
  - ▣ What are your triggers
  - ▣ Eye on the Prize – Goals for Decluttering
  - ▣ How to Keep Yourself Motivated

# Objectives – From Vision to Action

## Motivational Interviewing

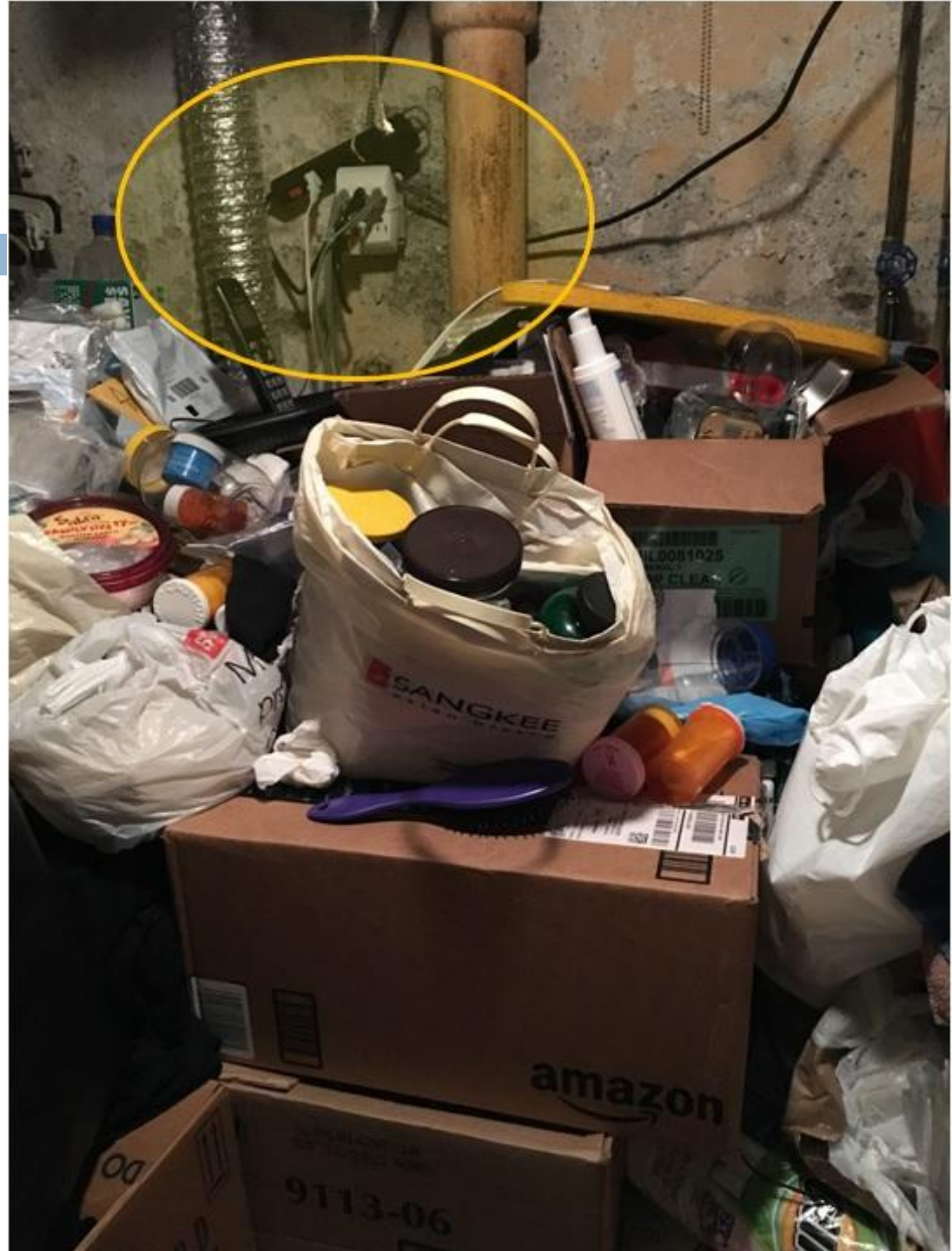
- Dr. Gail Steketee, PhD at Boston University
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  - ▣ A client-centered, directive method for enhancing people's natural motivation to change
  - ▣ Focus on the value gained from change
  - ▣ Brainstorming ways to change behaviors that are not in line with their values and goals.

# Objectives

## Safety First

Harm Reduction Model  
– Jesse Edsell-Vetter

- ❑ Blocked egress
- ❑ Fire load (volume of items is too great)
- ❑ Fire hazards (items in oven, near heat source, etc.)
- ❑ Trip hazards
- ❑ Crush hazards
- ❑ Infestation



# Objectives – Picking a Team

Using family and friends on the team

- ❑ Educate family and friends about the phenomenon and characteristics associated with hoarding behavior
- ❑ Explain to family and friends that the goal is to reduce the risks associated with hoarding
- ❑ Explain that the worst thing to do is to go in and throw things away for them or go in and throw things away when the owner is not there.
- ❑ Be compassionate, be respectful and being the same level of curiosity to their time with your client.
- ❑ Rediscover who they are and what bonds you to them.



# Objectives – Picking a Team

## Help From Community Agencies

- Animal Care & Control Team
- Center for Advocacy for the Interests and Rights of the Elderly
- Clutterers Anonymous
- Community Behavioral Health
- Columbus Property Management
- Community Legal Services
- Department of Behavioral Health
- Department of Human Services
- Department of Public Health
- Jewish Family and Children Services
- Liberty Community Connections
- Licenses & Inspections
- Mental Health Association of Southeastern Pennsylvania
- National Association of Professional Organizers/Institute for Challenging Disorganization
- Office of Supportive Housing
- Pennsylvania SPCA
- Philadelphia Corporation for Aging
- Philadelphia Housing Authority
- Philadelphia Fire Department
- Senior Law Center
- Tenant Union Representative
- Visiting Nurse Association

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# Record



# Record Tasks and Action Plan

- Important for your work with your clients
  - ▣ Important to discuss individual tasks and to write it out
    - Helps them remember the task and own the process
  - ▣ Important for the continuity of your work over time
    - Charting progress
    - Identifying pitfalls and roadblocks
- Coordinating with other organizations and team members

# Record – Jobs & Accountabilities

Creating A Team that is Built to Last!

**Integrity: Without it Nothing Works**

MICHAEL C. JENSEN - Jessie Isidor Straus Professor  
Emeritus, Harvard Business School

**Workability and performance hinges on the level of  
integrity maintained by the team.**

# Record – Jobs & Accountabilities

## Managing the team

- Need a structure for recording what actions the client and team members say they will do and by when (action plan / accountability log)
- Agree on a way to communicate and display action plans and accountability logs
- Review at the start of each session
- What gets done or doesn't is always an opportunity for learning
  - ▣ Reveals where the action plan needs to be tweaked or revised

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# Schedule



Here's a Tip!

IF ACTIONS AND TASK ARE NOT  
SCHEDULED IN TIME,  
MOST LIKELY  
THE VISION WILL NOT BECOME A REALITY,  
  
at least no time soon!

# RESOURCES AND ORGANIZATIONS

PHTF CONFERENCE – “IT TAKES A TEAM” – 6-8-2018





# Ongoing Support

## □ Support Groups

### □ Clutterer's Anonymous

- <https://clutterersanonymous.org/>

### □ Buried in Treasures Groups

- [http://www.mutual-support.com/the\\_buried\\_in\\_treasures\\_workshop\\_and\\_facilitators\\_guide](http://www.mutual-support.com/the_buried_in_treasures_workshop_and_facilitators_guide)

### □ Anxiety Support Groups

## □ Counseling/Therapy

### □ Cognitive/Behavioral Therapy

### □ Exposure Therapy

# Ongoing Support

- **Sorting, Organizing and Discarding**
  - Professional Organizers
    - National Association of Productivity & Organizing Professionals (NAPO) [www.napo.net](http://www.napo.net)
    - Institute for Challenging Disorganization (ICD) <http://www.challengingdisorganization.org>
  - Case managers
  - Home Health Aides
  - Family or Friends
- Work with other agencies to maximize resources.

# Philadelphia Hoarding Task Force

## Website & Resource Guide

[www.PhiladelphiaHoarding.org](http://www.PhiladelphiaHoarding.org)

## Helplines

- Two helplines based on the age of the person with hoarding behaviors:

Under 60 years of age: **215-751-1800**

60 years of age and above: **215-545-5728**

# Websites

- Institute on Compulsive Hoarding & Cluttering  
[www.mentalhealthsf.org/programs/ichc](http://www.mentalhealthsf.org/programs/ichc)
- Help for Hoarders [www.helpforhoarders.co.uk](http://www.helpforhoarders.co.uk)
- International OCD Foundation  
[www.ocfoundation.org/hoarding](http://www.ocfoundation.org/hoarding)
- Children of Hoarders - [www.childrenofhoarders.com](http://www.childrenofhoarders.com)
- National Association of Productivity & Organizing Professionals - [www.napo.net](http://www.napo.net)
- Institute for Challenging Disorganization (ICD)  
<http://www.challengingdisorganization.org>

# Resources

## Research and Information

- International OCD Foundation (IOCDF), PO Box 961029, Boston, MA 02196, 617.973.5801 <http://www.ocffoundation.org>
- Boston University School of Social Work  
[www.bu.edu/ssw/research/hoarding](http://www.bu.edu/ssw/research/hoarding)
- Smith College Department of Psychology  
[www.science.smith.edu/departments/PSYCH/rfrost](http://www.science.smith.edu/departments/PSYCH/rfrost)

## Assessment Tools

- Clutter Image Rating Scale -  
[http://www.hoardingconnectioncc.org/Hoarding\\_cir.pdf](http://www.hoardingconnectioncc.org/Hoarding_cir.pdf)
- HOMES – Multi-disciplinary Hoarding Risk Assessment -  
[https://vet.tufts.edu/wp-content/uploads/HOMES\\_SCALE.pdf](https://vet.tufts.edu/wp-content/uploads/HOMES_SCALE.pdf)
- Activities of Daily Living for Hoarding -  
<http://www.oxfordclinicalpsych.com/view/10.1093/med:psych/9780199334940.001.0001/med-9780199334940-interactive-pdf-006.pdf>

# Books

- **For anyone**
  - Stuff (Steketee & Frost)
  - The Secret Lives of Hoarders (Matt Paxton)
- **For people with hoarding behaviors**
  - Buried in Treasures (Steketee, Tolin & Frost)
- **For family members and loved ones**
  - Digging Out (Tompkins & Hartl)
- **For children who grew up in a hoarded home**
  - Coming Clean (Miller)

# Books

- **For service providers/clinicians**
  - ▣ The Hoarding Handbook (Bratiotis, Schmalisch & Steketee)
  - ▣ Compulsive Hoarding and Acquiring Workbook (Steketee & Frost)
  - ▣ ICD Guide to Collaborating with Professional Organizers (Knerr)

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AND TEAM  
THAT ARE  
BUILT TO LAST!**



**WITH  
YASMIN GOODMAN**

**PHTF CONFERENCE – “IT TAKES A TEAM” – 6-8-2018**

