

PHILADELPHIA HOARDING TASK FORCE

Philadelphia Hoarding Resource Guide

January 2015

When a person has a problem with hoarding, it can be hard to know where to turn for help. This guide is a collection of immediate and non-immediate services that may help a person with hoarding behaviors live a safer, healthier life.

Persons who have further questions regarding hoarding-related resources in the Philadelphia area may call one of two information lines based on the age of the person with hoarding behaviors:

Under 60 years of age: 215-751-1800
Persons age 60 and above: 215-545-5728

About the Philadelphia Hoarding Task Force

The **Philadelphia Hoarding Task Force (PHTF)** was convened in 2013 to improve outcomes for people who hoard and reduce the catastrophic consequences related to hoarding for residents of the City of Philadelphia.

Balancing the rights of individual with the health and safety needs of the community, PHTF works to provide individuals and organizations in the region with the tools they need to successfully overcome this challenging disorder.

About Hoarding

Hoarding is the process of acquiring and failing to discard objects that appear to be of limited value. It often results in active living spaces becoming so cluttered they cannot be used as intended. Hoarding usually causes significant distress or impairment in functioning.

Individuals with hoarding behaviors account for two to five percent of the population—an estimated 23,600 to 59,000 adults in Philadelphia. While anyone can begin hoarding, risk factors for hoarding include:

- A family member with hoarding behaviors
- A co-occurring mental health disorder including depression, anxiety, attention deficit/hyperactivity or alcohol/drug abuse.
- A traumatic brain injury to the frontal lobe
- A stressful life event trigger
- A history hoarding behaviors in adolescence that may not become problematic until later in life.

Sources:

Diagnostic and Statistical Manual of Mental Disorders: DSM-5
<http://www.psychiatry.org/mental-health/hoarding-disorder>

Books and Websites

The following books and websites are excellent resources for people who are hoarding, their family members, friends and service providers.

For anyone

- Stuff (Steketee & Frost) – An overview of hoarding with many easy-to-read stories written by two of the leading researchers on hoarding in the United States.
- The Secret Lives of Hoarders (Matt Paxton) – An overview of hoarding and its many shapes and forms written by the featured organizer on the A&E show Hoarders.
- International OCD Foundation hoarding.iocdf.org – An overview of hoarding with information about the disorder, services and treatment.

For people with hoarding behaviors

- Buried in Treasures (Steketee, Tolin & Frost) – A program that helps a person recognize his/her own hoarding behaviors and take steps to declutter his/her home.

For family members and loved ones

- Digging Out (Tompkins & Hartl) – Strategies for engaging a loved one who struggles with hoarding behaviors.

For children who grew up in a hoarded home

- Coming Clean (Miller) – Memoir of a woman who grew up in a hoarded home in New York.
- Children of Hoarders www.childrenofhoarders.com – Information and support for people who grew up in hoarded homes.

For service providers

- The Hoarding Handbook (Bratiotis, Schmalisch & Steketee) – Clinical framework for hoarding disorder and intervention
- Compulsive Hoarding and Acquiring Workbook (Steketee & Frost) – Assessment tools for hoarding case management and intervention.
- Institute on Compulsive Hoarding & Cluttering mentalhealthsf.org/programs/ichc
- Institute for Challenging Disorganization challengingdisorganization.org

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(Each agency has own criteria; please follow up directly for eligibility requirements.)

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American Red Cross of Southeastern Pennsylvania

About

The American Red Cross of Southeastern PA provides food and shelter in emergencies, assists members of the armed forces and their families, provides disaster assistance and teaches lifesaving skills.

Accessing Services

American Red Cross of Southeastern PA
2221 Chestnut Street, Philadelphia, PA 19103
Phone: 215-299-4000
Website: www.redcross.org/pa/philadelphia

First Response

Provide immediate shelter for displaced households including pets.

Services/Resources

- Temporary and Emergency shelter, food, clothing, health and mental health services

Criteria for Services

Open to all regional residents directly impacted by a disaster or emergency.

Animal Care and Control Team of Philadelphia (ACCT)

About

ACCT provides shelter, care, and veterinary services for homeless, abandoned and abused animals and protects the safety and welfare of Philadelphia's citizens.

Accessing Services

Location: 111 W. Hunting Park Ave, Philadelphia, PA 19140

Phone: 267-385-3800

Website: www.acctphilly.org

First Response

Respond to complaints of animals that exceed the number legally allowed in a Philadelphia residence (12) which may or may not involve hoarding.

Services/Resources

- Animal sheltering
- Animal placement

ACCT encounter situations either via a code violation complaint of too many animals or animal waste. They may also assist other agencies such as L&I, Police, Sheriff's Department and Fire when animals are present.

Service Limitations

ACCT cannot "seize" animals, which are personal property of the owner. In the cases of animal cruelty, ACCT refers to the Pennsylvania SPCA Humane Law Enforcement.

Criteria for Services

ACCT provides assistance regarding animal related complaints and concerns for animals and residents within the City of Philadelphia.

Hours of Operation

8am—10pm, daily

Center for Advocacy for the Rights and Interests of the Elderly (CARIE)

About

CARIE improves the well-being, rights and autonomy of older persons through advocacy, education and action.

Accessing Services

Location: 1500 JFK Blvd, Suite 1500, Philadelphia, PA 19102

Phone: 215-545-5728 or 800-356-3606

Website: www.carie.org

First Response

Provide referrals to agencies for protective services, MH support, clean up/out help and other case management services.

Services/Resources

Referring people who hoard to resources/services

CARIE provides information and referral services for any older adult issue.

Service Limitations

CARIE does not offer ongoing case management or home visitations.

Criteria for Services

As long as the caller is trying to help someone who is 60 years of age or older, CARIE will assist the caller.

Potential Negative Outcomes of Service Involvement

- Mandated reporters for vulnerable populations.

Clutterers Anonymous (CLA)

About

A peer-led support group for men and women with concerns with clutter.

Center City West Meeting

Location: Center City West, 19103

Wednesdays, 11:15am – 12:45pm

Contact: Diana 215-847-4006 or CLAPhilly@gmail.com for more information

Hope and Healing Meeting

Location: Westley Enhanced Living near Pennypack Park, 8401 Roosevelt Blvd

Directions: Take Outer Lane of the Blvd. Northbound to entrance.

Wednesdays, 7:30 pm – 9:00pm

Contact: 215-722-4859 Rita

Phone Meetings

Meeting Information: (866) 402-6685

Meeting times and contact information are subject to change. Please visit www.philadelphiahoarding.org for the most up-to-date information.

Website: www.ClutterersAnonymous.org

Services/Resources

- Participation in a 12 Step program.
- No fees or dues.

Service Limitations

Not professional care. Peer-to-peer mentoring and sponsorship.

Criteria for Services

There are no dues or solicitation for donations. Participation is voluntary and open.

Community Legal Services (CLS)

About

Community Legal Services (CLS) is an independent 501(c)3 organization providing free legal services, in civil matters, to low-income Philadelphians. Since its founding, CLS has served more than one million clients who could not afford to pay for legal representation.

Accessing Services

Center City

Location: Center City: 1424 Chestnut St, Philadelphia, PA 19102

Phone: 215-981-3700

- Private landlord/tenant – Monday & Wednesday, 9am-noon
- Subsidized housing (Section 8, PHA, HUD) – Tuesday & Thursday, 9am-noon
- SSI disability benefits appeals – Monday through Friday, 9am-noon
- DHS cases (allegations of child abuse) – Monday through Friday, 9am-noon

North Philadelphia Legal Center

Location: 1410 West Erie Ave, Philadelphia, PA 19140

Phone: 215-227-2400

- Medical Assistance – Monday & Wednesday, 9am-noon
- SSI disability benefit appeals – Tuesday & Thursday, 9am-noon
- Long-term care – Monday & Wednesday, 9am-noon
- Utilities (only after shut-off) – Tuesday & Thursday, 9am-noon
- Homeownership – Monday, Wednesday & Friday, 9am-noon
- Debt Collection – Monday, Wednesday & Friday, 9am-noon

Website: www.clsphila.org

Services/Resources

- Legal representation

CLS may be able to help clients address specific legal problems that develop as a result of hoarding including the areas listed above.

Service Limitations

CLS can only provide legal services, and can only represent in civil cases where the client has defenses. CLS cannot provide direct services for hoarding problems (clean outs, extermination, case management, therapy etc.) but can provide referrals.

Criteria for Services

Client must be below or at 187.5% of poverty and have a civil legal problem.

Department of Behavioral Health and Intellectual disAbility Services (DBHIDS)

About

The Philadelphia Department of Behavioral Health and Intellectual disAbility Services (DBHIDS) is an integrated behavioral health care system comprised of the Philadelphia Office of Addiction Services, Office of Mental Health, Intellectual disAbility Services, and Community Behavioral Health. DBHIDS components provide services through a network of agencies while collaborating with the Philadelphia School District, child welfare and judicial systems, and other stakeholders. Persons served are Philadelphia residents receiving medical assistance or who are uninsured or underinsured. Specific initiatives/services are available to all Philadelphians, such as crisis and prevention services. The DBHIDS embraces a vision of recovery, resilience, and self-determination.

Accessing Services

Website: www.dbhids.org

Community Behavioral Health

A not-for-profit managed care organization responsible for the provision of mental health and substance abuse services for **Philadelphia County Medicaid recipients**.

Phone: 215-413-3100

Office of Mental Health

Plans, funds and monitors mental health services for more than 40,000 **uninsured and underinsured adults and children**. Services, which include emergency/crisis intervention, outpatient, residential and rehabilitative programs, are delivered by an extensive network of contracted community mental health centers or specialized health provider agencies across Philadelphia.

Phone: 215-685-5400

Office of Addiction Services

As the City's Single County Authority for drug and alcohol programs, this Office plans, funds, and monitors substance abuse prevention, intervention, treatment and recovery support services in Philadelphia.

Phone: 215-685-5403

Department of Behavioral Health and Intellectual disAbility Services (DBHIDS)

Behavioral Health Special Initiative

A program managed by the Office of Addiction Services, BHSI serves **uninsured and underinsured individuals** and families as a "safety net" for people who require drug or alcohol treatment services.

Phone: 215-546-1200

Intellectual Disability Services

Plans, administers, monitors, and coordinates services for over 12,000 Philadelphia citizens with an intellectual disability.

Phone: 215-685-5900

Acute Services Delegate Line (Emergency Response)

Phone: 215-685-6440

Crisis/Suicide Counseling Hotline

Phone: 215-686-4420

Crisis Centers

1. Pennsylvania Hospital Crisis Response Center
Phone: 215-829-5249
2. Mercy Hospital Crisis Response Center
Phone: 215-748-9525
3. Einstein Hospital Crisis Response Center
Germantown Community Health
Phone: 215-951-8300
4. Episcopal Hospital Crisis Response Center
Phone: 215-707-2577
5. Friends Hospital Crisis Response Center
Phone: 215-831-2600

Case Management Services for persons with serious mental illness such as schizophrenia

Phone: 215-599-2150

Case Management Services for persons with addiction challenges

Phone: 215-546-6435

Department of Behavioral Health and Intellectual disAbility Services (DBHIDS)

Services/Resources

Services provided to all residents of the City of Philadelphia include Crisis and Prevention Services. Persons who receive Health Choices Insurance through Medicaid or who are Medicaid-eligible and have behavioral health challenges (either mental health or drug and alcohol related) may receive prevention, early intervention, emergency/crisis, behavioral health assessment, treatment and recovery support, in-home therapy (limited), and peer mentoring/individual support services through a network of providers. Case management services, supported independent living and mobile psychiatric rehabilitation services are also available to persons who qualify further for these programs.

Service Limitations

Serves Philadelphia residents receiving medical assistance or who are uninsured/underinsured.

Participation in services is voluntary with the exception of crisis services. Persons in hoarding situations will quite often refuse services or may not open the door for the mobile crisis team in an acute crisis situation. Persons with private insurance will be referred to their health insurance member services department for access to services through that insurer.

Financial Empowerment Centers

About

Philadelphia's network of Financial Empowerment Centers provide free high-quality, one-on-one financial counseling with professionally trained counselors to help clients transition from debt management to savings.

Accessing Services

Congreso Headquarters
216 W. Somerset Street, Philadelphia, PA 19133

Municipal Services Building Concourse Level
1401 John F. Kennedy Boulevard, Philadelphia, PA 19103

Community College of Philadelphia, Center for Business and Industry
1751 Callowhill Street, Philadelphia, PA 19130

Community Legal Services
1410 W. Erie Avenue, Philadelphia, PA 19140

Germantown Life Enrichment Center
5722 Greene Street, Philadelphia, PA 19144

People's Emergency Center
3939 Warren Street, Philadelphia, PA 19104

The Welcoming Center for New Pennsylvanians
1617 John F. Kennedy Boulevard, Philadelphia, PA 19103

Website: www.phila.gov/fe

First Response

Provide financial counseling and next steps to financial independence and security.

Services/Resources

- Debt reduction and savings plans
- Improve credit
- Create a budget
- Open a bank account
- Start an emergency fund

Criteria for Services

Open to all Philadelphia residents.

Finding Extermination Services

Extermination can be difficult in a home that has excessive clutter. Some providers of extermination services will not provide any services in a hoarded home because the conditions may prevent the effectiveness of the extermination. However, some providers will assess a hoarded home and outline needed preparation efforts.

The Philadelphia Hoarding Task Force does not endorse any specific companies that provide extermination services. However, some extermination companies have partnered with Philadelphia Hoarding Task Force member agencies or requested permission to be listed on the Philadelphia Hoarding Task Force website.

For a list of companies providing extermination services in hoarded homes, please visit www.philadelphiahoarding.org.

It is our hope that the companies listed on the website will show sensitivity and patience to people who struggle with hoarding behaviors by helping them prepare for extermination and rid their homes of pests.

Finding Heavy Cleaning Services

Sometimes it is necessary to hire heavy cleaning services to comply with health and safety standards.

The Philadelphia Hoarding Task Force does not endorse any specific companies that provide heavy cleaning services. However, some cleaning and restoration companies have partnered with Philadelphia Hoarding Task Force member agencies or requested permission to be listed on the Philadelphia Hoarding Task Force website.

To see the most up-to-date list of companies providing heavy cleaning services in the Philadelphia area, please visit www.philadelphiahoarding.org.

It is our hope that the companies listed on the website will show sensitivity and patience to people who struggle with hoarding behaviors by helping them clean out their homes with dignity and respect.

Finding a Therapist

Finding a therapist with expertise and experience in treating hoarding disorder can be difficult. Treatment for hoarding usually involves cognitive behavioral therapy (CBT) for hoarding and/or harm reduction techniques. Additionally, a therapist who has experience in working with trauma and has training in dialectical therapy and family therapy is ideal.

Treatment will often involve in-home therapy, can occur in individual or group settings as well as in the form of self-help groups (in-person or web-based) and will span over a period of time. If you are unable to find a therapist with experience in treating hoarding, a therapist with experience in obsessive-compulsive disorder or anxiety disorders may be helpful.

Below are questions you may want to ask a potential therapist:

- What are your credentials? Are you licensed? How many years have you been in practice?
- What are your areas of expertise? What is your training and background in treating clutter/ hoarding? What approach do you use in treating hoarding? Be cautious of therapists who say they use CBT but cannot be more specific. Make sure they can explain how CBT can specifically address hoarding issues such as using motivational interviewing, exposure/response prevention and skills training.
- Do you do in-home visits?
- What are your fees? What types of insurance do you accept? If the therapist is not covered by your insurance, some therapists operate on a sliding-scale fee policy, where the amount you pay depends on your income.

To locate a therapist, check with your insurance company or employee assistance program for someone with expertise with treating hoarding. The following organizations have available a therapist locator database on their websites for therapists who identify themselves as specializing in treating hoarding:

- The International OCD Foundation - www.ocffoundation.org
- The Anxiety Disorders Association of America - www.adaa.org
- The Association for Behavioral and Cognitive Therapies - www.abct.org

You can also locate a therapist through local, state and federal associations.

- Philadelphia Society of Clinical Psychologists - www.philadelphiapsychology.org
- Pennsylvania Psychological Association - www.papsy.org
- National Association of Social Workers Pennsylvania Chapter – www.nasw-pa.org or www.helpstartshere.org/find-a-social-worker
- Pennsylvania Counseling Association - www.pacounseling.org or www.nbcc.org/CounselorFind/PA
- Pennsylvania Association for Marriage and Family Therapy – www.pamft.com or www.therapistlocator.net
- Psychology Today - therapists.psychologytoday.com

Finding a Therapist

The Philadelphia Hoarding Task Force does not endorse any specific providers who provide therapy to people with hoarding behaviors. However, some therapists in the region have partnered with Philadelphia Hoarding Task Force member agencies or requested permission to be listed on the Philadelphia Hoarding Task Force website.

To see the most up-to-date list of therapists who treat hoarding in the Philadelphia area, please visit www.philadelphiahoarding.org. It is our hope that you will find a therapist who will be knowledgeable about hoarding disorder and the interventions that can address hoarding behaviors.

Jewish Family and Children's Service (JFCS)

About

Jewish Family and Children's Services provides a diverse array of services to help children, adults, seniors and families cope with challenges that arise through the lifecycle. JFCS's staff of fully licensed clinical social workers are committed to providing quality services, compassionate support and solutions that work.

Accessing Services

Multiple Service Locations, including NE Philadelphia and Center City

Main Office: 2100 Arch St, 5th Floor, Philadelphia, PA 19103

Phone: 866-532-7669 or 267-256-2000

Website: www.jfcsphilly.org

Services/Resources

- Clean-out
- Extermination
- Case Management
- Credit Counseling
- Limited Financial Assistance
- Supportive Counseling

JFCS has limited funds for Jewish clients to pay for a clean-out or extermination.

JFCS can also provide case management to assist in goal setting.

Criteria for Services

JFCS provides services to Jewish individuals, ages 18 and older, in the greater Philadelphia region, who are typically in a financial crisis or at risk of eviction.

Mental Health Association of Southeastern Pennsylvania (MHASP)

About

Since 1951, MHASP has been a regional leader in transforming mental health services to be more responsive to the individual and family members. MHASP works to create opportunities for resilience and recovery for its clients.

Accessing Services

Main office location: 1211 Chestnut St, Suite 1100, Philadelphia, PA 19107

Phone: 215-751-1800 or 800-688-4226

Website: www.mhasp.org

Services/Resources

Consumer Advocacy

Provides Information and referral for professional and supportive services for persons with a mental health disorder.

Contact 215-751-1800 x 3892

Family Support Services (Training & Education Center)

Provides Information, support and referral services to family members of adults with serious mental health challenges. Also provides training & education programs for professionals and community organizations.

Contact 215-751-1800 x 3865 or tecinfo@mhasp.org

Service Limitations

Mandated reporters for vulnerable populations.

Criteria for Services

Consumer Advocacy - over 18

Family Support (Training & Education Center) – family/friend of consumer over 18

Service Schedule

Monday – Friday – 9:00 AM – 4:30 PM

Mission First Housing Group

About

Mission First (formerly 1260 Housing Development Corporation) develops and manages affordable, safe and sustainable homes for those in need.

Services/Resources

- Case management for residents

Mission First provides regular scheduled extermination services to residents. Resident Services Department provides case management services and can refer residents to other resources and services. Through unit inspections, Mission First staff is able to identify residents who are struggling with hoarding behaviors.

Accessing Services

Housing application or referral from one of our agency partners
Resident Services are available by referral from a Property Manager.

Main office location: 2042-48 Arch St, 2nd Fl, Philadelphia, PA 19103

Phone: 215-557-8414

Website: <http://missionfirsthousing.org>

Service Limitations

Limited training on hoarding and limited access to resources.

Criteria for Services

Must reside within one of the Mission First housing units.

National Organization of Professional Organizers (NAPO)

About

The National Association of Professional Organizers (NAPO) is a group of approximately 4,000 professional organizers dedicated to helping individuals and businesses bring order and efficiency to their lives.

Accessing Services

NAPO professional organizers can be searched for by location and by specialization on both the national and local websites: www.napo.net and www.napo-gpc.org.

Additional resources available at the Institute for Challenging Disorganization challengingdisorganization.org

First Response

Most NAPO organizers will have some type of intake session with new clients, generally over the phone. Some offer free or paid in-home assessments to decide whether and how they can help the client de-clutter and manage their environment. Chapter members who work with people who hoard will sometimes refer them to seek care from a mental health practitioner. Organizers can determine what resources, if any, they have already accessed, and work with them to form and implement a plan of action based on their unique situation.

Services/Resources

- Clean-out
- Professional organizing
- Referring with people who hoard to resources/services
- Home Safety Assessment

NAPO provides certified professional organizing services by people trained to work with people who hoard. A professional organizer primarily supports a client in managing and improving environmental issues related to disorganization.

Suggested Questions for a Potential Professional Organizer

1. What kinds of organizing projects do you do?
2. Who is your typical/usual client?
3. What services do you specialize in?
4. Do you have any training or hold any certifications in organizing or related areas (chronic disorganization, coaching, feng shui, interior design, etc.)?
5. Can you describe your organizing process/approach (consulting, coaching, hands-on, team organizing, seminars/workshops, etc.) and describe a typical working session?
6. How long have you been in the organizing business?

National Association of Professional Organizers (NAPO)

7. Will I work directly with you, or will you assign an employee and/or subcontractor?
8. What is your fee structure?
9. Do you work with a written contract?
10. What is your cancellation policy?
11. Can you provide references?
12. I have tried to get organized before. How will this be different?

Keep in mind that your choice of a professional organizer is not irreversible. Professional organizers should be nonjudgmental, encouraging, and supportive. They should be good listeners and recommend a variety of suggestions, alternatives, and solutions to create the system that will work best for you. If you begin working with a professional organizer and decide along the way that you are not comfortable with his or her particular style, you are rarely under obligation to continue the relationship. Be sure to let the organizer know how you feel. More than likely, he or she will be happy to recommend a colleague.

Service Limitations

NAPO professional organizers can neither provide a clinical diagnosis for someone with Hoarding Disorder, nor any legal Home Safety assessment. Services and assessments are based on general information, training and studies and are used as a means to support each client in de-cluttering their homes and addressing health and safety risks.

Criteria for Services

There are no qualifications for hiring a NAPO professional organizer.

Office of Supportive Housing (OSH)

About

The Office of Supportive Housing can provide short-term accommodation for individuals and families to resolve an immediate housing crisis, assess level of need and homelessness, and provide case management assistance in obtaining appropriate shelter placement.

Accessing Services

Emergency Housing Intake: 215-686-7150

During Regular Business Hours

Families/Single Women

Office of Supportive Housing

Apple Tree Center

INTAKE: 7am-3pm, Mon-Fri

1430 Cherry St., 215-686-7150, 7151, or 7153

Single Men

The Roosevelt Darby Center

INTAKE: 7am-3pm, Mon-Fri

802 North Broad St. 215-685-3700

Single Men

After Hours

Families Only

Red Shield Family Residence

INTAKE: After 3pm, Holidays, & Weekends

715 N. Broad Street, 215-787-2887

Single Women Only

Gaudenzia's House of Passage/Kirkbride Center

INTAKE: After 3pm, Holidays, & Weekends

48th St. and Haverford Ave (48th Street side entrance), 215-471-2017

Single Men Only

Station House

INTAKE: After 3pm, Holidays, & Weekends

2601 N. Broad St. (rear entrance) 215-225-923

Pennsylvania Department of Human Services Office of Long-Term Living

About

The Office of Long-Term Living (OLTL) helps to coordinate long-term living services for people over age 60 and adults with physical and developmental disabilities throughout Pennsylvania. OLTL provides access to **Home and Community-Based Services (HCBS) Waiver Programs** to allow eligible individuals to remain in their homes rather than enter an institution.

For people with hoarding behaviors, HCBS waiver programs may provide much needed supports including skilled nursing coverage or personal care assistance. Eligibility is based on a person's level of functioning, a person's financial level and the waiver program's capacity to take new applicants.

Application Process

Initial Assessment (Maximus or PCA)
Physician Certification
Level of Care Assessment (Usually PCA)
Financial Eligibility (Usually County Assistance Office)
Final Approval (Office of Long-Term Living)

Accessing Services

Maximus is the independent enrollment broker for consumers under age 60 with physical or intellectual disabilities who are seeking services from HCBS waiver programs in Philadelphia. To schedule an assessment for services, contact Maximus at 1-877-550-4227.

Philadelphia Corporation for Aging (PCA) is the enrollment broker for consumers age 60 and above who are seeking services from HCBS waiver programs in Philadelphia. To schedule an assessment for services, contact PCA at 215-765-9040.

For more information about home care services, contact the Office of Long-Term Living.
Long-Term Living Helpline Toll free 1-866-286-3636
Office of Long-Term Living Bureau of Individual Support 717-787-8091
Website: www.ltinpa.com

Criteria for Services

Must be Pennsylvania resident and at or below the eligible income requirements.

Pennsylvania SPCA

About

The Pennsylvania SPCA was the second humane organization to be founded in the United States. Their animal shelters house rescued animals while they recover from neglect and abuse and wait for a new home.

Accessing Services

Location: 350 E. Erie Ave, Philadelphia, PA 19134

Animal Cruelty Hotline: 866-601-7722

Phone: 215-426-6300

Website: pspca.org

Email: info@pspca.org

Services/Resources

- Clean-out
- Case management
- Identification of homes of people who hoard
- Animal sheltering
- Animal placement

The Pennsylvania SPCA is an animal shelter with humane law enforcement officers that can provide housing and medical care for the animals, law enforcement services, and animal removal assistance.

Criteria for Services

More animals in the home than is allowed by law; unsanitary/unhealthy conditions, injured or neglected animals

Philadelphia Corporation for Aging Older Adult Protective Services

About

The Philadelphia Corporation for Aging (PCA) is a private, non-profit organization serving as Philadelphia county's area agency on aging since 1973. PCA's mission is to improve the quality of life for older Philadelphians or people with disabilities and to assist them on achieving high levels of health, independence and productivity.

PCA's Older Adult Protective Services Department provides the resources to intervene when an older adult is abused, abandoned, neglected or financially exploited. The department investigates more than 2,000 reports of abuse and neglect annually. Older Adult Protective Services provides the resources to detect, prevent, reduce or eliminate:

- Self-neglect
- Neglect by a caregiver
- Physical, sexual or psychological abuse
- Misuse of the older adult's money or personal property
- Abandonment

Accessing Services

Main office location: 642 N Broad St, Philadelphia, PA 19130

Phone: 215-765-9040

Website: www.pcacares.org

Services/Resources

- Clean-out
- Extermination
- Case management
- Legal representation
- In-home health care
- In-home activities of daily living support
- Referring with people who hoard to resources/services

Service Limitations

With the exception of case management and in-home services for daily activities, the services listed above are only available through Older Adult Protective Services

Criteria for Service

Age related: Client must be 55 plus and/or 60 years old depending on the service. Client must live in Philadelphia and be at imminent risk, incapacitated and lack a responsible care giver. PCA conducts an assessment to determine needs of client.

Philadelphia Fire Department

About

The mission of the PFD is to serve the public by providing comprehensive all hazard prevention, risk reduction, and emergency response.

Accessing Services

Location: Headquarters at 240 Spring Garden Street, Philadelphia PA 19123
62 Neighborhood Fire Stations

Phone: 215-686-1382 or 215-686-1300

Website: <http://www.freedomfromfire.com> or <http://www.phila.gov/fire>

First Response

In addition to Fire Suppression and Emergency Medical Care, the PFD will provide home safety inspections, and referral to appropriate associated agencies.

Services/Resources

- Emergency Housing and Services
- Home Safety Assessment

The PFD can install smoke alarms and provide home safety education and inspection. The PFD can also refer people who experience difficulties with clutter to appropriate resources and services.

Service Limitations

The PFD does not offer ongoing case management.

Criteria for Services

The Philadelphia Fire Department serves everyone in the City of Philadelphia regardless of age, gender, race, language, or level of ability.

Senior Law Center

About

SeniorLAW Center is a nonprofit organization which improves the lives of older Pennsylvanians and protects their rights through legal representation, education and advocacy.

Access

Pennsylvania SeniorLAW Helpline

Phone: 1-877-PASR LAW (1-877-727-7529) or 215-988-1232

Locations

- Haddington Multi-Services for Older Adults 5331-41 Haverford Avenue, West Philadelphia (19139) Phone: 215-472-6600
Services provided the third Wednesday of every month
- Mann Older Adult Center 3201 North 5th Street, Kensington (19140) Phone: 215-685-9844
Services provided the second Monday of every month
- Norris Square Senior Citizens Center 2121-37 N. Howard Street, North Philadelphia (19122) Phone: 215-423-7241 or 215-423-7242
Services provided the Third Thursday of the month
- Juniata Park Older Adult Center 1251 East Sedgley Avenue (19122) Phone: 215-685-1490
Services provided the first Wednesday of the month
- Northeast Older Adult Center 8101 Bustleton Avenue, Northeast Philadelphia (19152) Phone: 215-685-0576
Services provided the fourth Wednesday of the month

Services/Resources

- Direct and limited individual legal representation
- Legal advice
- Counseling
- Information and referrals

Service Limitations

Serves walk-ins for emergencies only during the imminent loss of home. Otherwise, appointments must be made.

Criteria for Services

Serves senior citizens.

Veterans Multi-Service & Education Center

About

The Veterans Multi-Service Center provides veterans with employment training and educational services to all honorably discharged veterans. Social and human services including counseling and referrals are also provided.

Accessing Services

Veterans Multi-Service and Education Center
213-217 North 4th Street, Philadelphia, PA 19106

Phone: 215-923-11673

Website:

www.philavets.org

Services/Resources

- Job training and placement
- Permanent and transitional housing services
- Legal counseling referrals
- Assistance with medical and disability claims

Criteria for Services

Open to all honorably discharged veterans.

VA Medical Center Mental Health Services

About

The Philadelphia VA Medical Center provides consultation, evaluation and treatment for issues that impact emotional well-being.

Accessing Services

Philadelphia VA Medical Center
3900 Woodland Avenue, Philadelphia, PA 19104

Phone: 215-823-5808 x 5808

Website: www.philadelphia.va.gov/services/Mental_Health.asp

First Response

Services/Resources

Provides counseling services and psychotherapy for qualifying veterans.

- Talk therapy
- Group therapy

Criteria for Services

Open to all honorably discharged veterans.

Visiting Nurse Association of Greater Philadelphia

About

The Visiting Nurse Association (VNA) of Greater Philadelphia is the largest non-profit home health and hospice provider in the region. The VNA is Medicare Certified, licensed by the State of Pennsylvania and Accredited by the Community Health Accreditation Program.

Accessing Services

Location: 3300 Henry Avenue, Suite 500, Philadelphia, PA 19129

Intake/Referral Center: 215-473-7600

Website: www.vnaphilly.org

Email: help@vnaphilly.org

First Response

We provide mental health nursing services (home care) and make referrals to other organizations as needed.

Services/Resources

- Case management
- Individual therapy
- In-home health care
- In-home activities of daily living support
- In-home therapy
- Peer mentoring/individual support
- Mental Health Assessment
- Home Safety Assessment

Trained and certified mental health nurses provide mental health therapy, home physical and occupational therapy, speech pathology and home health aide and make referrals to other organizations on a as needed basis, such as adult protective services, PCA, assist in connecting patients with other services above which we do not directly provide. We also provide home visiting doctor services and hospice services at home and inpatient level of care at our 3300 Henry Ave location. The VNA's service area is Philadelphia, Lower Bucks County, parts of Delaware County and eastern Montgomery County.

Service Limitations

The VNA only serves adults 18 and above for home care.

Criteria For Services

For home care and home visiting doctors, patients must have difficulty leaving their home due to mental or physical reasons. For home care, patients must have some sort of skilled home care need, which would include a mental health need. VNA will contact the physician regarding home care orders.