

# MassHousing's Community Services Conference

In partnership with the **Massachusetts Statewide Steering Committee on Hoarding**

## Using a Team Approach to Address



## in Affordable Housing

**Wednesday, April 2, 2014** Marlborough, MA

**REGISTER NOW!**

[www.masshousing.com/conference](http://www.masshousing.com/conference)

### **Special Next Day Training**

**Thursday, April 3, 2014**

*Advanced Harm Reduction for Severe Hoarding*

featuring Dr. Michael Tompkins, San Francisco Bay Area Center for Cognitive Therapy

**REGISTER HERE**



## **COMMUNITY SERVICES CONFERENCE**

**Wednesday, April 2, 2014**

**Best Western Royal Plaza Hotel & Trade Center**

**Marlborough, MA**

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### ***Using a Team Approach to Address Hoarding in Affordable Housing***

In partnership with the Massachusetts Statewide Steering Committee on Hoarding, MassHousing is proud to present the 2014 Community Services Conference for all staff of multifamily and elderly housing developments across the Commonwealth, as well as service providers, local and state housing and public health professionals.

The purpose of this year's conference is to assist housing professionals and affiliated personnel to better understand and respond effectively to the complex issues related to hoarding in rental housing.

#### **You will learn:**

1. Strategies to better understand and respond effectively to the complex issues related to hoarding in housing.
2. Appropriate roles and boundaries related to working with people that hoard.
3. Information about community based promising practices, new trends in diagnosis and treatment, effective roles of families, enhancing motivation and engagement, the power of peer response and how to address hoarding in rental housing.

**Register: [www.masshousing.com/conference](http://www.masshousing.com/conference)**

## AGENDA

8:00 **Registration and Continental Breakfast**

9:00 **Welcome-** Thomas J. Lyons, Community Services Manager,  
MassHousing

**Opening Remarks-** Thomas R. Gleason, Executive Director,  
MassHousing

**Overview-** Christiana Bratiotis, Ph.D., LICSW, Assistant Professor,  
University of Nebraska Omaha

9:15 **Speaking from Experience -** Lee J. Shuer, Director of Mutual Support  
Services, ServiceNet

9:45 Break

10:00 **Keynote-** Michael A. Tompkins, Ph.D., Founding Partner, San Francisco  
Bay Area Center for Cognitive Therapy  
*"Engaging with People Who Hoard Using a Harm Reduction Model of  
Intervention"*

11:30 **TAP Awards**

12:00 **Lunch**

1:00 **Workshops**

1. Community Based Promising Practices to Address Hoarding
2. Hoarding Disorder and Emergent Findings
3. The Role of Families in Help for Hoarding
4. Enhancing Motivation & Engagement with People Who Hoard
5. The Power of Peer Response
6. Hoarding in Rental Housing

2:30 Break

2:45 **Ask the Experts Panels**

4:00 **Reception & Book Signing -** Hosted by Boston University School of  
Social Work



Michael  
Tompkins

## WORKSHOP DESCRIPTIONS

1:00 pm

### Workshop 1

#### Community Based Promising Practices to Address Hoarding

**Christiana Bratiotis, Ph.D., LICSW, Assistant Professor, University of Nebraska Omaha**

Hoarding as a public health issue can lead to health and safety risks to the individual, their family and their neighbors. Attendees will learn about international, national and local models of community and agency based interventions for hoarding. Details about practice models focused on community education, individual case intervention and coordinated cross-disciplinary efforts will be shared. In addition, participants will have the opportunity to learn from and talk with leaders of unique Massachusetts-based hoarding intervention programs.



Christiana  
Bratiotis

### Workshop 2

#### Hoarding Disorder and Emergent Findings

**Jordana Muroff, Ph.D., LICSW, Assistant Professor, Boston University School of Social Work**

**Sarah Dowal, MPH, MSW, LCSW, Clinical Research Associate, Institute for Aging Research, Hebrew SeniorLife**

To address the problem of hoarding, researchers have been studying the disorder and promising mental health practices have emerged. Attendees of this workshop will learn about the latest psychosocial research examining the course of hoarding, its distinction from OCD, and interventions that are promising. Updates to mental health diagnostic criteria will also be noted. Presenters will discuss specific characteristic features of hoarding (e.g., procrastination, perfectionism, decision-making difficulties) and strategies to address them.

### Workshop 3

#### The Role of Families in Help for Hoarding

**Michael A. Tompkins, Ph.D., Co-Director, San Francisco Bay Area Center for Cognitive Therapy**

Family members are often significantly impacted by hoarding and are sometimes confused about their role and the best way to help. This workshop utilizes the Community Reinforcement and Family Training (CRAFT) therapeutic model to work with people who hoard. Workshop participants will learn to develop a road map to guide family responses to a loved one's hoarding behavior that includes communication and problem-solving strategies. To guide one in the direction of accepting help, simple behavioral principles, such as rewards and consequences, will be discussed.

## Workshop 4

### Enhancing Motivation & Engagement with People Who Hoard



Gail  
Steketee

**Gail Steketee, Ph.D., MSW, Dean and Professor, Boston University School of Social Work**

**Andrea Kelley, MSW, MPH, Hoarding Research Project Director, Boston University School of Social Work**

Working with people who hoard often presents challenges with regard to engaging in effective treatment for their hoarding problems. Workshop participants will learn communication styles and strategies that facilitate the engagement of reluctant clients. Participants will learn to identify ambivalence and use basic motivational interviewing strategies, as well as to help clients identify and understand their personal goals and values. Brief exercises to practice these methods will be included.

## Workshop 5

### The Power of Peer Response



Randy  
Frost

**Randy O. Frost, Ph.D., Professor of Psychology, Smith College**

**Lee J. Shuer, Director of Mutual Support Services, ServiceNet**

Peer response is an emerging intervention strategy for hoarding. Session participants will learn about the Buried in Treasures Workshop (BIT), a tested and standardized peer self-help group model currently being used in communities throughout Massachusetts, the US and beyond. The presenters will describe the content and structure of the BIT and review the evidence regarding its effectiveness. Participants will learn how to facilitate the set up and running of a Buried in Treasures Workshop.

## Workshop 6

### Hoarding in Rental Housing

**Jesse Edsell-Vetter, Hoarding Intervention Coordinator, Metropolitan Boston Housing Partnership**

**Thomas A. Stokes, MCP, Vice President, Resident Services, Beacon Communities**

A resident's hoarding behavior is likely to result in management problems such as health and safety issues and increased operating costs. In this workshop, attendees will learn about how state and federal housing guidelines apply to people who hoard. Participants will have the opportunity to learn effective strategies for the management team to use in supporting residents to obtain and maintain compliance, including the use of reasonable accommodation. Successful intervention options and promising practices will be discussed.

## **ASK THE EXPERTS – PANEL DESCRIPTIONS**

**2:45 pm**

The northeast region of the United States and particularly Massachusetts is fortunate to have internationally recognized experts working in the area of hoarding research and mental health practice, as well as practitioners from fields such as housing and public health that bring years of tested field-based practice wisdom. Conference participants will have the opportunity to ask questions of hoarding experts; questions can be general or case-based in nature. The content will depend on audience member's questions of each panel of experts.

### **Panel A**

**Randy O. Frost, Ph.D.**, Professor of Psychology, Smith College

**Paul Halfmann**, Assistant Director, MA Board of Health Community Sanitation Program

**Thomas A. Stokes, MCP**, Vice President, Resident Services, Beacon Communities

**Lauren Page Wadsworth**, Compulsive Hoarding Program Coordinator, Clinical Psychology University of Massachusetts Boston

### **Panel B**

**Gail Steketee, Ph.D., MSW**, Dean and Professor, Boston University School of Social Work

**Christiana Bratiotis, Ph.D., LICSW**, Assistant Professor, University of Nebraska Omaha

**Jesse Edsell-Vetter**, **Hoarding Intervention Coordinator**, Metropolitan Boston Housing Partnership

**Erika A. Woods, RS**, Assistant Health Agent Town of Orleans, Cape Cod Hoarding Task Force

### **Panel C**

**Michael A. Tompkins, Ph.D.**, Co-Director, San Francisco Bay Area Center for Cognitive Therapy

**Laurie Grant, LICSW**, Hoarding Outreach Specialist, Greater Lynn Senior Services

**Jordana Muroff, Ph.D., LICSW**, Assistant Professor, Boston University School of Social Work

**Lee J. Shuer**, Director of Mutual Support Services, ServiceNet

## **RECEPTION & BOOK SIGNING**

**4:00 pm**

Hosted by Boston University School of Social Work