City of Longmont
Substandard Housing Team

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Find Help

Substandard Housing Team
- Animal Control
- Utility Billing
- Adult Protective Services
- Boulder County Public Health
- Code Enforcement
- CDBG
- Krupnick & Associates
- 3 Different Housing Authorities
- Senior Services
Outside Partners as needed
Water damage and mold
Hoarding
Infestations
Animal Hoarding
Structurally Unsafe
Food Safety
Marijuana Grows
Asbestos Spills
Lead Based Paint
Non-conforming Use (Hazardous materials - High piled storage)
Structure Fires
Methamphetamine Affected Properties
Quick overview of how our team works Hoarding cases
Description of the other cases we work as a team
Quick discussion of history that lead to our current model
Krupnick & Associates Role in cases
Hoarding Disorder Overview

Questions ANYTIME, before, during, after
How we currently work hoarding cases

Code Enforcement fields complaints

I talk with the reporting party to gather the basics, & we decide together who else we need working the case.

I contact those team members and set up an inspection date and time, and prep them over the phone.

Subgroup meets, for 30 minutes or so, and each team member reports out on their piece, tells us what they know about this citizen and discuss strategy.

Caravan to the inspection location and contact the occupant together and complete an “Intervention Style Inspection”.

The Carrot and Stick - Good Cop / Bad Cop

We each carry out our roles separately (but together), follow up is by email, phone and progress inspections.
2013 Hoarding Cases

2013 THREE Hoarding Cases - 108 Total Substandard Housing Cases

1. Case Phoebe:
   - 5 team members/partners - LFD, CE, APS, Krupnick, Clutter Truckers
   - 150 days to compliance
   - Client able to stay home, live independently, reunited with family

2. Case Francis:
   - 5 team members/partners - PD, CE, APS, Krupnick, Mormon Church
   - 60 days to compliance
   - Client able to stay home

3. Case Hung:
   - 5 Team members/partners - BCPH, HOA, CE, Asian/Pacific Association, CDBG
   - 24 months to compliance
   - Client with friends until renovation completed, now home
2014 Hoarding Cases

2014 SIX Hoarding Cases - 118 Substandard Housing Cases

1. Case Dorothy:
   - 7 team members/partners - AC, CE, APS, PD, CDBG, Krupnick, Family members
   - 5 months to compliance
   - Client able to stay home, live independently, reunited with family

2. Case Elaine:
   - 5 team members/partners - LFC, CE, APS, Krupnick, CDBG
   - 90 days to compliance
   - Client able to stay home

3. Case Marie:
   - 6 Team members/partners - LFD, CE, AC, CPS, REACH, MORTGAGE CO
   - 90 days to compliance
   - Client with friends until renovation completed, now home

4. Case Moshe:
   - 8 Team members/partners - PD, CE, APS, KRUPNICK, BLDR HOUSING PARTNERS, CLOVER BASIN APARTMENTS, CLUTTER TRUCKERS, DENVER RESCUE MISSION
   - 45 days to compliance
   - Client was not evicted, kept his Section 8 housing, remained in home
2014 & 2015 HOARDING NUMBERS

2014 Hoarding Cases 6
- 4 families remained in home
- 1 family evicted
- 1 family foreclosed.

2015 Hoarding Cases 5
- 1 Client did not renew her lease and moved
- 1 Client moved by team into Assisted Living, house will be sold
- 1 Client completed a mutual recession of her lease, kept housing voucher and moved
- 1 Client moved by team to Assisted Living
- 1 Case still ongoing
2004 CBO receives first complaint about hoarding at Marie’s

2006 CBO brings Krupnick & Associates through a grant to work with Marie

2007 CE, and Krupnick working with Marie. CE issues a Summons

2008 CE, Probation. CE issues a 2nd Summons. Marie serves 1 day in jail.

2009 CE, Probation, Courts. CE issues a 3rd Summons. Marie serves 2 days in jail. While she is in jail CE completed forced abatement of exterior. We remove two 40 yard construction dumpsters of waste from outside the home.

February 2010 CE, Probation. CE issues 4th Summons to Marie.

May 2010 COMPLIANCE!
In the mean time - Terri

- Team receives a report regarding hoarding at Terri’s
- We all (CE, APS, Krupnick) try to contact Terri separately and fail to gain entry or even to talk to her
- During this week or so, concern for her well being is increasing
- We go back together with PD on a welfare check visit and gain entry

- Even though her house was already in foreclosure, in many ways this case is very successful
In the mean time - Ron

- Animal Control brings the team a case, by phone.
- They were at the home the day before, and told the Property Owner Ron that they would be back the next day at noon with members of the team to complete an inspection.
- We slam together a small task force to go the following day including:
  - Animal Control
  - Outside Partner - Humane Society
  - APS (I called Cheryl Vigil and she said YES, I will meet you there and figure out the paper work and ask for permission after)
  - Code Enforcement

Went back again the following day with Code Enforcement to post the Condemnation Notice, and brought Krupnick and Associates, and CDBG

This was our very most successful case to date.
Not all rainbows
Back to: Example - Marie

- 2004 CBO receives first complaint about hoarding at Marie’s
- 2006 CBO brings Krupnick & Associates through a grant to work with Marie
- 2007 CE, and Krupnick working with Marie. CE issues a Summons
- 2008 CE, Probation. CE issues a 2nd Summons. Marie serves 1 day in jail.
- 2009 CE, Probation, Courts. CE issues a 3rd Summons. Marie serves 2 days in jail. While she is in jail CE completed forced abatement of exterior. We remove two 40 yard construction dumpsters of waste from outside the home.
- February 2010 CE, Probation. CE issues 4th Summons to Marie.
- May 2010 COMPLIANCE!
- 2012 Condemnation Notice - Home remains vacant and secure
Example - Phoebe

- RP - Firefighter brought the case to our team meeting.
- Gathered 3 team members for “intervention” style inspection
  - Myself (Code Enforcement)
  - Dr. Ardern (Krupnick and Associates)
  - Elise Ohrm; APS
Krupnick’s Role

I am contacted by Michelle and asked to attend an “intervention” at the client’s home. I bring a notebook, business cards, and release of information forms.
My intent for the initial meeting is to be friendly, accessible, and an ally to the client. A little bit of “good cop, bad cop.” I introduce myself, give them my card, tell them my role (I can provide free support to you during this stressful process), and empathize with the difficulty in their current situation. I either schedule an appointment to see them in person (either in their home or my office), or if they’re not willing to do this, I tell them I will call them to check in within several days.
Heidi

If the home is unsafe for me to be in, we’ll shoot for flexibility (e.g., can we meet outside their home?) or advise that we must meet in my office. It’s good for the client to get out of the house, usually, anyway.
Talking about enforcement
Heidi

I will ask the client to sign releases for me to speak with Michelle, and other parties involved in the case (APS). If the client is motivated and willing, I’ll ask them to sign releases on the first day. If not, I save this for our first appointment. I also have them fill out our intake paperwork at our first appointment. The visit by the group is already overwhelming enough.
Also at the first appointment - I discuss more about my role. I tell the client our first priority is to help them become code compliant, and then we can work on larger issues that are going on for them. We discuss their background of hoarding, I get a sense as to their insight and motivation to make change, and focus on the client’s own reasons to change, as well.
Heidi

I typically work with the client until the property is code compliant, and then for a few sessions after that. Occasionally, we will extend this. I make referrals as needed.
What worked with Phoebe

1. Posted a Condemnation Notice with TIERED Deadlines.
2. Heidi met with Phoebe regularly throughout the process.
3. Elise (APS) provided a huge amount of services to Phoebe and met with her often during the process, including getting her a new bed, driving her to look at alternative housing opportunities, arranging for Clutter Truckers, and at the end helping her find housekeepers.
4. I showed up on Sunday morning to talk with her Sister about upcoming deadlines (definitely NOT at Phoebe’s request).
5. I completed periodic progress inspections, at Phoebe’s request.
Before & After
Before & After
Before & After

10:42 APR/15/2013
COLORADO
LONGMONT
ROSAHINDA

16:12 SEP 4 2013
COLORADO
LONGMONT
LONGMONT CITY HALL
Before & After
Hoarder Disorder Overview

- Persistent difficulty discarding or parting with possessions, regardless of actual value (usually related to perceived utility, value, or attachment)
- May see either or both excessive acquisition (88%) and/or failure to discard items
- Most commonly hoarded items are papers, old clothing, books, newspapers/magazines
- Can be related to medical issues, dementia
- Onset may be early in adolescence or young adulthood, with symptoms typically increasing over time. The majority of hoarders report a chronic course, as opposed to an increasing, decreasing, or relapsing/remitting course, and the severity of hoarding behaviors tends to increase over time.
Hoarding Disorder Overview

Is often a very hidden disorder for years at a time, which makes the behaviors very entrenched

Approximately 20% of the U.S. population struggles to some extent with discarding worn-out or worthless items. Overall prevalence of Hoarding Disorder ranges from 2% to 5%, depending upon the study

A smaller subset of hoarders, 700 to 2000 new cases annually in the U.S. accumulates animals, instead of or in addition to, objects.

Hoarding has commonly been conceptualized as one possible manifestation of Obsessive-Compulsive Disorder (OCD), but research has demonstrated that hoarding is fundamentally different from OCD (though these disorders may co-occur)

Some hoarders have good insight into their symptoms and the impact, while others do not believe there is any negative impact at all of their hoarding behaviors.
Hoarding Disorder Overview

Hoarders are more likely to be widowed, unemployed, poor, unmarried and dealing with a physical health condition.

In general, hoarders are more likely to report experiencing adversity in childhood. Specifically, the odds of hoarding increased significantly in individuals with parents who had depressive or manic symptoms, or heavy alcohol use, were unsafe in their childhood homes (either from break-ins or physical abuse), and who experience significantly more traumatic life events. Stressful events (trauma, loss) often precede the onset of the disorder or exacerbate symptoms.

Those who hoard also often have depression, bipolar, and anxiety disorders, and commonly misuse alcohol.

Steketee & Frost (2007) have developed a manualized CBT protocol for treating compulsive hoarding, which involves 26 weekly sessions. Each month, three of the sessions are conducted in the therapist’s office, with the remaining, longer, session taking place in the client’s home.

Challenges in working with hoarders - therapy interfering behaviors, low motivation (though code enforcement involvement helps with this), lack of social support, and many of the factors discussed above.
Example - Dave

RP - Fire Department called me to the home while they were on site providing medical care to Dave.

I completed my initial inspection of the home at that time.

I came back and posted a Condemnation Notice and made an appointment to bring back support.

Gathered 2 team members for appointment.

  Myself (Code Enforcement)
  Dr. Ardern (Krupnick and Associates)
Example - Elaine

RP - Fire Department called me to the home while they were on site of kitchen fire.
I completed my initial inspection of the home at that time.
I made an appointment to came back and post a Condemnation Notice and introduce Elaine to support team members.

Gathered 4 team members for appointment.
  Myself (Code Enforcement)
  Dr. Ardern (Krupnick and Associates)
  APS
  CDBG
(A)108.1.3 Structure unfit for human occupancy
A structure is unfit for human occupancy whenever the code official finds that such structure is unsafe, unlawful or, because of the degree to which the structure is in disrepair or lacks maintenance, is insanitary, vermin or rat infested, contains filth and contamination, or lacks ventilation, illumination, sanitary or heating facilities or other essential equipment required by this code, or because the location of the structure constitutes a hazard to the occupants of the structure or to the public.
International Property Maintenance Code
(F)702.1 General

A safe, continuous and unobstructed path of travel shall be provided from any point in a building or structure to the public way. Means of egress shall comply with the International Fire Code.
International Property Maintenance Code

(F)702.2 Aisles
The required width of aisles in accordance with the *International Fire Code* shall be unobstructed.
International Fire Code
Section 1020.2 Width and Capacity
The required capacity of corridors shall be determined as specified in Section 1005.1, but the minimum width shall be not less than that specified in Table 1020.2.

Table 1020.2 Minimum Corridor Width
With an occupant load of less than 50 - minimum width is listed at 36 inches.

Section 1020.3 Obstruction
The minimum width or required capacity of corridors shall be unobstructed.
2015 International Fire Code
1031.2 Reliability

Required exit accesses, exits and exit discharges shall be continuously maintained free from obstructions or impediments to full instant use in the case of fire or other emergency when the areas served by the means of egress. An exit or exit passageway shall not be used for any purpose that interferes with a means of egress.
704.2.1.2 Groups R-2, R-3, R-4 and I-1.

Single- or multiple-station smoke alarms shall be installed and maintained in Groups R-2, R-3, R-4 and I-1 regardless of occupant load at all of the following locations:

1. On the ceiling or wall outside of each separate sleeping area in the immediate vicinity of bedrooms.

2. In each room used for sleeping purposes.

3. In each story within a dwelling unit, including basements and cellars but not including crawl spaces and uninhabitable attics. In dwellings or dwelling units with split levels and without an intervening door between the adjacent levels, a smoke alarm installed on the upper level shall suffice for the adjacent lower level provided that the lower level is less than one full story below the upper level.
International Property Maintenance Code
Sections 601.1.1 Carbon Monoxide Detection

Carbon monoxide detection. Carbon monoxide detection must be provided in all residential occupancies having a fuel fired appliance or attached garage, when the property has any interior work performed requiring a building permit or whenever the unit has a change in ownership or tenancy. The detectors shall be installed within 15 feet of any sleeping area and may be battery powered, hard wired or cord and plug type.