



## Home Evaluation

Fire prevention or other enforcement agencies evaluate the home for safety concerns.

 Reluctance to allow fire prevention or other enforcement onto property can cause process delays.


## Other Services Involved

Depending on the condition of the home, referrals to support services may be made.

 Services may have differing, or conflicting priorities, causing client confusion and frustration.


## Risk and Safety Plan

A safety plan is determined for corrective action.

 Possibility of fine or court appearance if client does not comply with the plan.


## Upkeep of Property

Clients are often left to maintain the home without adequate supports and resources in place.

 This results in many clients being served with future orders from enforcement agencies.


## Resource Referral

Once the home has been deemed safe, contact information for other community services is provided.

 Wait lists, financial restrictions, and mental health challenges often interfere with client engagement and follow up.

## Home Re-Evaluation

Fire prevention or other enforcement will return to re-evaluate the home once there has been remediation.

 Remediation costs can range from \$500 to \$25,000, out of financial reach for many clients. Support services contribute when possible.

**Current Pathway**

# Hoarding Response Service Pathway

**Ideal Pathway**

## Re-Engagement

### Assessment

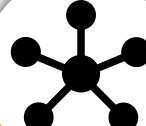
Thorough assessment of home safety and functionality, social supports, and mental and physical health.

### Care Conferences

Home risk and safety plan developed in partnership with client.

### Evaluation

Adjustments to care plan are made as needed.



### Referral and Intake

Referrals received from multiple sources to a centralized intake. No demographic criteria for program access.

### Harm Reduction Team

Relevant services are engaged and coordinated around client's needs.

### Hoarding Services

One-to-one in-home skill building, client support, and in-home services provided.

### Maintenance and Service Reduction

Decreased frequency of visits until discharge.