

Agency	Agency Contact	When Can I Call?
Adult Protective Services (APS)	513-421-LIFE (5433)	60+; abuse or neglect; physical or mental suffering; exploitation; generally unable to care for themselves.
Children's Protective Services (CPS)	513-241-KIDS (5437)	Concerns about any child (<18 or if mentally disabled will investigate up to age 21) who may be, or is at risk of being, abused (non-accidental injuries, burns, beatings, sexual or emotional abuse) or neglected (inadequate supervision or medical care, endangerment, malnutrition, abandonment).
Cincinnati Building Department	513-591-6000	Inside Cincinnati city limits; visible structural deficiencies from exterior.
Cincinnati Health Department (CHD)	513-357-7200	Inside Cincinnati city limits; exterior property maintenance (litter, dumping).
Council on Aging (COA)	513-721-1025	60+, low income, impaired in everyday activities and/or need hands-on help with personal care, housekeeping, cooking, or mobility. Client must want to receive services; Care Source is available for those under 60.
Hamilton County Building Department	513-946-4550	Inside Hamilton County jurisdiction; fear of floors falling in; visible structural deficiencies.
Hamilton County Public Health (HCPH)	513-946-7847	Inside Hamilton County jurisdiction; unreasonable keeping of items that restricts pathways and egress, unsanitary conditions, lack of utilities, rodent/vector infestation, unmanaged pets and/or pet waste.
HOME	513-721-HOME	Fighting housing discrimination.
Local Fire		Heavy fire load, lack of egress.
Local Police		Criminal activity.
Mental Health Access Point (MHAP)	513-558-8888	"Front door" to mental health services; assessments, support, and connection to services for clients/consumers without Medicaid; can share healthcare information (case manager, agency) with other healthcare providers if they are coordinating the healthcare of the client.
Mobile Crisis	513-584-5098	When individual is unable to hear, focus, think and respond normally; A crisis is the perception of an event or situation that an intolerable difficulty exceeds the resources and coping mechanisms of the person.
SPCA	513-541-6100	Danger to the animal in how they are treated, housed, cared for (no food/water/vet); abandoned animals.
Support Groups	www.mentalhealthamerica.net	If you would like to attend a support group.
Professional Organization	challengingdisorganization.com	If you would like assistance with a professional organization.
Private Practice	iocdf.org/professionals	If you would like to talk to a professional who specializes in OCD and hoarding concerns.
Talbert House	513-221- HELP	Self-referral to request hoarding mental health services.

Hamilton County and Cincinnati Hoarding Collaborative



Mission: To provide a fair and standardized approach to working with people in hoarding situations, while providing resources, education, and guidance to the community.

How Can I Tell If I am a Hoarder?

- ◆ Avoid throwing away possessions (common hoarded items are newspapers, magazines, paper and plastic bags, cardboard boxes, photographs, household supplies, food, and clothing);
- ◆ Experience severe anxiety about discarding possessions;
- ◆ Have trouble making decisions about organizing possessions;
- ◆ Anxious about others touching possessions;
- ◆ Obsessive thoughts about possessions (e.g., fear of running out of an item and needing it later—checking the garbage to see what was discarded);
- ◆ Functional impairments (e.g., loss of living space, no place to eat, sleep or cook), and social isolation

How Do I Start?

1. Decide to start NOW.
2. Involve others who care about you and your situation.
3. Develop a plan and set goals.
4. Be patient - Your problems were not created overnight and they are not going to be fixed overnight.
5. Make three piles, one room at a time.
 - A. Donate—items should be donated the same day.
 - B. Put away—items to keep.
 - C. Discard—items should be discarded the same day.



How do I Help Others Who I Feel Might Be Hoarders?

- Don't use judgmental language – match their language; don't use words that devalue their possessions.
- Make positive suggestions—highlight their strengths.
- Avoid touching their possessions—let them do the work and make the decisions.
- Focus on safety first—ensure that all utilities are on, there are adequate pathways throughout the home, HVAC registers are clear and working, and smoke and carbon monoxide detectors are available and working.
- Involve as many family and friends as you can.
- Refer to other agencies.