HOUSING, HEALTH, AND HOARDING: REINFORCING PCTI APPROACHES

A Compassion in Action 2025 Training Workshop

Jewish Federations of North America

Center on Aging, Trauma, and Holocaust Survivor Care

Presenters:

- Patricia Bunyasi, *Health and Housing Manager*, Habitat for Humanity International

- Courtney Owen, LCSW, *Program Officer* , Jewish Family and Children's Service of Greater Philadelphia

- Gabe Halperin-Goldstein, *Hoarding Program Manager* , Jewish Family and Children's Service of Greater Philadelphia

LEARNING OBJECTIVES:

- Describe the importance and need to integrate PCTI approaches in all housing work done with vulnerable populations.

- Demonstrate a variety of approaches to start integrating PCTI frameworks into your work and programmatic policies.

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ABOUT HFHI

Habitat for Humanity (HFH) was founded in 1976 that partners with low-income families that face significant barriers to homeownership.

Habitat for Humanity International (HFHI) aims to provide grant making, technical assistance, and support to the affiliate network of over 1,100 local Habitat sites

Each Habitat site are their own 501(c)3 organization, with their own board of directors

HFHI's Housing and Community Strategy (HCS) team focuses on US programs

Habitat programming varies by affiliate site, all sites create affordable homeownership opportunities for low-income families, some sites also do home repair/preservation, others do a range of additional programming

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WHY WE ADDRESS TRAUMA

Physical space of the home

- Ensuring that home-based services do not jeopardize the safe, sacred space that the home may be

Trauma can be external or carried as the invisible secrets within ourselves

- Prepare services to be trauma-informed, even if our purpose is not to uncover what exactly that trauma is

Across sectors/fields, trauma -informed services are relevant and necessary to all service providers

- Habitat 's role as housing providers and the importance of trauma-informed services, particularly for in-home services

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DEFINING TRAUMA

Individual trauma results from an event, series of events, or set of circumstances that is experienced by an individual as physically or emotionally harmful or life threatening and that has lasting adverse effects on the individual's functioning and mental, physical, social, emotional, or spiritual well-being.

Historical trauma, which is an example of intergenerational trauma, is the cumulative, multigenerational, collective experience of emotional and psychological injury in communities and in descendants.

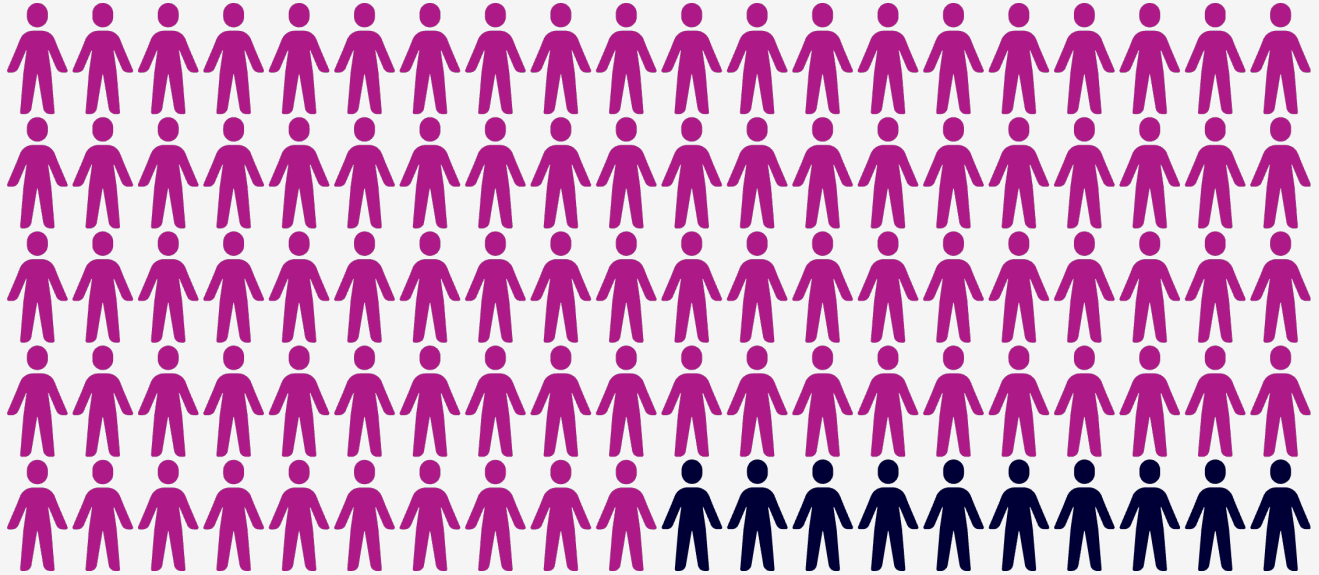
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EXAMPLES OF TRAUMA

- Racism, at an individual, community and systems level
- Poverty and classism
- Surviving war and violence, including Holocaust survivors
- Police violence and incarceration
- Veterans, service members, and military -connected families
- Ageism
- Discrimination related to sexual or gender identity

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TRAUMA PREVALENCE



90%

As many as 90% of older American adults may have experienced a traumatic event in their lifetime

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PCTI APPROACH

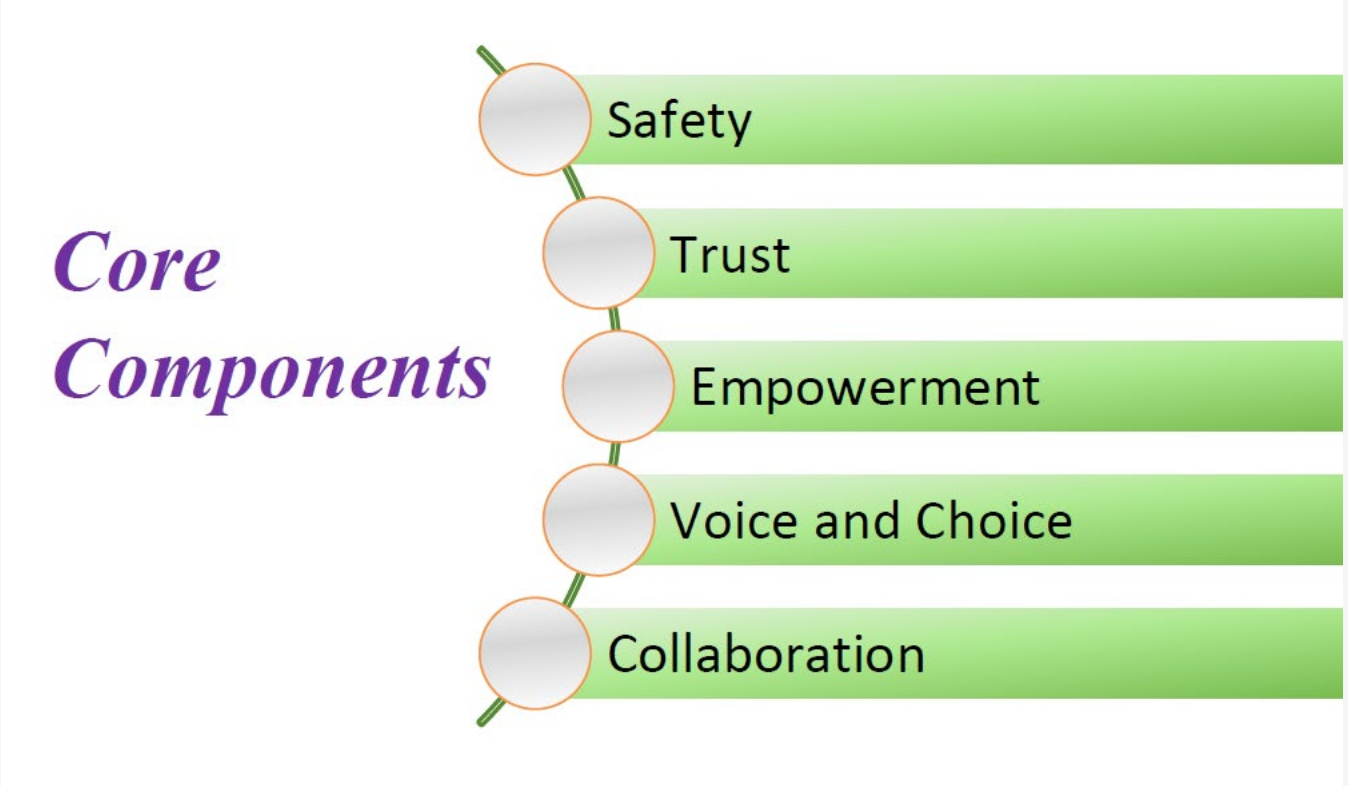
Person-centered, trauma-informed (PCTI) care is a holistic approach to service delivery that promotes trust, dignity, strength, and empowerment of all individuals by incorporating knowledge about trauma into agency programs, policies, and procedures.

A person-centered approach is an approach that considers everyone's experiences, needs, strengths, preferences, and goals.

With a person-centered approach, the person is the expert on their own life and plan.

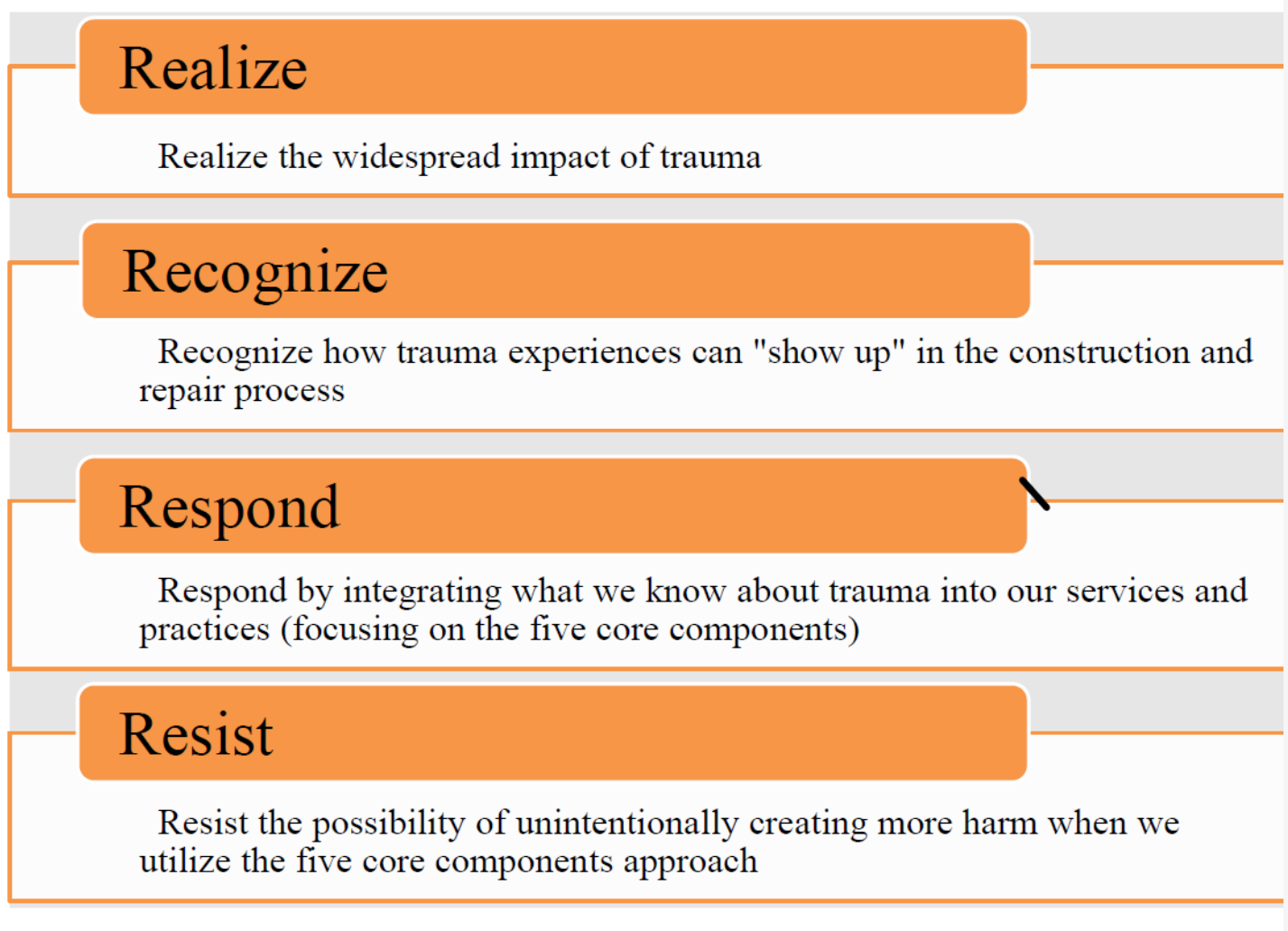
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PCTI FRAMEWORK



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4 Rs OF PCTI APPROACH



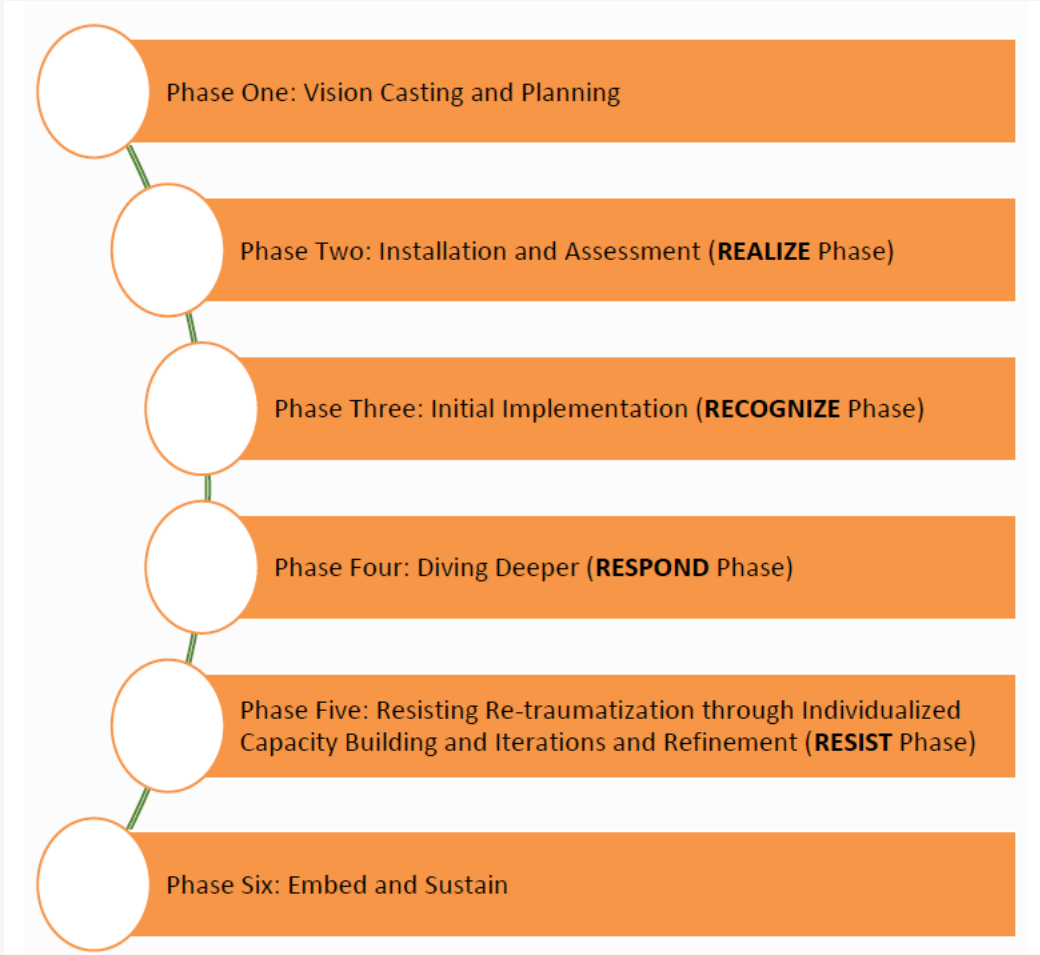
Training Modules

1. The Foundations of Trauma and Resiliency
2. Key Components of Trauma-Informed Care
3. The Foundations of a Trauma-Informed Organization
4. Preventing Secondary Stress and Building Provider Resilience

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PILOT DETAILS

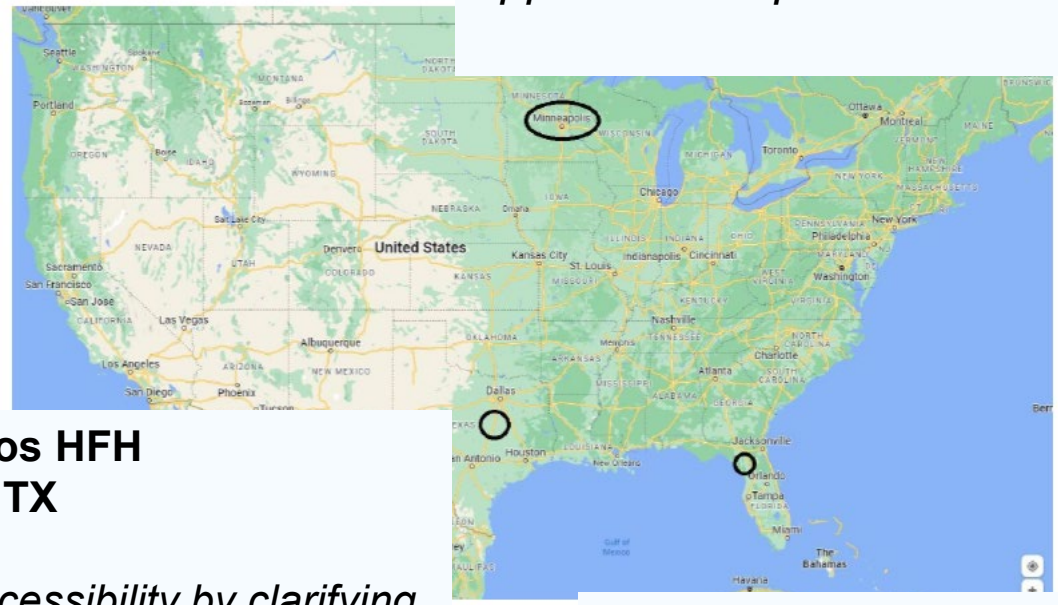
- Organizational self-assessment (pre)
- Site-specific goal setting
- PCTI training
- 1:1s with PCTI consultant
- Monthly cohort meetings
- End-of-project showcase
- Organizational self-assessment (post)



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AFFILIATE SITES AND GOALS

Age Well at Home Minneapolis, MN
Goal: *Increase accessibility by clarifying application requirements.*



Fort Cavazos HFH
Fort Hood, TX
Goals
Increase accessibility by clarifying application requirements.

Lake Sumter HFH
Lake Sumter, FL
Goal: *Conduct Resource Mapping and Community Partner Building.*

Site Goals

Two Focus Areas:

Supporting Homeowners
→ Integrating policies and practices promoting PCTI

Supporting Staff
→ Preventing secondary trauma

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Lake Sumter HFH in Lake Sumter, FL

Goal: *Conduct Resource Mapping and Community Partner Building.*

Created Updated Holistic PCTI -based resource tool

- Food, housing, behavioral health supports, veteran assistance
- Repair and maintenance reminders.

→ building authentic community connections and creating a person-centered approach that **views the homeowner holistically** beyond home repair needs.



Habitat for Humanity® Lake-Sumter, Florida

Monthly/annual maintenance is essential to keeping your home safe and functional. Now that your home is repaired, here's what's next...

Monthly Maintenance Checks

1. Check & replace filters
2. Check drains for clogs
3. Check for leaks in or around...
   a. plumbing
   b. appliances
   c. ceiling
   d. HVAC
4. Maintain unused bathrooms
5. Inspect gutters
6. Check grout and caulking
7. Check smoke detectors/fire extinguishers

Annual Maintenance Checks

- Clean dryer vent
- Flush water heater
- Inspect for termites
- Trim tree branches
- Schedule HVAC system inspection

With the added improvements and repairs to your home, maintaining homeowner's insurance is important! Did you know that you can shop around for homeowner's insurance that works for you?

Whether you need assistance with evaluating your current home insurance policy or shopping for a new policy, our partners at CC Insurance Agency, LLC, can help you find a policy that best fits your needs and budget.

CC Insurance Agency, LLC
Christina Carter - Principal Agent
(352) 455-9920
Christina@ccinsurancefl.com

Your well-being is important to us. Here are some resources from community partners serving **Lake County** providing support for hardships and/or other assistance needed.

Emergency Assistance

Weather Disaster Information: **(352) 343-9420**
Mental Health 24-Hour Crisis Line: **(866) 355-9394**

Financial Assistance & Elder Services

ACCESS Florida (SNAP & Medicaid): **(866) 762-2237**
www.myflorida.com/accessflorida/
Lake Community Action Agency (Utility Assistance): **(352) 357-5550** or **(352) 787-1156**
Lake County Housing Authority (Utility Assistance): **(352) 742-6540**
United Way of Lake & Sumter Counties: **(325) 787-7530**
Salvation Army Lake & Sumter Counties: **(352) 365-0079**
Mid Florida Community Services: **(352) 793-3114**
Mid Florida Senior Services: **(352) 326-3370**
Lake County Elder Affairs: **(352) 742-6520**
Elder Options: **(800) 963-5337**

Health and Behavioral Health

Covering Central Florida Navigators (Health Insurance): **(877) 564-5031**
Lifestream Behavioral Center: **(352) 793-4126**
We Care, Inc. & Lake/Sumter Medical Society: **(352) 742-0021**

Food

Lake Cares: **(352) 383-0100**
Leesburg Food Bank: **(352) 326-5463**
St. Paul's Catholic Church: **(352) 787-6354**

Transportation

Lake Connection: **(352) 742-2612** option 2

Veteran Assistance

Lake County Veteran Services: **(352) 742-6585**
Veteran Crisis Line: **(800) 273-8255**

For additional resources dial 211#
HFHLS is not endorsing these resources, but providing them for your convenience.

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Original Flyer



Age Well at Home™

Age Well at Home partners with healthcare and community agencies to serve eligible older homeowners with home modification services to address health and safety concerns.

Services provided based on individual needs, home assessment, and referral. The home modification list may be modified under certain circumstances with the approval of Age Well at Home staff.

Modification or repair services may be provided by Age Well at Home staff, volunteers, or professional contractors under the supervision of Age Well at Home.

Eligibility requirements:

- Agency partner recommendations
- Must be 62+ years of age
- Older adult must own home
- Successful completion of application process
- Project scope is within eligible services
- Homeowner income:
  - Family of 1 makes under $66,450
  - Family of 2 makes under $75,950
  - Family of 3 makes under $85,450

No Cost

- For eligible services

For more information contact:

Phone: 612-699-8088

email: pam@agewellathome.org

website: agewellathome.org

Modifications Installed

- Grab bars
- Super Poles
- Hand-held shower heads
- Raised toilet seats
- Comfort height toilets
- Shower chairs or benches
- Lift chairs
- Railings
- Improved lighting
- Stairlifts
- Lever handles (doors/faucets)
- Door Locks
- Smart doorbells
- Accessible ramps

Small safety repairs may also be available.



Updated Flyer











Age Well at Home™

Transforming homes into safe spaces for older adults

OUR MISSION

At Age Well at Home, our mission is to honor, support and advocate for stable and equitable homeownership by modifying the homes of older neighbors to create a safe and healthy environment.

We partner with healthcare and community agencies to provide FREE home repairs to older homeowners - to maintain a healthy and safe home.

FREE HOME MODIFICATION SERVICES

Services are based on individual needs, home assessment and referrals. Our dedicated staff, volunteers and professional contractors will supervise and work with older homeowners to ensure services are completed in a timely and efficient manner.

ELIGIBILITY REQUIREMENTS

- Must be 62+ years of age and own your home within the following income areas:
  - Family of 1 makes under $66,450
  - Family of 2 makes under $75,950
  - Family of 3 makes under $85,450
- Agency partner recommendation
- Complete program application
- Project scope is within eligible services

We provide the following home modifications:*

- Grab bars
- Super Poles
- Hand-held shower heads
- Raised toilet seats
- Comfort height toilets
- Shower chairs or benches
- Lift chairs
- Railings
- Improved lighting
- Stairlifts
- Lever handles (doors/faucets)
- Door Locks
- Smart doorbells
- Accessible ramps

*Other small safety repairs may also be available.

CONTACT US For more information email Pam Johnson at 612-699-8088 or email pam@agewellathome.org.

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Age Well at Home
Minneapolis, MN
Goals: *Increase accessibility by clarifying application requirements.*

- Better reflects population served and eligibility criteria.
- Facilitates clear communication.
- Reduces the number of declined applications.

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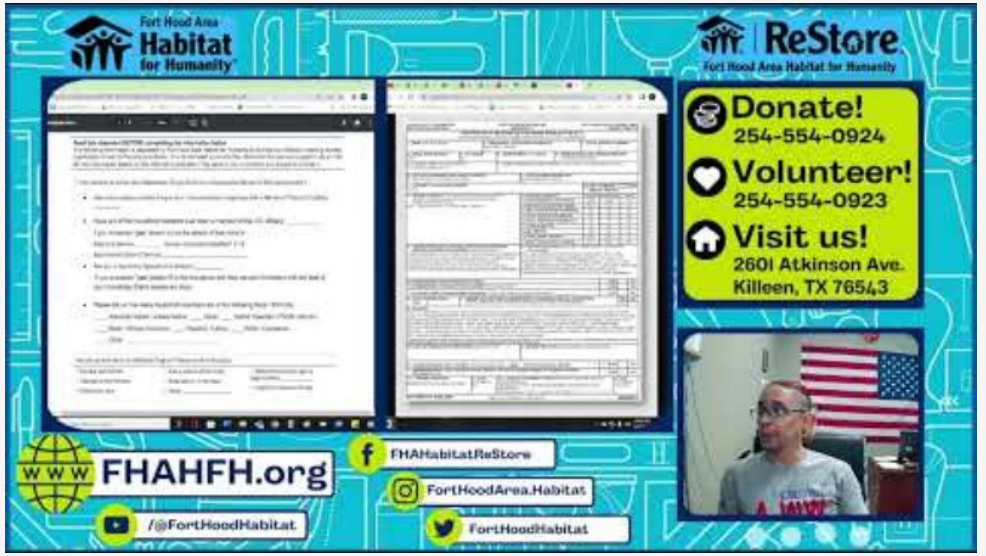
Fort Cavazos HFH
Fort Hood, TX
Goals
Increase accessibility by clarifying application requirements.
Educate our community about outside resources.
Address staff burnout and maintain teamwork

Supporting Homeowners

- Multiple forms of media instructions.
- PCTI-based initial assessment.
- Outreach and referrals.

Supporting Staff

- Learning boundaries
- Secondary trauma
- Breaks and days off
- Regular check-ins



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LESSONS LEARNED

Household Level

Respect and Understanding
Effective Communication
Building Trust
Empathy and Non-Assumption

Community Level

- **Increase awareness of historical trauma**
- **Avoid retraumatizing community members**
- **Assess individual needs through a cultural lens**
- **Build trust with community gatekeepers**
- **Acknowledge racial dynamics, especially if the worker is white**

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Affiliates' Takeaways to Support Households

- **Learning** about participants' background and trauma helps identify relevant additional resources and tools. Connect families to additional resources in the community if their needs go beyond Habitat's scope.
- **Understanding** generational trauma and the culture you serve is important for understanding the needs of the homeowners.
- **Building** trusting relationships with homeowners is critical.
- **Validate** participants' feelings, including discrimination and unfairness.
- **Get to know** local communities and identify community partners to connect with the families who would benefit most from Habitat's programs.
- **Let homeowners participate** in the decisions regarding modifications to their homes.



Affiliates' Takeaways for Supporting Staff

- **Include a PCTI lens** in existing policies (vs. creating a separate policy)
- **Introduce a PCTI statement** guiding an organization's work
- **Take steps to support staff** in the PCTI work and minimize staff's secondary trauma:
  - Have regular meetings
  - Set realistic expectations with homeowners
  - Take "time to breathe" (mini pauses) after challenging conversations
  - Introduce rituals to "switch off" after finishing work
  - Shift focus back to motivation
- **Create a family-friendly work environment**.
  - Acknowledge that staff have lives outside of work
  - Put family first
  - Take time off to recharge

Takeaways for formal and informal information gathering

- **Listening to people's stories**, even before they enroll in a program, allows for identifying sensitive areas and triggers.
- **Incorporate PCTI into a standard inspection questionnaires**. This could be done by using a checklist with observations regarding living conditions and basic information about the mood of a homeowner. Use this to adjust program implementation.
- **Treat homeowners like humans** with their own unique stories rather than a number. Ask open-ended questions and allocate time to dive deeper into people's stories.
- **If you do not use information, do not ask for it**. Asking for extra information may introduce a barrier to participation.
- **Do not include invasive questions** that could re-traumatize participants. Replace invasive questions with assessments that would be useful to identify relevant house modifications and evaluate impact.

Implement PCTI In Your Organization

What PCTI goal could be relevant for your organization? What information about your organization would you need to finalize that goal?

What 2-3 action steps could you take to start working towards that goal?

How does success look like for this goal? How can you measure it?

Sample Goals

1. Enhance knowledge of PCTI work and understand its links to our work.
2. Create healthy boundaries to prevent secondary trauma.
3. Create written policies and procedures that support the organization.
4. Conduct resource mapping and community partner building.

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Thank you!

Any Questions?

Contact information:
pbunyasi@habitat.org



Learning Objectives

- What is Hoarding Disorder
- Impact of Hoarding Disorder on individuals and communities
- Introduction to treatment modalities, assessment tools in practice
- Group work, buried in treasures



JFCS Do Good, Well.

A little experiment

- Choose one item you have near you that you value, but is not the most important/cherished item you own.
- Throw that item away ….don't think about it just throw it away, it has no value. Its trash.
- Ponder how that felt …
- Share your feelings, thoughts, what item did you throw away? On a scale of 1 10 how important was that item to you? On the same scale, how did it feel for someone to tell you it was"trash" or "did not have value"?

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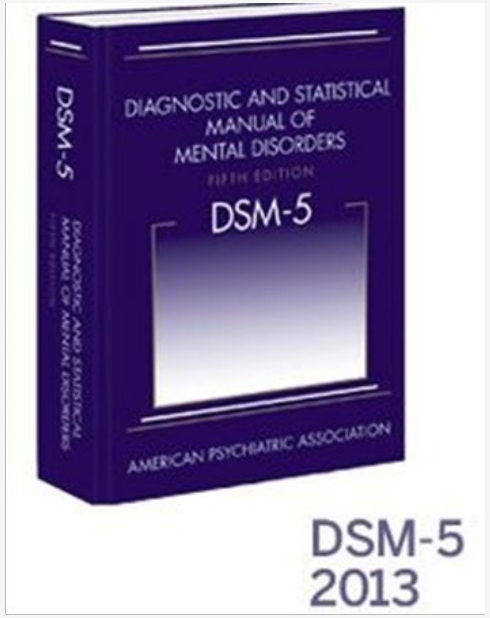
Hoarding Disorder

Hoarding Disorder Definition

American Psychiatric Association DSM-V

1. Difficulty discarding
2. Accumulation of Stuff that Prevents Normal Use of Space
3. Distress or Impairment
4. Not some other medical condition
5. Not some other mental health condition

Specifiers: With Excessive Acquisition and/or with good/fair; poor; or absent insight



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Impact of hoarding on the individual and the community.

Conflict with loved ones	Serious health condition	Overwhelmed and exhausted	Unable to prepare food or have others visit	Risk of citation, eviction, utility shutoff
Lack of safety in home	Financial problems	Mental health	Shame, embarrassment, defensiveness	Housing or Code enforcement issues
	Emergency responders unable to access	Infestations, health hazards	Senior, Adult, Child, or Animal Protective services	

Program Models

Intervention can focus on:

Primarily the Home

- Cleanout



Primarily the Person

- Cognitive Behavioral Therapy
- Psychotherapy
- Medications



The Person and the Home

- **Building Rapport**
- **Safety Day**
- **Harm Reduction through Adaptive Skill-Building**
- **Reducing Acquisition**
  - Exposure Therapy
  - Support Groups



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Building Engagement

ACES

- **A**ction Words
- **C**urious Questioning
- **E**mpathetic Statements
- **S**tatements of Concern

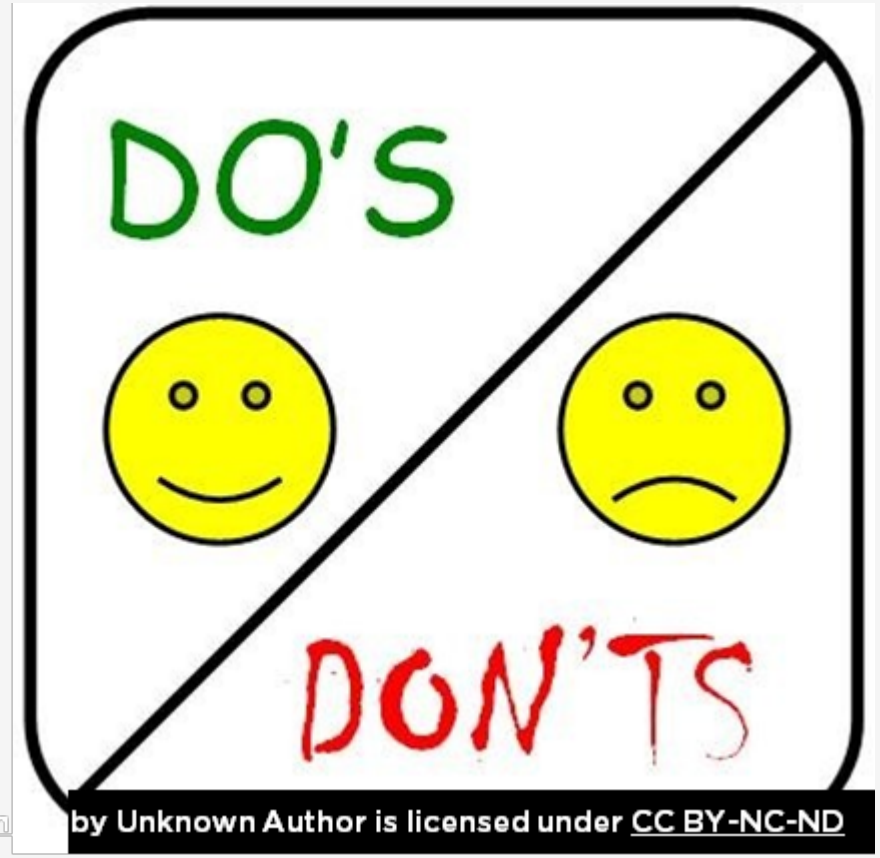
- Use these to build **rapport** and **trust** which are imperative.

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Engaging Individuals: Do's and Don't's

- **DO** utilize the same language and descriptors the client uses to describe their items or clutter, such as “collections”, “things”. These are items of value to the individual and we want to validate their feelings and beliefs.
- **DO** consider safety first rather than discarding items.
- **DO** identify strengths rather than barriers and utilize positive, encouraging language.

- **DON’T** use language that can be perceived as judgmental or negatively defines their possessions. (“trash”, “junk”, “mess”, etc.). Be cautious of your non-verbal cues!
- **DON’T** engage in a power struggle regarding objects and be aware of suggestions to discard perceivably valuable items, even well intended suggestions may have a negative impact.
- **DON’T** touch personal possessions with permission.



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Activities of Daily Living - Hoarding

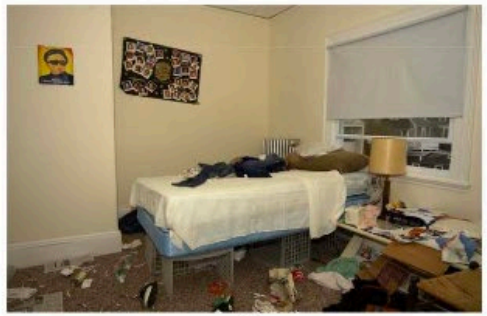
Activities affected by clutter or hoarding problem	Can do it easily	Can do it with a little difficulty	Can do it with moderate difficulty	Can do it with great difficulty	Unable to do	Not Applicable
1. Prepare food	◯ 1	◯ 2	◯ 3	◯ 4	◯ 5	◯ NA
2. Use refrigerator	◯ 1	◯ 2	◯ 3	◯ 4	◯ 5	◯ NA
3. Use stove	◯ 1	◯ 2	◯ 3	◯ 4	◯ 5	◯ NA
4. Use kitchen sink	◯ 1	◯ 2	◯ 3	◯ 4	◯ 5	◯ NA
5. Eat at table	◯ 1	◯ 2	◯ 3	◯ 4	◯ 5	◯ NA

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Clutter Image Rating Scale



1



2



3



4



5



6



7



8



9

Support Groups



- Buried In Treasures
- Finder’s Keepers, peer led group
- Positive Psychology
- Drop-In Support Groups
- Clutterer’s Anonymous
- Support for loved ones

Where to access services

HOARDING SUPPORT PROGRAM

"IT'S BEEN A LONG HAUL. MY POSSESSIONS – OLD MAIL, BOOKS, CASES OF SODA, MULTIPLE BOTTLES OF PEROXIDE, THOUSANDS OF CD'S, AND SO, SO MUCH ELSE – THREATENED TO DROWN ME. JFCS PROVIDED GUIDANCE AND HANDS-ON ASSISTANCE OVER A LONG PERIOD TO MAKE THAT SEA RECEDE AND ORDER BE FOUND. TODAY THAT JOURNEY CONTINUES."
JFCS CLIENT

Gabe Halperin-Goldstein, LSW | *Hoarding Care Manager*
Pronouns: he/him/his
Jewish Family and Children's Service of Greater Philadelphia
(c) 267.398.2940 | (f) 215-402-1007 | ghalperin-goldstein@jfcsphilly.org
www.jfcsphilly.org | Care Navigation: 866-532-7669

Courtney Owen, LCSW | *Program Officer*
Pronouns: she/her/hers
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(c) 267.838.1462 | cowen@jfcsphilly.org

Thank You

Jewish Federations of North America

Center on Aging, Trauma, and Holocaust Survivor Care