

SAN FRANCISCO RESOURCES FOR HOARDING BEHAVIOR

The Hoarding Behavior Program
at Mental Health Association of San Francisco



870 Market Street
Suite 928
San Francisco, CA 94102

For more information, contact
peersupportservices@mentalhealthsf.org

(Revised 8.8.2023)

This is a referral list and does not indicate a recommendation or endorsement of the organizations provided.

*No-cost options, pending eligibility

MENTAL HEALTH ASSOCIATION OF SAN FRANCISCO SERVICES:

The Mental Health Association of San Francisco (MHASF) provides a wide range of FREE services to California residents including:

1. Online Peer-Led Support Groups
 - **Hoarding support groups:** Drop-In (also offered in-person), therapist-led support groups for family and friends, recovery maintenance support groups, and LGBTQ 55+ support group.
 - **Specialty support groups:** depression, anxiety, autism, hearing voices, stress, LGBTQ+, Black Lives Advocating Demonstrating Elevating.
2. Limited one-on-one support for San Francisco residents.
3. Peer and therapist-led 16-week Buried in Treasures class.
4. Annual conference for individuals experiencing hoarding behavior, their families and friends, and service providers from all over the world.

SIGNS THAT YOU MAY HAVE DIFFICULTY WITH CLUTTER:

- Do you find it challenging to discard or let go of your possessions?
- Do you have difficulty passing up on a bargain, “freebie,” yard sale or reading materials?
- Are your rooms and/or furniture unusable for their intended purpose?
- Are you feeling overwhelmed or distressed by the amount of stuff in your living space?
- Are you embarrassed to allow visitors inside?
- Are you in financial or housing trouble because of collecting and storing your possessions?
- Could your collected things pose a potential health, safety, or fire hazard?

CLEAN-UP HELP

Bio-One

<https://www.sanjosebioone.com/hoarding-cleaning-services/> | (408) 309-3866

Professional cleaners available 24/7 that offer deep cleaning, sterilizing services, decluttering, recovery of valuables, and other cleanup related to hoarding behavior.

National Association of Productivity and Organizing Professionals (NAPO)

<https://www.napo.net/> | (651) 288-3433

Organizing Professionals can help individuals who exhibit hoarding behavior in many ways. They can work together to declutter, prioritize and organize an individual's possessions, and provide support and encouragement. The mentioned professionals specialize in services for people with hoarding behavior:

- Joan McCreary
<https://www.jmpoestate.com/about-860427.html>
(408) 896-6262 admin@jmpoestate.com
- Judith Dold
<http://www.twilightorganizing.com>
(415) 373-4009 judith@twilightorganizing.com
- Rachel Seavey
<https://collectorcare.com>
<https://hoardganize.libsyn.com/>
(925) 548-7750 rachel@collectorcare.com

*Self Help for the Elderly

(Emergency In Home Support Services Program)

<https://www.selfhelpelderly.org/> | (415) 677-7645

Grace Wu - Program Assistant gracew@selfhelpelderly.org

Free, light cleaning service for SF residents ages 60 and above who have health issues. Can be provided 4 times a year or more often if there is a need. Social Security Number and cleaning supplies need to be provided.

CLINICIANS

Diana Gleghorn, LMFT

diana@collectivebehaviors.com | (415) 271-5767

Diana Gleghorn is an Oakland-based Licensed Marriage and Family Therapist, specializing in Hoarding Disorders, chronic disorganization and other collective behaviors.

Dr. Sanjaya Saxena, MD

ssaxena@ucsd.edu | (310) 367-0995

Dr. Saxena is a Psychiatrist who is a world-renowned expert on Hoarding Disorder. He and his colleagues developed the diagnostic criteria for Hoarding Disorder in The Diagnostic and Statistical Manual of Mental Disorders, Fifth Edition.

Susie DuBois, LMFT

info@susiedubois.com | (415) 760-7809

Susie DuBois is a Licensed Marriage and Family Therapist who provides confidential psychotherapy to address the impact of Hoarding Disorder and collecting behaviors. She has co-lead Buried in Treasures classes and worked with the family and friends of people with Hoarding behavior.

CONSIGNMENT STORES

***Buffalo Exchange**

<https://buffaloexchange.com/>

(415) 647-8332 | 1210 Valencia St., San Francisco, CA (Mission District)

(415) 431-7733 | 1555 Haight St., San Francisco, CA (Haight-Ashbury)

Buffalo Exchange buys, trades, and sells clothes, shoes, and/or accessories that are clean and in good condition. No appointment necessary. Government-issued ID required. Locations available across the country.

***Crossroads Trading Company**

www.crossroadstraining.com

(415) 552-8740 | 2123 Market St., San Francisco, CA 94114 (The Castro)

(415) 775-8885 | 1901 Fillmore St., San Francisco, CA 94115 (Lower Pacific Heights)

(415) 681-0100 | 630 Irving St., San Francisco, CA 94122 (Inner Sunset)

Crossroads buys, trades, and sells clothes, shoes, and/or accessories that are on-trend and in-season. No appointment necessary. Government-issued ID required. Locations available across the country.

***Urban Ore (Berkeley, CA)**

www.urbanore.com | (510) 841-7283

Drop off your reusable items (including building materials) and you may be compensated depending on the value of the items. Receiving staff have discretion on the acceptability of

any given item and may pay cash or trade credit. Pick-up options may be available, email ot@urbanore.com.

DISPOSAL

EcoHaul

www.ecohaul.com | 1-888-752-3928

EcoHaul will remove just about anything. Whenever possible, items are disposed of in an eco-friendly way, either through recycling, donation or composting. EcoHaul will review pricing with you before removing your items.

***Electronic Waste Drop-Off**

www2.calrecycle.ca.gov/electronics/eRecycle/

Search by location to find organizations that recycle unwanted electronics. Contact any of the listed organizations to determine the details of their services, hours, and any potential charges.

Level 6 Shredding

www.level6shredding.com | (415) 341-1003

A document shredding company with two locations in SF that provides on-site/in-location shredding. Pick-up services are available at no additional charge.

***Recology of San Francisco – Bulky Pick-Up Service**

www.recologysf.com | (415) 330-1400

Free curbside pickup of 10 accepted items per collection appointment. 1x per year for multi-family buildings (6 or more units), 2x per year for buildings with 5 units or less. Check website for accepted items list.

***Recology of San Francisco – Drop-Off Services**

www.recology.com/recology-san-francisco/sf-transfer-station/

San Francisco's transfer station is the local hub for resource recovery and disposal activities in the city. The transfer stations serve as public drop-off locations for materials to be hauled and processed at nearby compost or recycling facilities. See link above for the accepted items list to ensure acceptance of certain wastes.

DONATIONS

***Community Thrift**

www.communitythriftsf.org

(415) 861-4910 | 623 Valencia St, San Francisco, CA 94110 (Mission District)

Community Thrift Store is a nonprofit retail organization and sustainable business that raises funds for over 200 Bay Area charities (including MHASF). They sell donated items and disburse a portion of the proceeds to the charity of your choice. Pick up options available for large furniture items.

***Goodwill Industries**

www.sfgoodwill.org

(415) 575-2145 | 3605 Buchanan St, San Francisco 94123 (Marina District)

(415) 575-2209 | 121 Wisconsin St, San Francisco 94107 (Potrero Hill)

Goodwill in San Francisco has only two donation centers currently accepting contributions. Drop off only.

Remoov

www.remoovit.com | (415) 226-4816

Remoov will pick up and sell, donate or recycle all your unwanted items. Receive 50% of the resale value of items that are sold. Donation items are offered to local charities. Remaining items are taken to a decommission center for recycling. Cost estimates available on website.

EMOTIONAL SUPPORT

***Clutterers Anonymous (CLA)**

www.clutterersanonymous.org | (866) 402-6685

CLA is a fellowship of clutterers who practice a 12-Step program modeled after Alcoholics Anonymous. There are no dues or fees for membership. CLA offers various meetings of different formats to help people check-in and share progress on their decluttering.

***Hoarding Cleanup**

www.hoardingcleanup.com/chat_room | (800) 462-7337

A free and anonymous online chat support group twice a week on Sundays at 5:00pm PST and Tuesdays at 6:00pm PST. Chat rooms are usually open for 2-3 hours.

International Obsessive Compulsive Disorder Foundation (IOCDF)

<https://hoarding.iocdf.org/>

IOCDF has a Resource Directory to find therapists, support groups, and organizations specializing in hoarding disorder in your area. They also host an annual conference featuring hoarding disorder.

***Mental Health Association of San Francisco – Peer Support Services (Hoarding Behavior Program)**

www.mentalhealthsf.org | (510) 306-4527 Peer Support Services Line

MHASF offers support groups on hoarding behavior as well as other mental health behaviors to all California residents. Limited one-on-one support and an annual Buried in Treasures course are available for San Francisco residents.

***Mental Health Association of San Francisco – California Peer-Run Warm Line**

www.mentalhealthsf.org | (855) 845-7415 Warm Line (Call or Text)

The California Peer-Run Warm Line is a non-emergency resource for anyone in California seeking mental and emotional support.

Mutual Support Consulting, LLC (Peer-led)

www.mutualsupport.com/the_buried_in_treasures_workshop

They host a Buried in Treasures class via Zoom. Enrollment is open to anyone, but there is often a waitlist.

Cost: \$250 Length: 16 weeks of 2-hour sessions

***Peers Envisioning & Engaging in Recovery Services (PEERS)**

www.peersnet.org/clutter-support | (510) 567-7616

PEERS hosts a Buried in Treasures Support Group. To get on the waitlist, contact Zakiya Johnson at zjohnson@peersnet.org. Eligibility requirements may apply.

***Rodriguez Lab at Stanford University**

<https://rodriguezlab.stanford.edu> | (650) 497-2577

The Rodriguez Lab does research studies on Hoarding Behavior including Buried in Treasures. Contact clutterhelp@stanford.edu for current information.

LEGAL AID (SF RENTERS & HOMEOWNERS)

***Bay Area Legal Aid**

www.baylegal.org | (800) 551-5554 Legal Advice Line

Their Legal Advice Line is a free legal hotline available to qualified low-income residents living in the Bay Area. They provide low-income clients with free civil legal assistance, including legal advice and counsel, eviction defense, effective referrals, and legal representation.

***Eviction Defense Collaborative (EDC)**

www.evictiondefense.org | (415) 947-0797 Main Office

EDC provides legal assistance to SF residents who have received a Summons & Complaint, a notice to quit, or an unlawful detainer. Call the legal assistance line ASAP at (415) 659-9184 or email legal@evictiondefense.org.

***Housing Rights Committee of San Francisco**

<http://hrccsf.org/> | (415) 703-8644

Free tenant rights counseling for San Francisco renters for both private and subsidized housing tenants, including tenants in public housing, low-income housing, and section 8 units.

***Legal Assistance to the Elderly**

<https://laesf.org/> | (415) 538-3333

LAE's mission is to protect and advance the right of San Francisco's seniors and adults with disabilities to be housed, healthy, financially stable, and safe. When eviction, elder abuse, problems with benefits or creditors threaten, LAE is the lifeline.

MONEY MANAGEMENT

***Bayview Senior Services**

bhpmss.org/money-management/ | (415) 647-5353

This program helps seniors and persons with disabilities with bill payments, budgeting and representative-payee assistance.

***Debtors Anonymous (DA)**

www.debtorsanonymous.org/ | (218) 548-7079

DA is a 12-step program modeled after Alcoholics Anonymous with a focus on finding solvency and recovery in regards to personal finances. Meetings occur in a variety of venues including in-person, Zoom, and conference calls.

***Lutheran Social Services (LSS)**

https://www.lssnorcal.org/what_we_do/san-francisco-programs/money-management/integrated-services.html | (415) 581-0891

Provides representative payee and money management services to low-income, formerly homeless persons, that are HIV positive or living in specific SRO's. LSS assists adults in setting financial goals, help with budgeting, entitlement assistance, and referrals for other supportive services.

***Social Security Payee System**

www.socialsecurity.gov/payee/bene.htm#sb=3 | (800) 772-1213

Provides financial management for persons who receive Social Security checks of any type. A "payee" is assigned to the social security recipient who is in need of help in managing their finances.

***Underearners Anonymous (UA)**

www.underearnersanonymous.org/

UA is a 12-step program modeled after Alcoholics Anonymous with a focus on finding solvency and recovery in regards to personal finances. UA also focuses on developing time-management skills and decluttering. Meetings occur in a variety of venues including in-person, Zoom, and conference calls.

SOCIAL SERVICES

***Adult Protective Services (APS)**

www.sfha.org/138.htm | (800) 814-0009 24hr Elder Abuse Report Line

APS addresses various types of abuse including self-neglect (excessive collecting) for elders & adults with disabilities. Social workers may provide counseling & case management. Limited deep-cleaning services available.

***Animal Care & Control**

www.sfanimalcare.org | (415) 554-6364

SFACC is the local City agency that aids domestic animals in need and rescues animals who are living in a non-sustainable environment.

***Child Protective Services (CPS)**

www.cdss.ca.gov/reporting/report-abuse/child-protective-services

The Child Protective Services is the major system of intervention of child abuse and neglect (including living in hoarded environments) in California. CPS' goal is to keep the child in their own home when it is safe, and when the child is at risk, to develop an alternate plan as quickly as possible.

***Homebridge**

www.homebridgeca.org/ | (415) 255-2079

Homebridge assists IHSS Recipients who have more complex needs (such as cognitive changes, accompaniment to medical appointments, toileting care), and therefore need more hours of services each week.

***In-Home Supportive Services (IHSS)**

www.sfhas.org/137.htm | (415) 355-6700

Through the Department of Aging & Adult Services, IHSS provides home care services for older adults & individuals with disabilities. Medi-Cal required.

ADDITIONAL RESOURCES

Clutter-Free Organizing Services

www.clutterfreeservices.com/resources.html | (415) 346-3205

The Clutter-Free Organizing Services website provides a massive resource list of services to assist in the process of decluttering.

Hoarding Cleanup

www.hoardingcleanup.com | (800) 462-7337

Hoarding Cleanup provides a directory of available Steri-Clean Inc. resources based on location.

***Center for Obsessive Compulsive Disorder and Related Disorders (COARD)**

<https://coard.psychiatry.ufl.edu/hoarding-2/> | (352) 294-5564 | PGENeS@hsc.ufl.edu

Researchers are conducting a study to understand the causes of problematic hoarding and clutter. Participants can be from anywhere in the United States or Canada and may earn stipends up to \$200 (earnings vary).