

Do you or someone you know experience hoarding?

Hoarding is defined as:

- The acquisition of, and failure to discard, a large number of possessions that appear to outsiders to be useless or of limited value; *resulting in*:
 - Living spaces that can't be used for their intended purpose due to the clutter; and
 - Significant distress or impairment in functioning caused by the hoarding.
- The most commonly hoarded items are: newspapers, clothing, containers, mail, papers, and animals.

To refer to Adult Protective Services call:

All reporters of neglect, abuse, or exploitation to APS can be anonymous and kept confidential.

Metropolitan Family Services, APS Hotline - 312-986-4332 (Monday-Friday, 8:30am-5pm)

- Skokie Office - 847-425-7500
- Covers Glenview (southeast segment), Golf, Lincolnwood, Morton Grove (east three-quarters), Niles (southeast half), Skokie, and Evanston

North Shore Senior Center - 847-784-6000 (Monday-Friday, 9am-5pm)

- Covers Des Plaines, and Maine, New Trier and Northfield townships

Illinois Department on Aging, 24-hour hotline - 866-800-1409

Emergency Crisis Response Options

- Individual is overtly psychotic or appears to be a danger to self or others – call 911
- If no imminent risk of harm, call 988 for the National Mental Health Crisis Hotline

Living Conditions Considerations

- Is a minor at risk in the home? Call Dept of Child and Family Services at 800-252-2873
- Is an eviction or foreclosure pending or is the individual at risk of losing their housing and need legal services? Call Legal Assistance Foundation at 312-341-1070 or Center for Disability and Elder Law at 312-376-1880
- Are an individual's basic needs not being met, including not paying rent?
- Is there an infestation of insects, rodents, or other unhealthy living conditions?

For Animal Control or concerns about neglected pets call the local municipality and ask for Animal Control, the Police Department, or contact the Anti-Cruelty Society at 312-644-8338.

Animal Hoarding Resources

- Red Door Animal Shelter - 773-764-2242, <https://reddoorshelter.org/>
- PAWS Chicago Crisis Foster Care - <https://www.pawschicago.org/>
- Wonder Bunny Rabbit Rescue - 708-280-4301
- Happy Haven Small Animal Rescue - <https://www.hhsar.org/>
- The House Rabbit Society - <https://rabbit.org/>

General Numbers to Call

For General Care Management and other questions for Adults aged 60 or older call:

- CJE Senior Life at 773-508-1000
- North Shore Senior Center at 847-864-3721

For General Case Management and other questions for Adults with Disabilities call

- IL DHS - Department of Rehabilitation Services at 877-581-3690
 - Or submit online referral at <https://wr.dhs.illinois.gov/wrpublic/wr/dynamic/referral.jsf>
- Community Alternatives Unlimited at 847-867-4000

Other Relevant Organizations

- International OCD Foundation at 617-973-5801 or <https://iocdf.org/>
- National Association of Productivity & Organizing Professionals at 651-288-3433 or <https://www.napo.net/>
- Institute for the Challenging Disorganization at 800-674-7818 or www.challengingdisorganization.org

Cleanout Companies

Services have been provided by these vendors by individuals who needed cleanouts due to hoarding. We are not endorsing, recommending, nor do we have any contractual relationships with the following companies.

- Blu Commercial Cleaning - 773-628-7505, <https://blucleaning.com/services/residential-carpet-cleaning/>
- Dawn Metzler - Service Master, Elk Grove - 708-514-7350
- Dawson Relocation Services - 847-922-6143, <https://dawsonrelocation.com/>
- Junk Luggers - 847-250-0178, <https://www.junkluggers.com/chicago-nw-suburbs/>
- Nancy Katz Clutter Consultant - 847-254-8888, www.nancybkatz.com
- Red's Hauling Service - 773-616-0979, <https://redshaulingservice.com/>
- Joy of Downsizing – 847-224-9181, <https://joyofdownsizing.com/>
- Harmonize Your Space – 773-574-2273, harmonizespace11@gmail.com

To access the complete [Hoarding Task Force Guide](#), visit the Care Management page on www.cje.net or contact anna.schloen@cje.net.

Created by the Hoarding Task Force – 2024



Since 1972, CJE SeniorLife has been dedicated to helping older adults live better every day connected to the community of their choice with access to trusted care and a full range of services, rooted in Jewish values. We enhance the lives of older adults and their families regardless of religion, sex, race, ethnicity, disability, sexual orientation, gender identity, or national origin.

CJE SeniorLife® is a partner with the Jewish United Fund in serving our community.