INVESTIGATION OF HOARDING BEHAVIOR - TELEPHONE FLOWCHART

1. LOG IN the report of possible hoarding behavior. Obtain as much information as possible about the complaint.
2. EVALUATE the report to determine which member group should be the PRIMARY INVESTIGATOR for an initial investigation.
3. REFER the report to the proper member group or INVESTIGATE the report to determine its validity and severity. Request assistance, if needed, to resolve the issue.

Does the initial report involve probable child neglect or cruelty?

- Y → Refer to Child Protective Services 327-1748
- N → Does the initial report involve probable elder neglect or cruelty?

Does the initial report involve probable elder neglect or cruelty?

- Y → Refer to Adult Protective Services 327-1748
- N → Refer to Humane Society 399-2917

Does the initial report involve probable animal neglect or cruelty?

- Y → Refer to Health District 390-5600
- N → Does the initial report involve accumulations of garbage or animal wastes? Is there an odor? Are there insects or rodents?

Does the initial report involve accumulations of garbage or animal wastes? Is there an odor? Are there insects or rodents?

- Y → Refer to local Fire Department See local directory
- N → Does the initial report involve structural problems, tall grass, non-garbage accumulations?

Does the initial report involve structural problems, tall grass, non-garbage accumulations?

- Y → Refer to Code Enforcement
  - City of Springfield – 324-7385
  - City of New Carlisle – 845-9492
  - Bethel Township – 845-1341
  - German Township – 964-1661
  - Green Township – 265-5341
  - Harmony Township – 568-4241
  - Madison Township – 462-8222
  - Mad River Township – 864-7429
  - Moorefield Township – 390-9972
  - Pike Township – 964-8186
  - Pleasant Township – 828-1427
  - Springfield Township – 322-9934
- N → Does the initial report involve fire code violations in a building with > 3 residential units?

Does the initial report involve fire code violations in a building with > 3 residential units?

- Y → Refer to Mental Health Services 399-9500
- N → Does the initial report involve probable mental health issues?