



2011 Annual Report

# Adult Residential Licensing

A report on Licensed Personal Care Homes



**pennsylvania**

DEPARTMENT OF PUBLIC WELFARE

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# Adult Residential Licensing 2011 Annual Report

Introduction . . . . .	.2
Executive Summary . . . . .	.3
Characteristics of Pennsylvania’s Personal Care Homes and Residents Served. . . . .	.4
Annual Trends . . . . .	.5
Inspections. . . . .	.7
Violations . . . . .	.8
Complaints . . . . .	10
Incidents. . . . .	11
Enforcement Actions . . . . .	12
Administrative Fines. . . . .	12
Waivers . . . . .	13
Training and Technical Assistance . . . . .	14
Workload. . . . .	15
Goals . . . . .	16
Appendix A: Homes, Licensed Capacity, Residents, and Profit Status by County . . . . .	17
Appendix B: Snapshot of Residents’ Need by County . . . . .	20
Appendix C: Enforcement Actions by County . . . . .	23
Appendix D: Annual Trends. . . . .	28



## Introduction

Personal care homes are residential facilities with four or more adults who require assistance or supervision in activities of daily living. Personal care services can range from simple daily living activities such as helping residents to obtain clean clothing, to more extensive assistance like help with bathing and dressing.

The Department of Public Welfare's Adult Residential Licensing program protects the health, safety, and well-being of more than 47,000 vulnerable adults who reside in personal care homes, through the formulation, application, and enforcement of state licensing regulations. Adult Residential Licensing also encourages the adoption of higher standards and recommends methods of improving care and services by providing technical assistance and consultation to licensed personal care home operators.

This report describes the characteristics of personal care homes and the needs of the individuals they serve, data on the number and types of inspections completed, the number of complaints investigated and enforcement actions taken, the provision of technical assistance to operators, and other methods used by Adult Residential Licensing to achieve its overarching vision: Protection through Prevention and Partnership.

In this report, personal care homes are referred to as "PCHs," or "homes," the Department of Public Welfare is referred to as "Department," and Adult Residential Licensing is referred to as "ARL." Unless otherwise noted, the information in this report covers the period of Jan. 1, 2011 through Dec. 31, 2011.

## Executive Summary - 2011

As of Dec. 31, 2011, there were 1,326 licensed personal care homes in the Commonwealth of Pennsylvania. Of those, approximately 70 percent (925) were for-profit, and 30 percent (401) were non-profit.

The total personal care home capacity on any given day in 2011 was approximately 67,000, with the total number of persons served about 47,000. This constitutes an occupancy rate of 70 percent and a vacancy rate of 30 percent.

Residents who are 60 years of age or older made up 90 percent of all people served in a PCH. Residents with mental illness made up 14 percent of the people served. Residents with low income who receive the Supplemental Security Income (SSI) PCH supplement made up 16 percent of all people served in a PCH. Of the total number of homes, 58 percent served persons who receive SSI.

ARL completed 2,599 inspections in 2011. Nearly 48 percent of all homes had more than one inspection.

A total of 11,192 regulatory violations were found during inspections, with an average of

9.23 violations found during each full licensing inspection. The most commonly found violations included improper documentation of medication administration record content, incomplete medical evaluation, and not following the prescriber's directions when administering medications.

In 2011, ARL received 1,431 complaints and 30,841 incident reports. Approximately 92 percent of these complaints required an on-site investigation.

ARL issued 262 enforcement actions, most of which were Provisional (warning) licenses. Three of those actions were emergency closures in response to immediate life safety dangers.

In 2011, ARL mailed 126 letters warning of possible fines if violations were not corrected to 105 homes, and assessed approximately \$780,000 in fines. In accordance with law, money collected through the fine process is placed in a special account used to relocate residents in homes closed by enforcement action.

ARL granted 74 regulatory waivers and denied 10 waivers. The most common waiver request

related to qualifications of direct-care staff (most due to staff holding a non-U.S. diploma).

ARL provided 496 hours of free training to personal care home operators, an increase of 328 percent from 2010. Training topics included Diabetes Education, Sexual Abuse Identification and Prevention, Working with Residents with Special Needs, Programs for Residents with Delirium, Dementia and Depression, and Fire Prevention and Preparedness.

In addition to the technical assistance that was provided by ARL staff during home inspections, ARL provided on-site training and technical assistance to 146 homes, and answered over 1,000 phone calls on its toll-free Operator Support Hotline.

ARL's goals for 2012 include expanded professional development of ARL staff and personal care home operators, a continuation of effective cost-containment strategies, and continued enforcement actions against noncompliant homes in a manner that focuses on achieving compliance.

# Characteristics of Pennsylvania's Personal Care Homes and Residents Served

As of Dec. 31, 2011, there were 1,326 personal care homes licensed in Pennsylvania. The exact number of homes changes as new homes open and other homes close.

Personal care homes vary in size. A PCH's maximum capacity is the highest number of people that can be served in the home and is indicated on the home's license. The smallest personal care home has a maximum capacity of four persons. The largest personal care home has a maximum capacity of more than 250 persons. The average maximum capacity of a personal care home is 51. The average number of persons served is 36.

## Size of Personal Care Homes

Maximum Capacity	Percent of Homes in Size Range
9 People or fewer	14.2%
10 - 29 People	26.0%
30 - 50 People	20.4%
51 - 75 People	15.0%
76 - 100 People	12.6%
101 - 200 People	11.3%
Over 200 People	0.6%

Just as personal care homes open and close throughout the year, the number of residents served in a PCH also changes. This change occurs because residents move into a home, stay for a certain time, and then leave the home. Complete data on all persons who reside in personal care homes is not collected; however, the Department collects a snapshot of the types of persons served during its annual inspections. The following information from December 2011 is representative of residents and their needs on any given day in calendar year 2011.

# Annual Trends

## Residents in Pennsylvania Personal Care Homes

<b>Total Capacity</b>	67,242
<b>Total Number of Persons Served</b>	47,198
<b>Occupancy Rate</b> (Percentage of total capacity that is occupied)	70.2%
<b>Vacancy Rate</b> (Percentage of total capacity that is vacant)	29.8%

Personal care homes also vary in populations served. The following information from December 2011 shows the number and percentages of personal care homes that serve specific populations based on age, need, and income.

Percent of Residents with a Dementia-Related Illness Over 60 Years of Age	Number of Homes	Percent of Homes
None	70	5.3%
1% - 9%	18	1.4%
10% - 29%	91	6.9%
30% - 49%	92	6.9%
50% - 99%	455	34.3%
All residents	600	45.2%
Total	1,326	100.0%

Percent of Residents with Mental Illness	Number of Homes	Percent of Homes
None	626	47.2%
1% - 9%	199	15.0%
10% - 29%	135	10.2%
30% - 49%	81	6.1%
50% - 99%	135	10.2%
100%	150	11.3%
Total	1,326	100.0%

Percent of Residents with an Intellectual Disability	Number of Homes	Percent of Homes
None	851	64.2%
1% - 9%	250	18.9%
10% - 29%	164	12.4%
30% - 49%	32	2.4%
50% - 99%	17	1.3%
100%	12	0.8%
Total	1,326	100.0%

Percent of Residents with a Dementia-Related Illness	Number of Homes	Percent of Homes
None	1,147	86.5%
1% - 9%	2	0.2%
10% - 29%	79	6.0%
30% - 49%	56	4.2%
50% - 99%	7	0.5%
All residents	35	2.6%
Total	1,326	100.0%

Percent of Residents Served with Low Incomes	Number of Homes	Percent of Homes
None	529	39.9%
1% - 9%	150	11.3%
10% - 29%	159	12.0%
30% - 49%	122	9.2%
50% - 99%	220	16.6%
100%	113	8.5%
No data	33	2.5%
Total	1,326	100.0%

## Aggregate Snapshot of Residents by Age, Need, and Income

Resident Description	Number	Percent of
Total Served	70	5.3%
Residents 60 Years of Age or Older	42,018	89.7%
Residents with Mental Illness	6,327	13.5%
Residents with a Dementia Related Illness	4,536	9.7%
Residents with an Intellectual Disability	1,368	2.9%
Residents with low income who receive the Supplemental Security Income (SSI) PCH supplement	7,433	15.9%
Residents who pay privately or who are funded through a source other than SSI supplement	39,408	84.1%

Note: Percentages may not sum to 100 percent as residents may fall into more than one category.

Personal care homes are located in nearly every county in Pennsylvania. The map on the following page shows the location of Pennsylvania's personal care homes. For county-specific information about the number and capacity of homes, please see Appendix A. For county-specific information about residents and their needs, please see Appendix B.

# Inspections

ARL completes four basic types of licensing inspections. These include:

- Full Inspections, during which all regulations are measured.
- Indicator Inspections, during which a portion of the regulations are measured based on a history of regulatory compliance (see below).
- Partial Inspections, during which a portion of the regulations are measured in response to a complaint, a reported incident, or to monitor ongoing compliance.
- Initial Inspections, during which all of the regulations that can be measured are measured in a new home that does not yet serve four or more people.

ARL is required by law to conduct at least one unannounced inspection of each of the Commonwealth's 1,326 licensed personal care homes every 12 months. In 2011, ARL completed 2,599 inspections. Approximately three percent of the homes had more than one full inspection, and 48 percent of all homes inspected had more than one inspection in 2011.

## Number of Inspections Completed

Type of Inspection	Number Completed
Full	906
Indicator	269
Partial	1,338
Initial	46
All Inspections	2,599

## Percentage of Personal Care Homes with One or Multiple Inspections

Number of Inspections	Percentage of Homes in Category
1 Inspection	52.2%
2 - 5 Inspections	43.4%
6 - 10 Inspections	4.3%
Over 10 Inspections	0.1%

## Indicator Inspections

In July 2010, ARL developed and implemented a licensing indicator system to increase the efficiency and effectiveness of the licensing program by refocusing the emphasis of the licensing process.

By using the licensing indicator system, less time is spent conducting license renewal inspections in personal care homes with a history of high regulatory compliance. This allows ARL to spend more time providing technical assistance to and inspecting homes with a history of low regulatory compliance.

The licensing indicator system is a shortened version of the full inspection process. The licensing indicator system uses a tool designed to measure compliance with a small number of regulations determined through statistical methodology to predict compliance with all the regulations. If a home is in complete compliance with all the regulations measured in the licensing indicator tool, high compliance with all the regulations is statistically predicted.

The regulations selected by the statistical methodology are not the most common violations; rather, they are those regulatory violations found most often in low compliance homes, but not in high compliance homes. In other words, the regulations that are found most often out of compliance in low compliance homes and in compliance in high compliance homes are the indicator or predictor regulations.

A full inspection is automatically triggered if one or more violations of regulations are found during an indicator inspection. The full inspection is completed on the same day.

In 2011, 344 homes were eligible for an indicator inspection. No violations were found during 54 percent of the indicator inspections; 46 percent of the indicator inspections did identify violations, triggering a full inspection.

# Violations

Personal care homes must comply with approximately 500 different regulatory requirements. When noncompliance is found during a licensing inspection, a violation of the regulatory requirement is recorded. The table below shows the most frequently cited violations in calendar year 2011.

## Most Frequently Cited Violations

Regulation 55 Pa.Code § 2600	Percent of Inspections Where Regulation Was Cited as a Violation																
<p>187(a) A medication record shall be kept to include the following for each resident for whom medications are administered:</p> <table border="0"> <tr> <td>(1) Resident's name.</td> <td>(9) Administration times.</td> </tr> <tr> <td>(2) Drug allergies.</td> <td>(10) Duration of therapy, if applicable.</td> </tr> <tr> <td>(3) Name of medication.</td> <td>(11) Special precautions, if applicable.</td> </tr> <tr> <td>(4) Strength.</td> <td>(12) Diagnosis or purpose for the medication, including pro re nata (PRN).</td> </tr> <tr> <td>(5) Dosage form.</td> <td>(13) Date and time of medication administration.</td> </tr> <tr> <td>(6) Dose.</td> <td>(14) Name and initials of the staff person administering the medication.</td> </tr> <tr> <td>(7) Route of administration.</td> <td></td> </tr> <tr> <td>(8) Frequency of administration.</td> <td></td> </tr> </table>	(1) Resident's name.	(9) Administration times.	(2) Drug allergies.	(10) Duration of therapy, if applicable.	(3) Name of medication.	(11) Special precautions, if applicable.	(4) Strength.	(12) Diagnosis or purpose for the medication, including pro re nata (PRN).	(5) Dosage form.	(13) Date and time of medication administration.	(6) Dose.	(14) Name and initials of the staff person administering the medication.	(7) Route of administration.		(8) Frequency of administration.		<p>12.8%</p>
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<p>141(a) A resident shall have a medical evaluation by a physician, physician's assistant or certified registered nurse practitioner documented on a form specified by the Department, within 60 days prior to admission or within 30 days after admission. The medical evaluation shall include the following:</p> <table border="0"> <tr> <td>(1) A general physical examination by a physician, physician's assistant or nurse practitioner.</td> <td>(7) Medication regimen, contraindicated medications, medication side effects and the ability to self-administer medications.</td> </tr> <tr> <td>(2) Medical diagnosis including physical or mental disabilities of the resident, if any.</td> <td>(8) Body positioning and movement stimulation for residents, if appropriate.</td> </tr> <tr> <td>(3) Medical information pertinent to diagnosis and treatment in case of an emergency.</td> <td>(9) Health status.</td> </tr> <tr> <td>(4) Special health or dietary needs of the resident.</td> <td>(10) Mobility assessment, updated annually or at the Department's request.</td> </tr> <tr> <td>(5) Allergies.</td> <td></td> </tr> <tr> <td>(6) Immunization history.</td> <td></td> </tr> </table>	(1) A general physical examination by a physician, physician's assistant or nurse practitioner.	(7) Medication regimen, contraindicated medications, medication side effects and the ability to self-administer medications.	(2) Medical diagnosis including physical or mental disabilities of the resident, if any.	(8) Body positioning and movement stimulation for residents, if appropriate.	(3) Medical information pertinent to diagnosis and treatment in case of an emergency.	(9) Health status.	(4) Special health or dietary needs of the resident.	(10) Mobility assessment, updated annually or at the Department's request.	(5) Allergies.		(6) Immunization history.		<p>10.8% (Content)</p>				
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(6) Immunization history.																	
<p>187(d) The home shall follow the directions of the prescriber.</p>	<p>7.9%</p>																
<p>82(c) Poisonous materials shall be kept locked and inaccessible to residents unless all of the residents living in the home are able to safely use or avoid poisonous materials.</p>	<p>7.5%</p>																

Regulation 55 Pa.Code § 2600	Percent of Inspections Where Regulation Was Cited as a Violation										
<p>65(g) Direct care staff persons, ancillary staff persons, substitute personnel and regularly-scheduled volunteers shall be trained annually in the following areas:</p> <table border="0"> <tr> <td>(1) Fire safety completed by a fire safety expert or by a staff person trained by a fire safety expert.</td> <td>(4) The Older Adult Protective Services Act (35 P. S. §§ 10225.101—10225.5102).</td> </tr> <tr> <td>(2) Emergency preparedness procedures and recognition and response to crises and emergency situations.</td> <td>(5) Falls and accident prevention.</td> </tr> <tr> <td>(3) Resident rights (under these regulations).</td> <td>(6) New population groups that are being served at the home that were not previously served, if applicable.</td> </tr> </table>	(1) Fire safety completed by a fire safety expert or by a staff person trained by a fire safety expert.	(4) The Older Adult Protective Services Act (35 P. S. §§ 10225.101—10225.5102).	(2) Emergency preparedness procedures and recognition and response to crises and emergency situations.	(5) Falls and accident prevention.	(3) Resident rights (under these regulations).	(6) New population groups that are being served at the home that were not previously served, if applicable.	6.3%				
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(2) Emergency preparedness procedures and recognition and response to crises and emergency situations.	(5) Falls and accident prevention.										
(3) Resident rights (under these regulations).	(6) New population groups that are being served at the home that were not previously served, if applicable.										
<p>101(j)(7) Each resident shall have the following in the bedroom: An operable lamp or other source of lighting that can be turned on/off at bedside.</p>	5.9%										
<p>141(a) A resident shall have a medical evaluation by a physician, physician’s assistant or certified registered nurse practitioner documented on a form specified by the Department, within 60 days prior to admission or within 30 days after admission. The medical evaluation shall include the following:</p> <table border="0"> <tr> <td>(1) A general physical examination by a physician, physician’s assistant or nurse practitioner.</td> <td>(6) Immunization history.</td> </tr> <tr> <td>(2) Medical diagnosis including physical or mental disabilities of the resident, if any.</td> <td>(7) Medication regimen, contraindicated medications, medication side effects and the ability to self-administer medications.</td> </tr> <tr> <td>(3) Medical information pertinent to diagnosis and treatment in case of an emergency.</td> <td>(8) Body positioning and movement stimulation for residents, if appropriate.</td> </tr> <tr> <td>(4) Special health or dietary needs of the resident.</td> <td>(9) Health status.</td> </tr> <tr> <td>(5) Allergies.</td> <td>(10) Mobility assessment, updated annually or at the Department’s request.</td> </tr> </table>	(1) A general physical examination by a physician, physician’s assistant or nurse practitioner.	(6) Immunization history.	(2) Medical diagnosis including physical or mental disabilities of the resident, if any.	(7) Medication regimen, contraindicated medications, medication side effects and the ability to self-administer medications.	(3) Medical information pertinent to diagnosis and treatment in case of an emergency.	(8) Body positioning and movement stimulation for residents, if appropriate.	(4) Special health or dietary needs of the resident.	(9) Health status.	(5) Allergies.	(10) Mobility assessment, updated annually or at the Department’s request.	5.3%  (Timeliness)
(1) A general physical examination by a physician, physician’s assistant or nurse practitioner.	(6) Immunization history.										
(2) Medical diagnosis including physical or mental disabilities of the resident, if any.	(7) Medication regimen, contraindicated medications, medication side effects and the ability to self-administer medications.										
(3) Medical information pertinent to diagnosis and treatment in case of an emergency.	(8) Body positioning and movement stimulation for residents, if appropriate.										
(4) Special health or dietary needs of the resident.	(9) Health status.										
(5) Allergies.	(10) Mobility assessment, updated annually or at the Department’s request.										
<p>187(d) The information in subsections 187a13 and 187a14 shall be recorded at the time the medication is administered.</p>	4.9%										
<p>85(a) Sanitary conditions shall be maintained.</p>	4.9%										
<p>183b Prescription medications, OTC medications, CAM and syringes shall be kept in an area or container that is locked. This includes medications and syringes kept in the resident’s room.</p>	4.7%										

The specific details of regulatory violations are unique to each situation. For a sample of the specific findings for each of the violations listed above, please see Appendix C.

## Number of Violations Found

Number of Violations Found During Each Full Inspection	Percent of Inspections in Category
0 Violations	5.5%
01 - 10 Violations	59.7%
11 - 30 Violations	32.8%
31 - 50 Violations	1.5%
51 - 100 Violations	0.4%
Over 100 Violations	0%

Total number of regulatory violations found (for all homes) = 11,192

Average number of violations found per home in full inspections = 9.23

## Complaints

Adult Residential Licensing investigates all complaints of a potential regulatory violation in a personal care home. Complaints can be made by anyone at any time, including nights and weekends. Approximately 92 percent of the complaints received in 2011 required an on-site investigation. Approximately 15 percent of the complaints received were high-risk, requiring investigation within 72 hours.

### Number of Complaints Received and Investigated

Number of Complaints Received	1,431
Number of Complaints Requiring On-site Investigation	1,315
Percent of Complaints Requiring On-site Investigation	91.9%
Percent of Complaints Where One or More Regulatory Violations Were Found	41.7%

### Sources of Complaints Received

Complaint Source	Percent Received	Percent
Substantiated	529	39.9%
Anonymous	22.9%	40.1%
Friend or family member of resident	21.8%	37.8%
Area Agency on Aging	18.3%	42.0%
Current or former employee	13.6%	45.9%
Current or former resident	10.0%	18.2%
Other*	13.4%	21.4%

\*Includes advocacy groups, hospitals, police, legislators, and other government agencies

# Incidents

Personal Care Homes are required to report certain incidents to ARL. ARL received 30,841 incident reports in 2011, four percent (1,303) of which required further investigation. It is likely that some homes do not report all incidents that are required to be reported, and that some homes do not report any incidents even though they occur (violations for failure to report incidents are the most-frequently found violation during complaint investigations; see table on page 17).

## Types of Incidents Reported

Type of Incident	Percent of Total Reported Incidents
Serious bodily injury or trauma requiring treatment at a hospital	49.2%
Prescription medication error	17.8%
Death of a resident	14.0%
Incident requiring the services of emergency management agency, fire department, or police department	8.5%
Physical or sexual assault of a resident	3.8%
Complaint of abuse, suspected resident abuse, or referral of a complaint of abuse to local authority	1.9%
Violation of a resident's rights	1.1%
Emergency such as natural disaster or utility outage	1.0%
Unexplained absence of a resident for 24 hours or more, or any absence of a resident from a secure dementia care unit	0.8%
Outbreak of a serious communicable disease	0.8%
Utility termination notice or an actual service termination	0.3%
Suicide attempt	0.2%
Misuse of a resident's funds by the home's staff or legal entity	0.2%
Violation of health and safety laws	0.1%
Unscheduled closure of the home or relocation of the residents	0.1%
Food Poisoning	0.1%
Fire or structural damage to a home	0.1%
Criminal conviction against legal entity, administrator or staff (relating to criminal history background checks)	0.1%
Bankruptcy filed by the legal entity	0.1%

Note: Percentages will not add to 100 percent due to rounding

## Enforcement Actions

Enforcement actions are taken in response to serious life safety conditions such as physical and sexual abuse of residents, criminal felony convictions, serious fire safety risks, resident neglect/abandonment, deplorable unsanitary conditions, falsification of documents, failure to seek necessary medical care, failure to provide staff supervision, lack of food, utilities, and building code violations.

### Enforcement History

Type of Enforcement Action	January 2011 – December 2011
Emergency Relocations	3
License Revocations	4
Nonrenewals of License	19
Ban on Admissions	22
Denials of Initial License	8
Illegal Operations	13
Court Filings	0
License Revocations/ Issuance of Provisional License	14
Orders to Limit Access	1
Provisional Licenses due to Enforcement (not new homes)	117
Fines*	84
Court Appointment of Master	1
<b>Total Enforcement Actions</b>	<b>264</b> 22/month average

For a complete list of enforcement actions by county and a glossary of enforcement terms, please see Appendix D.

## Administrative Fines

In 2009, the Department implemented an administrative fine process as an additional enforcement tool to compel regulatory compliance. Throughout 2011, the Department assessed a monetary fine for a repeated regulatory violation that was not corrected timely in homes under licensing enforcement action. Administrative fines are used to compel compliance with state licensing regulations, not to generate revenue or punish homes for noncompliance.

Administrative fines are classified as Class I (requiring correction within 24 hours), Class II (requiring correction in five days), or Class III (requiring correction in 15 days). Homes were issued a warning that fines would be issued if violations were not corrected within the allowed timeframes. Homes that did not correct violations were fined after the correction period ended.

In accordance with law, money collected through the fine process is placed in a special account used to relocate residents in homes closed by enforcement action.

### Administrative Fines Summary - 2011

Summary	Number
Number of warnings of possible fines if violations not corrected	126
Number of homes to which the warnings were issued	105
Number of fines actually issued because of failure to correct violations	38
Number of homes to which the fines were issued	37
Total number of violations for which fines were invoiced	66
- Class I	2
- Class II	26
- Class III	38
<b>Total Fine Amount Assessed</b>	<b>\$780,235</b>

## Waivers

Waivers of regulations may be granted by the Department when all of the following conditions are met:

- There is no jeopardy to the residents.
- An alternative for meeting the health and safety needs of the residents is provided.
- Residents benefit from the waiver.

### Waiver Determination Summary

More Information Needed/Pending	Waiver Withdrawn	Waiver Not Appropriate	Waiver Not Needed	Granted	Denied	Total
24	8	2	24	74	10	142

### Top Regulations for which Waivers were Requested

Regulation 55 Pa.Code § 2600.	Total Number of Requests	Granted	Denied	Waiver Not Needed	Outcome Pending	Waiver Withdrawn
54(a) Qualifications for direct care staff (Most due to non-U.S. high school diplomas)	85	50	1	15	16	3
53(a) Qualifications for administrators	12	6	0	2	2	2
101(e) Resident bedrooms	5	3	0	0	2	0
42(s) Resident privacy	3	0	3	0	0	0
57(a) Direct care staffing	3	0	3	0	0	0

## Training and Technical Assistance

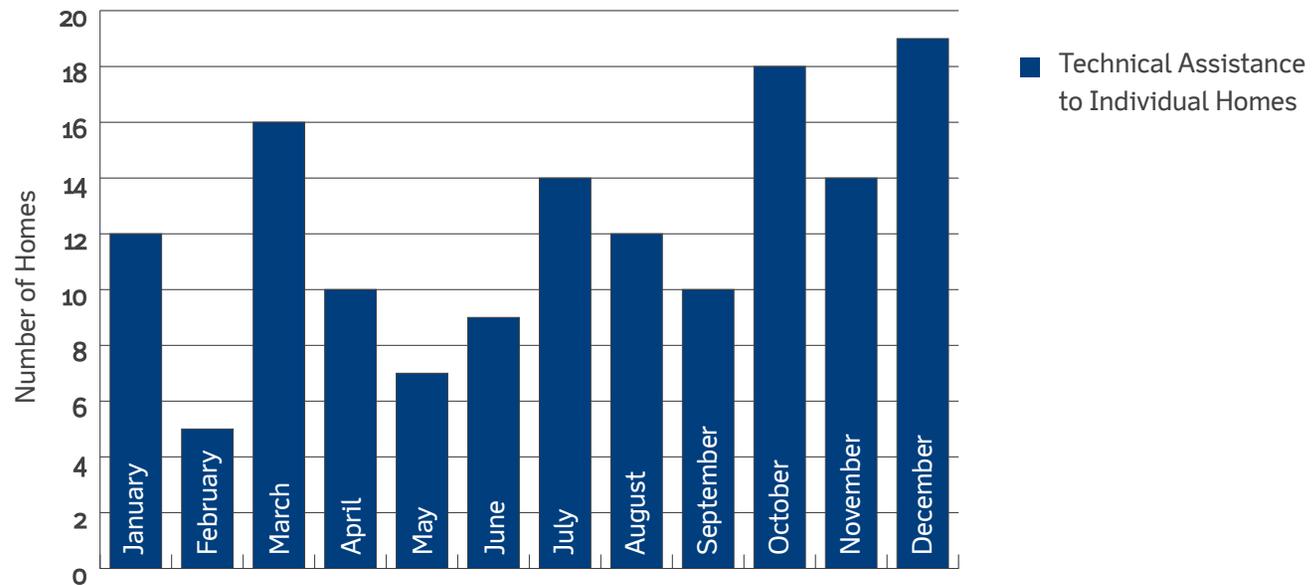
ARL is committed to the provision of training and technical assistance to personal care home operators to support the provision of safe, highly compliant residential settings.

ARL staff provides on-site, one-on-one technical assistance to homes having difficulty complying with the regulations that primarily serve persons who receive SSI. ARL also conducts Risk Management Team meetings with other federal, state, and local agencies to develop coordinated, intra-agency strategies to assist struggling homes.

ARL arranges and provides training courses for personal care home administrators and staff. All of the training provided directly by ARL is offered free of charge, as is much of the training the ARL arranges but does not provide directly. ARL offered 124 training sessions totaling 496 hours of free training at multiple locations throughout the state in 2011, an increase of 328 percent from 2010. Courses included resident rights, fire safety, nutrition and food handling, coordinating with local services agencies, infection control, and elder abuse prevention. Full scholarships for the required 100-hour administrator training course are granted to personal care homes serving residents who receive SSI; 16 homes applied for and received such scholarships in 2011. Additionally, a direct care staff training course is available online at no cost to operators.

In December 2010, ARL established a toll-free Operator Support Hotline to provide personal care home operators a free resource to request technical assistance, provide comments and suggestions, and report unprofessional and inappropriate conduct. In 2011, ARL received 1,090 calls to the Operator Support Hotline. Calls to the Operator Support Hotline do not result in unannounced inspections.

**On-Site Training and Technical Assistance\*, 2011**



\*Excludes technical assistance or training provided through inspections or via the Operator Support Hotline.

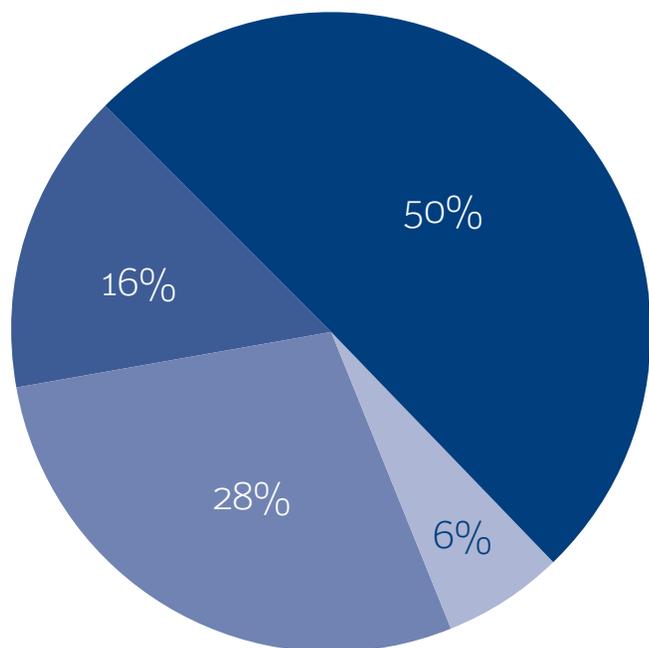
## Workload

In addition to a small component of management/support staff, ARL employs 42 licensing inspectors who perform the inspection work described in this report. The volume and distribution of annual workload varies based on the number of licensing actions required beyond the

Region	Number of Inspectors	Number of Homes	Inspector to Home Workload Ratio
Central	8	287	1:36
Northeast	9	276	1:31
Southeast	6	221	1:37
West	19	542	1:29
<b>Statewide</b>	<b>42</b>	<b>1,326</b>	<b>1:32</b>

ARL provides training per year to each licensing inspector. Training topics include inspection policies, PCH regulations, laws of other state agencies, investigation skills, financial administration, abuse prevention and investigation, fire safety, nutrition, program development, resident rights, elder care, mental health services, preventing the spread of communicable diseases, cultural awareness, and medication practices. A new licensing inspector receives over 120 hours of training in his/her first six months of employment. Initial training includes participation in the Department’s medication administration program, attendance at administrator training courses, and on-the-job instruction.

### Distribution of Workload



- Licensing Duties\*
- Traveling to Homes
- Conducting Inspections
- Other \*\*

\*Licensing duties include preparing reports of violations, assisting homes to develop acceptable plans of correction for identified violations, and verifying compliance.

\*\*Other duties include training and technical assistance and other enforcement actions such as relocations, court testimony, and off-site investigations.

## Goals for 2012

### **Collaborative professional development.**

Expanding the knowledge and skill set of both regulators and the operator community is ARL's primary objective in 2012. ARL plans to devote more resources to training and professional development for both personal care home operators and ARL staff. Some training sessions will be designed for simultaneous participation by operators and inspectors to ensure consistent application and interpretation of regulatory requirements.

### **Continue effective cost-containment strategies.**

ARL prides itself on being a careful steward of its resources. In 2012, ARL will continue to apply proven cost-savings measures and explore new initiatives to reduce dependence on public funds.

### **Continue enforcement actions against noncompliant homes in a manner that focuses on achieving compliance.**

Regulatory compliance protects people by reducing life safety risks and preventing avoidable dangers. ARL will continue to ensure the safety of personal care home residents by taking appropriate enforcement actions against homes that do not comply with state licensing regulations. ARL will continue to collaborate with local human service and local/state/federal law enforcement agencies to provide resident protection. ARL will continue to collaborate with Temple University to conduct prompt, skilled investigations of alleged abuse, theft, death, and assault. When appropriate, ARL will use enforcement techniques that focus on achieving and maintaining regulatory compliance.

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## About this Report

This report is produced and distributed pursuant to 62 P.S. § 1088.

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The Personal Care Home Complaint Hotline is answered 24 hours a day, seven days a week. To make a complaint against a licensed personal care home, to report an emergency situation in a personal care home, or to report illegal operations, please call:

**1-877-401-8835**

The Operator Support Hotline is available from 9 AM – 4 PM on each business day. If you are a personal care home operator and have a question, comment, or concern about Adult Residential Licensing, please call:

**1-866-503-3926**

# Appendix A

## Homes, Licensed Capacity, Residents, and Profit Status by County

County	Homes	Licensed Capacity	# PCH Residents	# SSI Residents	Homes w/SSI Residents	4-8 Beds	9-29 Beds	30-99 Beds	100+ Beds	Profit	Non Profit
ADAMS	10	413	279	50	5	2	4	2	2	8	2
ALLEGHENY	146	8,150	5,956	821	83	18	36	67	25	106	40
ARMSTRONG	26	562	457	116	21	8	11	7	-	23	3
BEAVER	23	1,033	793	148	16	5	6	9	3	21	2
BEDFORD	3	147	132	29	3	-	1	2	-	3	-
BERKS	31	2,142	1,459	249	15	-	6	18	7	27	4
BLAIR	22	1,022	768	145	16	2	7	12	1	13	9
BRADFORD	8	264	212	57	6	1	4	3	-	7	1
BUCKS	45	2,423	1,923	78	12	4	10	25	6	20	25
BUTLER	37	2,055	1,443	124	21	5	11	16	5	26	11
CAMBRIA	29	1,324	940	188	17	1	7	20	1	22	7
CAMERON	3	38	32	14	2	1	2	-	-	1	2
CARBON	9	442	304	50	6	3	2	2	2	7	2
CENTRE	13	630	448	39	8	1	3	8	1	8	5
CHESTER	48	2,712	1,707	99	16	13	7	18	10	34	14
CLARION	5	242	130	27	5	-	1	4	-	2	3
CLEARFIELD	8	478	333	48	6	-	2	5	1	6	2
CLINTON	4	172	122	52	1	1	1	2	-	4	-
COLUMBIA	3	179	148	22	3	-	-	3	-	3	-
CRAWFORD	10	450	336	51	5	2	3	4	1	5	5
CUMBERLAND	22	1,393	941	58	14	6	1	10	5	8	14
DAUPHIN	20	1,094	848	103	8	6	1	11	2	5	15
DELAWARE	35	2,074	1,342	110	12	9	6	11	9	18	17
ELK	2	134	88	6	2	-	-	2	-	-	2
ERIE	24	1,493	1,008	126	13	2	6	9	7	15	9
FAYETTE	37	939	754	206	25	8	17	12	-	36	1
FOREST	-	-	-	-	-	-	-	-	-	-	-
FRANKLIN	17	845	573	54	9	4	4	6	3	9	8
FULTON	1	37	27	23	1	-	-	1	-	1	-

County	Homes	Licensed Capacity	# PCH Residents	# SSI Residents	Homes w/SSI Residents	4-8 Beds	9-29 Beds	30-99 Beds	100+ Beds	Profit	Non Profit
GREENE	9	198	169	75	7	1	5	3	-	9	-
HUNTINGDON	3	84	78	34	2	1	-	2	-	1	2
INDIANA	25	607	496	169	19	5	10	10	-	21	4
JEFFERSON	15	479	375	126	13	2	4	9	-	13	2
JUNIATA	6	126	115	49	4	2	3	1	-	6	-
LACKAWANNA	18	1,080	831	236	10	-	2	15	1	13	5
LANCASTER	53	3,413	2,473	358	37	5	9	25	14	25	28
LAWRENCE	17	680	416	104	11	2	5	9	1	12	5
LEBANON	21	729	531	69	6	2	8	11	-	12	9
LEHIGH	28	1,989	1,431	174	12	-	6	14	8	21	7
LUZERNE	32	2,211	1,560	358	23	2	4	19	7	26	6
LYCOMING	14	642	315	85	7	1	6	6	1	9	5
MCKEAN	4	179	120	29	4	1	1	1	1	2	2
MERCER	19	837	496	70	13	6	3	7	3	14	5
MIFFLIN	3	219	165	8	1	-	-	3	-	2	1
MONROE	11	542	383	41	6	1	2	7	1	8	3
MONTGOMERY	59	4,232	2,748	97	17	3	9	32	15	27	32
MONTOUR	6	288	215	79	4	-	1	5	-	2	4
NORTHAMPTON	34	2,308	1,374	117	11	5	5	16	8	28	6
NORTHUMBERLAND	17	743	477	177	13	1	9	6	1	15	2
PERRY	2	76	52	16	2	-	1	1	-	1	1
PHILADELPHIA	82	3,360	2,233	909	64	7	42	24	9	53	29
PIKE	3	122	78	4	1	-	1	2	-	2	1
POTTER	1	30	27	5	1	-	-	1	-	-	1
SCHUYLKILL	9	643	471	58	4	-	3	4	2	8	1
SNYDER	3	145	127	36	2	1	-	2	-	3	-
SOMERSET	16	593	400	110	13	2	6	7	1	12	4
SULLIVAN	1	10	8	8	1	-	1	-	-	1	-
SUSQUEHANNA	3	125	100	10	3	-	1	2	-	3	-
TIOGA	5	201	138	49	5	-	1	4	-	2	3
UNION	4	243	172	13	4	-	1	2	1	2	2

County	Homes	Licensed Capacity	# PCH Residents	# SSI Residents	Homes w/SSI Residents	4-8 Beds	9-29 Beds	30-99 Beds	100+ Beds	Profit	Non Profit
VENANGO	4	157	137	68	3	-	1	3	-	2	2
WARREN	7	251	172	36	7	1	4	2	-	2	5
WASHINGTON	48	1,557	1,099	243	26	12	19	15	2	44	4
WAYNE	10	379	231	75	8	2	4	4	-	7	3
WESTMORELAND	60	2,677	1,866	238	30	9	17	28	6	53	7
WYOMING	6	116	89	24	4	2	3	1	-	5	1
YORK	27	2,084	1,527	119	16	2	6	10	9	21	6
<b>TOTAL</b>	<b>1,326</b>	<b>67,242</b>	<b>47,198</b>	<b>7,569</b>	<b>765</b>	<b>180</b>	<b>362</b>	<b>602</b>	<b>182</b>	<b>925</b>	<b>401</b>

# Appendix B

## Snapshot of Residents' Need by County

County	Residents with Mental Illness	Residents with an Intellectual Disability	Residents 60 Years of Age or Older	Residents with a Physical Disability	Residents with a Dementia-Related Illness	Residents with a Mobility Need
ADAMS	39	17	172	15	23	24
ALLEGHENY	757	116	5,323	102	667	1,613
ARMSTRONG	73	26	411	13	-	26
BEAVER	133	29	716	60	56	162
BEDFORD	1	4	131	2	-	34
BERKS	202	34	1,363	22	175	217
BLAIR	114	22	651	12	26	64
BRADFORD	20	14	196	5	-	10
BUCKS	89	23	1,735	45	289	552
BUTLER	199	32	1,314	40	138	281
CAMBRIA	133	51	809	90	21	124
CAMERON	9	3	21	-	-	-
CARBON	35	8	287	5	42	37
CENTRE	23	14	433	8	51	19
CHESTER	80	3	1,586	110	242	432
CLARION	13	3	124	2	11	13
CLEARFIELD	41	11	321	8	20	57
CLINTON	28	12	104	2	-	1
COLUMBIA	38	5	134	16	-	25
CRAWFORD	62	24	291	14	-	31
CUMBERLAND	40	24	857	43	198	265
DAUPHIN	103	18	765	53	134	182
DELAWARE	201	13	1,223	14	192	365
ELK	1	-	88	5	-	6
ERIE	138	21	861	14	50	128
FAYETTE	172	31	615	18	15	130
FOREST	-	-	-	-	-	-
FRANKLIN	26	19	546	63	48	97

County	Residents with Mental Illness	Residents with an Intellectual Disability	Residents 60 Years of Age or Older	Residents with a Physical Disability	Residents with a Dementia-Related Illness	Residents with a Mobility Need
FULTON	18	6	12	-	-	-
GREENE	72	15	112	8	-	38
HUNTINGDON	14	10	71	9	-	-
INDIANA	138	34	411	14	-	44
JEFFERSON	89	16	302	5	37	55
JUNIATA	22	14	102	2	-	4
LACKAWANNA	208	42	691	10	53	31
LANCASTER	236	90	2,203	130	274	301
LAWRENCE	67	47	358	5	53	107
LEBANON	103	11	457	13	46	43
LEHIGH	219	15	1,338	47	201	381
LUZERNE	173	41	1,393	56	93	272
LYCOMING	61	23	275	16	-	6
MCKEAN	19	4	109	2	-	1
MERCER	44	19	463	5	49	64
MIFFLIN	7	3	164	2	-	2
MONROE	49	5	352	9	12	41
MONTGOMERY	119	11	2,623	48	602	950
MONTOUR	3	-	182	2	22	25
NORTHAMPTON	143	20	1,292	48	145	235
NORTHUMBERLAND	110	70	406	5	46	51
PERRY	4	10	44	-	-	-
PHILADELPHIA	924	67	1,488	47	42	252
PIKE	7	7	71	4	14	27
POTTER	4	3	23	-	-	-
SCHUYLKILL	47	7	462	7	33	66
SNYDER	20	7	105	1	15	19
SOMERSET	52	33	369	14	15	47
SULLIVAN	-	-	8	-	-	-
SUSQUEHANNA	-	4	104	4	-	18

County	Residents with Mental Illness	Residents with an Intellectual Disability	Residents 60 Years of Age or Older	Residents with a Physical Disability	Residents with a Dementia-Related Illness	Residents with a Mobility Need
TIOGA	26	7	113	5	-	2
UNION	2	3	170	-	-	-
VENANGO	55	18	92	1	-	5
WARREN	34	5	155	6	-	19
WASHINGTON	175	44	955	25	37	243
WAYNE	51	25	120	8	-	32
WESTMORELAND	168	36	1,775	60	202	445
WYOMING	9	3	91	4	-	10
YORK	65	16	1,480	153	147	249
<b>TOTALS</b>	<b>6,327</b>	<b>1,368</b>	<b>42,018</b>	<b>1,556</b>	<b>4,536</b>	<b>8,980</b>

Note: Percentages may not sum to 100 percent as residents may fall into more than one category.

# Appendix C

## Enforcement Actions by County

Orders to Limit Access/Capacity - Statewide Total = 1		
<b>Schuylkill (1)</b>		
▶ White Owl Manor		
Emergency Relocations - Statewide Total = 3		
<b>Delaware (1)</b>	<b>Schuylkill (1)</b>	<b>Philadelphia (1)</b>
▶ Davis Boarding Home	▶ White Owl Manor	▶ Care International Services
License Revocations - Statewide Total = 4		
<b>Allegheny (1)</b>	<b>Philadelphia (1)</b>	<b>York (1)</b>
▶ Lincoln Manor - Donahue V	▶ Wilson PCH (1314)	▶ The Willows
<b>Delaware (1)</b>	▶ Wilson PCH (1318)	
▶ Quadrangle Assisted Living		
Non Renewals of License - Statewide Total = 19		
<b>Allegheny (2)</b>	<b>Greene (1)</b>	<b>Philadelphia (3)</b>
▶ Donahue Personal Care II	▶ Coville PCH	▶ Brittany Manor
▶ Donahue III - St. Leo's Manor	<b>Luzerne (1)</b>	▶ Tabor Manor
<b>Beaver (2)</b>	▶ A.C.S. Christian Manor	▶ Taylor's PCH
▶ Stuart's Sunflower Place PCH - Main Building	<b>Montour (1)</b>	<b>Schuylkill (1)</b>
▶ Stuart's Sunflower Place PCH - Mobile Home	▶ Delong Green Acres PCH	▶ White Owl Manor
<b>Bucks (1)</b>	<b>Northampton (2)</b>	<b>Washington (4)</b>
▶ Brighten Place	▶ Canal Side Care Manor	▶ Rest Haven II
<b>Erie (1)</b>	▶ Canal Side Care Manor - Gingerbread House	▶ Rest Haven III
▶ Home Is Where The Heart Is		▶ Rest Haven IV
		▶ West Malden Manor
License Revocations / Issuance of Provisional Licenses - Statewide Total = 14		
<b>Allegheny (2)</b>	<b>Lehigh (1)</b>	<b>Philadelphia (1)</b>
▶ Grainger House	▶ Green Meadows of Allentown	▶ Oak Lane
▶ Mon-Yough Community Services	<b>Montgomery (2)</b>	<b>Washington (4)</b>
<b>Bucks (1)</b>	▶ Brightview East Norriton	▶ McKean Manor
▶ Statesman Woods	▶ Springmeadow	▶ Rest Haven PCH II
<b>Delaware (1)</b>	<b>Northumberland (2)</b>	▶ Rest Haven PCH III
▶ Sunrise of Newtown Square	▶ Serenity Gardens at Mount Carmel	▶ Rest Haven PCH IV

**Illegal Operations - Statewide Total = 13**

**Allegheny (1)**

- ▶ Christina-Lipner Bondo

**Blair (1)**

- ▶ Warner's Home for the Aged

**Erie (1)**

- ▶ Brookside Homes of Erie

**Franklin (1)**

- ▶ Rodger's Home Care

**Lancaster (1)**

- ▶ Ronald L. Moyer

**Montgomery (1)**

- ▶ Phoebe Wyncote

**Philadelphia (5)**

- ▶ A&J West Shapnack Street
- ▶ A&J Roosevelt Boulevard
- ▶ Carela's Personal Care and Assisted Living
- ▶ Ernestine Brown - Dillard House
- ▶ Jacineth Roberts

**Susquehanna (1)**

- ▶ Tender Touch

**Washington (1)**

- ▶ Linda's Independent Living

**Court Filings - Statewide Total = 0**

**Appointment of Master - Statewide Total = 1**

**Luzerne (1)**

- ▶ A.C.S. Christian Manor

**Denials of New Licenses - Statewide Total = 8**

**Delaware (1)**

- ▶ Davis PCH II

**Greene (1)**

- ▶ Good Samaritan PCH

**Fayette (1)**

- ▶ Annalisa's A Touch of Home

**Northampton (2)**

- ▶ Walnutport Manor - 2 actions

**Philadelphia (2)**

- ▶ Liz Acora
- ▶ Sharpnack Manor

**Susquehanna (1)**

- ▶ Tender Touch

**Administrative Fines (Regulation fined) Statewide Total = 84**

**Allegheny (17)**

- ▶ Autumn Lane Personal Care - Facility of Coraopolis
- ▶ Christina Lipner-Bondo
- ▶ Donahue's Personal Care I
- ▶ Donahue's Personal Care II
- ▶ Donahue III - St. Leo's Manor
- ▶ Donahue & Wolford's California Manor

**Beaver (3)**

- ▶ Stuart's Sunflower Personal Care Home
- ▶ Stuart's Sunflower Personal Care Home - Mobile

**Blair (3)**

- ▶ Bellmeade Manor

**Bucks (1)**

- ▶ Twining Village

**Cumberland (2)**

- ▶ Emeritus at Creekview

**Delaware (6)**

- ▶ Haskin House
- ▶ Rose Tree Place

**Erie (3)**

- ▶ Brookside Homes of Erie

**Huntington (1)**

- ▶ Sleepy Hollow

**Lackawanna (2)**

- ▶ Angel's Family Manor, Inc.

**Lancaster (2)**

- ▶ Moyer Personal Care Home

**Lebanon (2)**

- ▶ Hill Farm Estates

**Lehigh (2)**

- ▶ My Home

**Luzerne (2)**

- ▶ Pittston Heavenly Manor

**Montgomery (6)**

- ▶ Paradise Manor
- ▶ Senior Suites

**Montour (1)**

- ▶ Delong Green Acres Personal Care Home

**Philadelphia (14)**

- ▶ A&J Assisted Living Facility (Roosevelt Blvd.)
- ▶ A&J Assisted Living Facility (Sharpnack St.)
- ▶ Brittany Manor
- ▶ Dillard House
- ▶ Mary Jane Enrichment Center
- ▶ Peach Tree Manor
- ▶ Rainbow Reflection
- ▶ Riverview Manor
- ▶ Sweet Haven Assisted Living

**Schuylkill (2)**

- ▶ Greenwood Hills Estate

**Washington (8)**

- ▶ Buck & Springs Haven Personal Care Home
- ▶ Consulate Retirement Village of North Strabane
- ▶ McKean Manor
- ▶ Rest Haven Personal Care Home - Building 1
- ▶ Rest Haven Personal Care Home - Building 3

**Wayne (2)**

- ▶ Brookside Personal Care Home

**Westmoreland (2)**

- ▶ Dottie's Personal Care Home
- ▶ Hohmann's Personal Care Home

**York (3)**

- ▶ Trophies of Grace

**Provisional Licenses (due to enforcement; not new homes) - Statewide Total = 117**  
**NOTE: Provisional Licenses are issued consecutively from First Provisional to Fourth Provisional**

**Allegheny (19)**

- ▶ Allegheny Valley Residence at Tarentum (P3)
- ▶ American Senior Living Community (P2)
- ▶ Autumn Lane PCH of Bellevue (P2)
- ▶ Autumn Lane PCH of Coraopolis (P2 ▶ P3)
- ▶ Autumn Lane PCH of Moon Twp. (P2 ▶ P3)
- ▶ Carole Timpani PCH (P2 ▶ P3)
- ▶ Donahue Personal Care Home I (P1 ▶ P2)
- ▶ Donahue Personal Care Home II (P2)
- ▶ Donahue III - St. Leo's Manor (P2)
- ▶ Donahue and Wolford's California Manor (P2 ▶ P3)
- ▶ Grainger House (P2)
- ▶ Lincoln Manor - Donahue V (P4)
- ▶ The Cedars at Monroeville (P1)
- ▶ Windsor Place of Gibsonia (P1)

**Beaver (3)**

- ▶ Katera's Kove (P2)
- ▶ Stuart's Sunflower Place Mobile Home (P2)
- ▶ Stuart's Sunflower Place PCH (P2)

**Berks (3)**

- ▶ Down on the Farm (P1)
- ▶ Golden Ridge (P1)
- ▶ Morris Pace Assisted Living (P1)

**Blair (3)**

- ▶ Bellmeade Manor (P1)
- ▶ Graham's PCH (P1)
- ▶ Olivia Village Assisted Living (P2)

**Bucks (1)**

- ▶ Twining Village (P1)

**Butler (2)**

- ▶ Shelboure Assisted Living and Personal Care (P1)
- ▶ Washington Manor PCH (P1)

**Cambria (3)**

- ▶ County Lane Assisted Living (P2)
- ▶ County Living Estates (P1)
- ▶ Harmony House Manor (P2)

**Cameron (1)**

- ▶ Our House PCH (P1)

**Carbon (2)**

- ▶ Edgemont Lodge Assisted Living Personal Care (P1 ▶ P2)

**Clearfield (1)**

- ▶ Guardian Care at Curwensville (P1)

**Chester (3)**

- ▶ Bellingham Retirement Living (P1)
- ▶ F.S. and R. PCH (P2)
- ▶ Sunrise Assisted Living of Paoli (P1)

**Crawford (1)**

- ▶ Carousel House (P2 ▶ P3)

**Cumberland (2)**

- ▶ Emeritus at Creekview (P1)
- ▶ The Woods at Cedar Run (P1)

**Delaware (6)**

- ▶ A&C Family Care (P1)
- ▶ Davis Boarding Home I (P3)
- ▶ Davis PCH II (P1)
- ▶ Haskins House (P1)
- ▶ Residences at Chestnut Ridge (P2)
- ▶ Rose Tree Place (P3)

**Erie (1)**

- ▶ Rebecca's PCH (P1)

**Fayette (3)**

- ▶ Popovich Home (P2)
- ▶ Roll's II PCH (P2)
- ▶ Smigovsky, Jennie PCH (P1)

**Franklin (1)**

- ▶ Apontree PCH (P1)

**Huntington (2)**

- ▶ Sleepy Hollow (P1 ▶ P2)

**Lackawanna (3)**

- ▶ Angel's Family Manor (P1)
- ▶ West Side Kozy Comfort Assisted Living (P3 ▶ P4)

**Lancaster (1)**

- ▶ Red Rose Manor (P1)

**Lebanon (2)**

- ▶ Hill Farm Estate (P1 ▶ P2)

**Lehigh (1)**

- ▶ Salisbury Behavioral Health PCH of Lehigh Co. (P1)

**Monroe (1)**

- ▶ Wesley Enhanced Living at Chestnut Hill Manor (P1)

**(Continued) Provisional Licenses (due to enforcement; not new homes) - Statewide Total = 117**  
**NOTE: Provisional Licenses are issued consecutively from First Provisional to Fourth Provisional**

**Montgomery (13)**

- ▶ Clare Bridge of Montgomery (P3)
- ▶ Gaudenzia New Beginnings (P1)
- ▶ K&R Caring Hands (P3)
- ▶ Keystone Hospice (P1)
- ▶ Northwest Human Services of Philadelphia (P1)
- ▶ Paradise Manor (P1)
- ▶ Parker PCH (P1)
- ▶ Senior Suites (P2)
- ▶ Shirk, Jack Willow Square (P1)
- ▶ Springfield Residences (P1)
- ▶ Sunrise Assisted Living of Dresher (P1)
- ▶ The Colonnade Senior Living Facility (P3)
- ▶ Whitemarsh House (P1)

**Northampton (1)**

- ▶ Abbe Hall (P1)

**Northumberland (2)**

- ▶ Ann Joachim House (P1 ▶ P2)

**Philadelphia (12)**

- ▶ Christian Life Services (P2)
- ▶ Helping Others to Live (P1 ▶ P2)
- ▶ Parker PCH (P2)
- ▶ Peach Tree Manor (P1)
- ▶ Peach Tree Manor (P2)
- ▶ Rainbow Reflections (P1)
- ▶ Riverview Home (P2)
- ▶ Spear's PCH (P1)
- ▶ Taylor's PCH (P1)
- ▶ Wilson PCH, 1314 (P2)
- ▶ Wilson PCH, 1318 (P2)

**Schuylkill (2)**

- ▶ Greenwood Hills Estate (P2)
- ▶ The Patrician (P1)

**Somerset (1)**

- ▶ Pam Miller PCH (P1)

**Washington (8)**

- ▶ Buck and Springs Haven (P1)
- ▶ Consulate of North Strabane (P1)
- ▶ Greenside Meadows (P2)
- ▶ Kenrick Manor (P1)
- ▶ Consulate of North Strabane (P1)
- ▶ Greenside Meadows (P2)
- ▶ Rest Haven I (P4)
- ▶ West Malden Manor (P1)

**Wayne (2)**

- ▶ Brookside PCH (P2)
- ▶ Ryan's Respite PCH (P1)

**Westmoreland (5)**

- ▶ Dottie's PCH (P1 ▶ P2 ▶ P3)
- ▶ Hohmann's PCH (P2)
- ▶ Juniper Village at Huntington Ridge (P1)

**York (6)**

- ▶ Pine Manor Home (P2)
- ▶ Providence Place of Dover (P1)
- ▶ The Willows PCH (P2 ▶ P3)
- ▶ Trophies of Grace (P1 ▶ P2)

## Enforcement Glossary

**Appointment of Master** – Individual or agency designated by the Department to assume operation of home at operator's expense – 62 P.S. §1057(b)

**Court Filing** – Action taken pursuant to 62 P.S. §§ 1052, 1053, 1055, 1056, 1057

**Denial** – Refusal to grant a license to a new applicant – 62 P.S. § 1007

**Emergency Relocation** – An action to close a premises issued by a local jurisdiction such as the police or local building codes official, or an Order issued by the Department of Public Welfare under 55 Pa. Code § 20.37

**Fine** – A monetary penalty for a regulatory violation – 62 P.S. §§1085, 1087(a)(1)

**Illegal Operation** – Operating a personal care home without a license – 62 P.S. §§1002, 1031, 1052, 1053, 1057.2, 1086(e)

**Nonrenewal** – Refusal to renew a license upon its expiration – 62 P.S. §1026(b)

**Orders to Limit Access** – Prohibition of access for a specific person, due to abuse or other dangerous circumstances

**Provisional** – A license issued to an operator based on substantial but not complete compliance – 62 P.S. § 1008 (serves as a warning of substantive regulatory violations)

**Revocation** – Taking back a previously issued license before it expires – 62 P.S. §1026(b)

## Appendix D

### Homes and Capacity

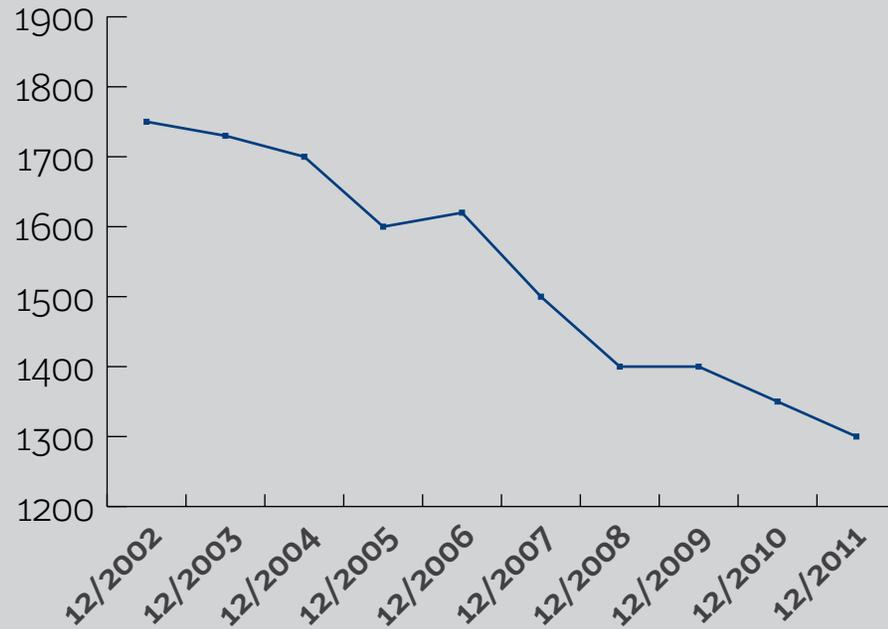
ARL received 355 applications for licensure between January 2008 and December 2011. Of these, 41 percent were applications for new homes, and 59 percent were applications for a new owner to operate an existing home. Most of the applications received by ARL resulted in licensure.

Application Status	Number	Percent
Denied	36	10.1%
Issued	240	67.6%
Pending	22	6.2%
Withdrawn	57	16.1%
TOTAL	355	100.0%

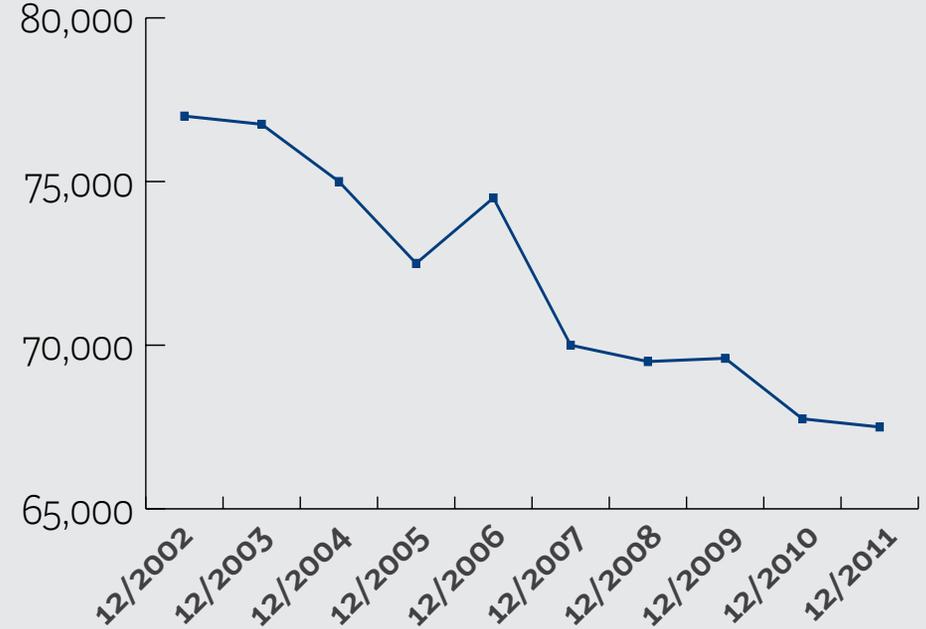


The total number and capacity of personal care homes in Pennsylvania has been steadily declining. The tables below show the numbers of homes and total capacity between January 2008 and December 2011.

**Total Number of Licensed Personal Care Homes**



**Total Licensed Capacity of all Personal Care Homes**



The number of personal homes is not changing at a consistent rate. The table below shows that the number of personal care homes that do not serve persons with low incomes have grown, while the number of homes that serve one or more persons with low incomes has decreased.

Populations	2008	2009	2010	2011	Percent Change, 2008 -2011
No Persons with Low Incomes Served	546	548	546	552	1.1%
1 -7 Persons with Low Incomes Served	492	483	446	425	-13.6%
8-56 Persons with Low Incomes Served	370	341	345	326	-11.9%
Everyone Served has Low Income	9	8	6	5	-44.4%

## Inspections

The number of personal care home inspections has decreased since 2008. This decrease is likely due to the receipt of fewer complaints and the provision of additional training.

Type of Inspection	Number Completed			
	2008	2009	2010	2011
Full	1,540	1,572	1,593	889
Partial	1,292	1,346	1,640	1,684
Initial	63	33	36	26
All Inspections	2,895	2,951	3,269	2,599

Number of Inspections	Percentage of Homes in Category			
	2008	2009	2010	2011
1 Inspection	50%	53%	56.8%	52.2%
2 - 5 Inspections	45%	43%	41.5%	43.4%
6 - 10 Inspections	4%	3%	1.6%	4.3%
Over 10 Inspections	1%	1%	0.1%	0.1%

Just as the number of inspections has decreased, the total and average numbers of violations has decreased as well.

Number of Violations Found During Each Full Inspection	Percentage of Inspections in Category			
	2008	2009	2010	2011
0 Violations	2%	3%	3%	5.5%
01 - 10 Violations	41%	55%	55%	59.7%
11 - 30 Violations	46%	37%	37%	32.8%
31 - 50 Violations	10%	4%	4%	1.5%
51 - 100 Violations	2%	1%	1%	0.4%
Over 100 Violations	0%	0%	0%	0%

## Complaints and Enforcement Actions

The total number of complaints received against personal care homes has dropped substantially. At the same time, more complaints require an on-site investigation, and more regulatory violations are found during complaint investigations. The total number of enforcement actions has also decreased.

	2008	2009	2010	2011
Number of Complaints Received	1,683	1,441	1,317	1,431
Number of Complaints Requiring On-site Investigation	1,503	1,260	1,033	1,315
Percent of Complaints Requiring On-site Investigation	89%	87%	78.4%	91.9%
Percent of Complaints Where One or More Regulatory Violations Were Found	30%	36%	35.6%	41.7%

## Enforcement History January 2008 - December 2011

Type of Enforcement Action	January 2008 - December 2008	January 2009 - December 2009	January 2010 - December 2010	January 2011 - December 2011
Emergency Relocations	3	2	7	3
License Revocations	4	5	3	4
Nonrenewals of License	31	34	37	19
Ban on Admissions	31	39	76	22
Denials of Initial License	7	8	15	8
Illegal Operations	11	4	27	13
Court Filings	1	2	1	0
License Revocations/Issuance of Provisional License	37	17	25	14
Orders to Limit Access	9	8	2	1
Provisional Licenses due to Enforcement (not new homes)	247	212	204	117
Fines*	NA	133*	170	84
Court Appointment of Master	0	1	1	1
<b>TOTAL ENFORCEMENT ACTIONS</b>	<b>350</b> 29/month average	<b>422</b> 35/month average	<b>492</b> 41/month average	<b>264</b> 22/month average