

2021 Annual Report

Bureau of Human Services Licensing

A report on Licensed Personal Care Homes

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Introduction

Personal care homes provide safe, humane, comfortable and supportive residential settings for adults who do not require the services in or of a licensed long-term care facility, but who do require assistance or supervision with activities of daily living, instrumental activities of daily living, or both. Licensed personal care homes serve four or more adults and provide encouragement and assistance to develop and maintain maximum independence and self-determination.

Through the enforcement of state licensing regulations, the Department of Human Services, Bureau of Human Services Licensing (BHSL) protects the health, safety and well-being of approximately 39,494 vulnerable adults residing in personal care homes. BHSL also encourages the adoption of higher standards and recommends methods of improving care and services by providing technical assistance and consultation to personal care home providers.

The information contained in this report summarizes the BHSL annual efforts. The report describes the characteristics of personal care homes, needs of the individuals served, number and types of inspections completed, number of complaints investigated, enforcement action taken, provision of technical assistance to operators, and other methods used by BHSL to achieve its mission of protecting vulnerable individuals in its licensed settings.

Efforts have been put forth to ensure the reliability of all data including a manual cross-reference of data with system limitations for inspections, violations, incidents, and complaints. The identified data system limitations are opportunities for improvement. The report is produced pursuant to 62 P.S. § 1088 and will be updated and/or republished as necessary.

For this report, a personal care home is referred to as “PCH,” the Department of Human Services is referred to as the “Department,” and the Bureau of Human Services Licensing is referred to as “BHSL.” Unless otherwise noted, the information in this report covers the period of January 1, 2021 through December 31, 2021.

Executive Summary

As of January 3, 2021, there were 1,116 licensed personal care homes in Pennsylvania. Approximately 67% (752) were for-profit and 33% (364) were non-profit.

The total PCH capacity on average in 2021 was approximately 65,032 with the total number of persons served at approximately 39,494. This demonstrates an occupancy rate of approximately 61%. The average maximum capacity of a personal care home was 58.

Residents who are 60 years of age or older made up 92% of all people served in PCHs. Residents who received the state Supplemental Security Income (SSI) PCH supplement comprised up to 12% of all people served. Of the total number of PCHs, 43% served at least one person who received SSI.

BHSL completed 2,450 inspections in 2021. Nearly 3% of all PCHs had more than one Full inspection during the year.

There were 16,886 regulatory violations found during the inspections, with an average of 8 violations with each full licensing inspection.

The most commonly found violations included: not following the prescriber's directions when administering medications, not reporting incidents or conditions within 24 hours, and developing and implementing procedures for medications and medical equipment. (A full listing of the top ten violations can be found beginning on page 9.)

In 2021, BHSL received 1,447 complaints and 23,947 incident reports. Approximately 77% of the complaints required an on-site investigation.

BHSL issued 59 enforcement actions, most of which were provisional (warning) licenses.

In 2021, BHSL assessed \$31,472 in fines to PCHs that did not properly correct regulatory violations. In accordance with Act 185 Personal Care Homes, collected fines are placed in an equity commitment account used to assist in the relocation of residents and needed basic essentials for PCHs that have closed.

BHSL granted 26 regulatory waivers and denied zero. The most common waiver request was relevant to qualifications of direct care staff of which most were related to non-United States high school diplomas.

In 2021, BHSL provided approximately 500 hours of free training to PCH providers. In addition, BHSL awarded five full scholarships for the required 100-hour Administrator Training course to PCHs serving residents who receive SSI.

Characteristics of Pennsylvania

Personal Care Homes and Residents Served

As of January 3, 2021, there were 1,116 PCHs licensed in Pennsylvania, even though new PCHs open and others close periodically.

PCHs vary in size. The maximum capacity is the highest number of residents that can be legally served in the home and is indicated on the PCHs license. The smallest PCH has a minimum capacity of 4 residents with the largest having a maximum capacity of 250. The average maximum capacity of a PCH is 58.

Just as PCHs open and close throughout the year, the number of residents served in a particular PCH also changes based on admissions and discharges. Ongoing data on the number of residents in PCHs is not collected; however, the Department collects an overall view of the number and type of residents served during the annual inspection process. The following information from January 2021 represents the number of residents and their needs on any given day in calendar year 2021.

Size of Personal Care Homes

Maximum Capacity	Percent of Homes in Size Range
4 – 9 Residents	11.2%
10 – 29 Residents	21.6%
30 – 49 Residents	18.2%
50 – 74 Residents	17.8%
75 – 99 Residents	12.4%
100 – 199 Residents	17.4%
200 or More Residents	1%

Annual Trends

Residents in Pennsylvania Personal Care Homes

PCHs vary in size and population served. Demographic information is collected by BHSL licensing staff during onsite inspections. The following information details the specific populations that were present and served based on age, need, and income.

Total Capacity	65,032
Total Number of Residents Served	39,494
Occupancy Rate (Percentage of Total Capacity Occupied)	61%
Vacancy Rate (Percentage of Total Capacity Vacant)	39%

Percent of Residents with a Dementia-Related Diagnosis	Number of PCHs	Percent of PCHs
None	844	75%
1% - 49%	200	18%
50% - 99%	17	2%
All Residents	55	5%
Total	1,116	100%

Percent of Residents Over 60 Years of Age	Number of PCHs	Percent of PCHs
None	73	6%
1% - 49%	104	9%
50% - 99%	364	33%
All Residents	575	52%
Total	1,116	100%

Percent of Residents Served with Low Income	Number of PCHs	Percent of PCHs
None	632	57%
1% - 49%	235	21%
50% - 99%	166	15%
All Residents	83	7%
Total	1,116	100%

Percent of Residents with Mental Illness	Number of PCHs	Percent of PCHs
None	541	48%
1% - 49%	324	29%
50% - 99%	119	11%
All Residents	132	12%
Total	1,116	100%

Percent of Residents with an Intellectual Disability	Number of PCHs	Percent of PCHs
None	736	66%
1% - 49%	355	32%
50% - 99%	19	2%
All Residents	6	<1%
Total	1,116	100%

Aggregate Snapshot of Residents by Age, Need, and Income

Resident Description	Number Served	Percent of Total Served
Total Served	39,494	100%
Residents 60 years of age or older	36,308	92%
Residents with mental illness	5,354	14%
Residents with a dementia-related diagnosis	6,088	15%
Residents with an intellectual disability	1,125	3%
Residents who received the state Supplemental Security Income (SSI) PCH supplement	4,733	12%
Residents who pay privately or who are funded through a source other than SSI supplement	34,761	88%

Note: Percentages do not add up to 100% because residents may fall into more than one category.

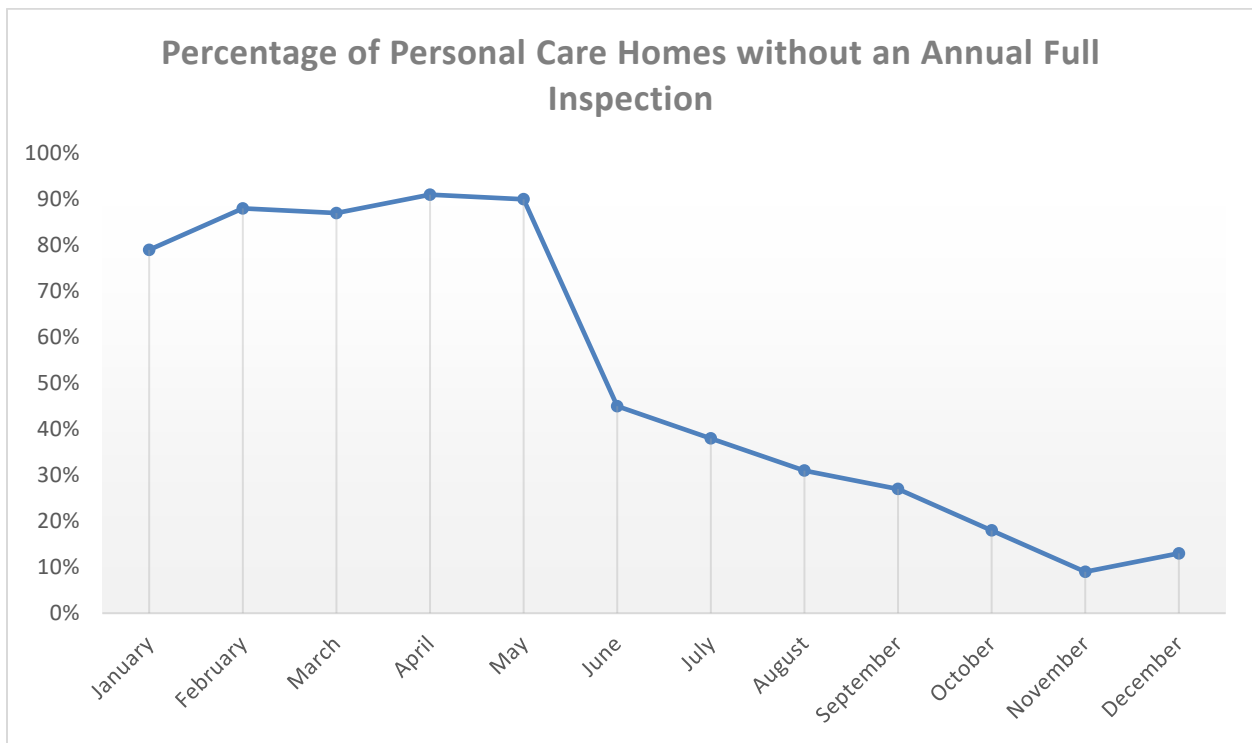
At the time of the 2021 Annual Report, PCHs were located in every Pennsylvania County except Forest. For county-specific information about the number and capacity of PCHs, see Appendix A.

Inspections

BHSL completes three general types of licensing inspections:

- Full Inspections
 - Inspections during which all regulations are measured.
- Partial Inspections
 - Inspections where a portion of the regulations are measured in response to a complaint, a reported incident, or to monitor ongoing compliance of a PCH.
- Initial Inspections
 - Inspections where all of the regulations that can be measured are measured in a new PCH not yet serving residents.

BHSL is required by regulation to conduct at least one unannounced inspection of every licensed PCH every 12 months. In 2021, BHSL completed 2,450 inspections. Approximately 3% of the PCHs had more than one full inspection during the year and 53% of all PCHs inspected had more than one inspection in 2021.



Number of Inspections Completed

Type of Inspection	Number Completed
Full	992
Partial	1,405
Initial	53
All Inspections	2,450

Count of Inspections for Homes that Had at Least One Inspection in 2021

Number of Inspections	Percentage of PCHs
1 Inspection	44.7%
2 – 5 Inspections	48.6%
6 – 10 Inspections	5.9%
Over 10 Inspections	0.7%

Violations

PCHs must comply with approximately 500 individual regulatory requirements. When non-compliance is identified during a licensing inspection, a violation of the regulatory requirement is recorded.

The total number of regulatory violations found during inspections conducted in 2021 was 16,886. The average number of violations found per PCH in full inspections conducted in 2021 was 8. The table below shows the most frequently cited violations that occurred in calendar year 2021.

Number of Violations Found

Number of Violations Identified During Each Full Inspection	Percentage of Full Inspections
0 Violations	8%
1 – 10 Violations	64%
11 – 30 Violations	26%
31 – 50 Violations	2%
51 – 100 Violations	<0.1%
Over 100 Violations	0%

Ten Most Frequently Cited Violations

Regulation 55 Pa. Code § 2600	Percent of Inspections with Cited Regulatory Violation
185(a) - The home shall develop and implement procedures for the safe storage, access, security, distribution and use of medications and medical equipment by trained staff persons.	20%
187(d) - The home shall follow the directions of the prescriber.	16%

Regulation 55 Pa. Code § 2600	Percent of Inspections with Cited Regulatory Violation
<p>101(j) – Each resident shall have the following in the bedroom:</p> <ol style="list-style-type: none"> (1) A bed with a solid foundation and fire retardant mattress that is in good repair, clean and supports the resident. A legal entity with a personal care home license for the home as of October 24, 2005, shall be exempt from the requirement for a fire retardant mattress. (2) A chair for each resident that meets the resident’s needs. (3) Pillows, bed linens and blankets that are clean and in good repair. (4) A storage area for clothing that includes a chest of drawers and a closet or wardrobe space with clothing racks or shelves accessible to the resident. (5) A bedside table or a shelf. (6) A mirror. (7) An operable lamp or other source of lighting that can be turned on at bedside. (8) If a resident shares a bedroom with other residents, the items specified in paragraphs (4)–(7) may be shared with one other resident. 	13%
<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 evaluation must include the following:</p> <ol style="list-style-type: none"> (1) A general physical examination by a physician, physician’s assistant or nurse practitioner. (2) Medical diagnosis including physical or mental disabilities of the resident, if any. (3) Medical information pertinent to diagnosis and treatment in case of an emergency. (4) Special health or dietary needs of the resident. (5) Allergies. (6) Immunization history. (7) Medication regimen, contraindicated medications, medication side effects and the ability to self-administer medications. (8) Body positioning and movement stimulation for residents, if appropriate. (9) Health status. (10) Mobility assessment, updated annually or at the Department’s request. 	12%

Regulation 55 Pa. Code § 2600	Percent of Inspections with Cited Regulatory Violation
85(a) - Sanitary conditions shall be maintained.	11%
18 - A home shall comply with applicable Federal, State and local laws, ordinances and regulations.	9%
<p>187(a) - A medication record shall be kept to include the following for each resident for whom medications are administered:</p> <ul style="list-style-type: none"> (1) Resident's name. (2) Drug allergies. (3) Name of medication. (4) Strength. (5) Dosage form. (6) Dose. (7) Route of administration. (8) Frequency of administration. (9) Administration times. (10) Duration of therapy, if applicable. (11) Special precautions, if applicable. (12) Diagnosis or purpose for the medication, including pro re nata (PRN). (13) Date and time of medication administration. (14) Name and initials of the staff person administering the medication. 	9%
16(c) – The home shall report the incident or condition to the Department's personal care home regional office or the personal care home complaint hotline within 24 hours in a manner designated by the Department. Abuse reporting shall also follow the guidelines in § 2600.15 (relating to abuse reporting covered by law).	9%
227(d) – Each home shall document in the resident's support plan the medical, dental, vision, hearing, mental health or other behavioral care services that will be made available to the resident, or referrals for the resident to outside services if the resident's physician, physician's assistant or certified registered nurse practitioner, determine the necessity of these services. This requirement does not require a home to pay for the cost of these medical and behavioral care services.	8%
103(f) – Food requiring refrigeration shall be stored at or below 40F. Frozen food shall be kept at or below 0F. Thermometers are required in refrigerators and freezers.	8%

The specific details of regulatory violations are unique to each situation. For a historical overview of inspection-related efforts, see Appendix B.

Incidents

PCHs are required to report specific incidents to BHSL as found in the regulations Chapter 2600.16. In 2021, BHSL received 23,947 incident reports, approximately 3% percent of which required further investigation.

Types of Incidents Reported

Type of Incident	Percent Reported
Serious bodily injury or trauma requiring treatment at a hospital	28%
Death of a resident	23%
Incident requiring the services of emergency management agency, fire department, or police department	22%
Prescription medication error	10%
Outbreak of a serious communicable disease	10%
Physical or sexual assault of a resident	3%
Complaint of abuse, suspected resident abuse, or referral of a complaint of abuse to local authority	2%
Unexplained absence of a resident for 24 hours or more, or any absence of a resident from a secure dementia care unit	1%
Emergency such as natural disaster or utility outage	.5%
Violation of a resident's rights	.4%
Suicide attempt	.2%
Misuse of a resident's funds by the home's staff or legal entity	.1%
Fire or structural damage to a home	.09%
Utility termination notice or an actual service termination	.05%
Violation of health and safety laws	.05%
Unscheduled closure of the home or relocation of the residents	.02%
Food Poisoning	.01%

Note: Percentages do not add up to 100% due to standard rounding principles.

Complaints

BHSL investigates all complaints with the potential of regulatory violations for PCHs. Complaints can be made by anyone at any time, including evenings and weekends. Approximately 77% of the complaints received in 2021 required an on-site investigation. Approximately 2% of the complaints were high-risk, requiring an investigation within 72 hours.

Number of Complaints Received and Investigated

Number of Complaints Received	1,447
Number of Complaints Requiring an On-Site Investigation	1,110
Percent of Complaints Requiring an On-Site Investigation	77%
Percent of Complaints Where One or More Regulatory Violations Were Identified	30%

Enforcement Actions

Enforcement action is taken in response to a serious life safety condition such as abuse of residents, criminal convictions, serious fire safety risks, resident neglect or abandonment, unsanitary conditions, falsification of documents, failure to seek necessary medical care, failure to provide staff supervision, lack of food or utilities, and building code violations.

Enforcement History

Type of Enforcement Action	2021 Totals
Emergency Relocations	0
License Revocations	6
Nonrenewal of License	0
Denial of Initial License	0
Illegal Operations	0
Court Filings	0
Orders to Limit Access	0
Provisional Licenses Due to Enforcement	46
Fines Issued	7
Court Appointment of Master	0
Total Enforcement Actions	59 (Avg 5 per month)

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

Administrative Fines

Since 2009, the Department has imposed an administrative fine process as an additional enforcement tool to compel regulatory compliance. Throughout 2021, the Department assessed a monetary fine for repeated regulatory violations that were not corrected in a timely manner by PCHs under licensing enforcement action.

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). PCHs were issued advanced warning that fines would be issued if violations were not corrected within the allowed timeframes. PCHs that did not correct violations were fined after the correction period ended.

In accordance with Act 185 Personal Care Homes, collected fines are placed in an equity commitment account used to assist in the relocation of residents and needed basic essentials for PCHs that have closed.

Administrative Fines Summary

Summary	2021 Totals
Warnings of Possible Fines	11
Number of PCHs Issued Warnings	11
Number of Fines Issued	7
Number of PCHs Issued Fines	7
Number of Violations With Invoiced Fines	16
- Class I	0
- Class II	16
- Class III	0
Total Fine Amount Assessed	\$31,472

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; and
- Residents benefit from the waiver.

Waiver Determination Summary

More Information Needed/Pending	Waiver Withdrawn	Waiver Not Needed	Granted	Denied	Total
0	2	24	26	0	52

Top Three Regulations for which Waivers were Requested

Regulation 55 Pa. Code § 2600	Total Number of Requests	Granted	Denied	Waiver Not Needed	Outcome Pending	Waiver Withdrawn
2600.54 – Qualifications for direct care staff persons.	28	6	0	22	0	0
2600.64 – Administrator training and orientation.	15	14	0	1	0	0
2600.22/.141/.224 – Use of approved software in lieu of BHSL forms.	5	4	0	1	0	0

Training and Technical Assistance

BHSL is committed to the provision of training and technical assistance to PCH providers to support the provision of safe, highly compliant, residential settings.

BHSL staff provides on-site, one-on-one technical assistance to PCHs having difficulty complying with the regulations. BHSL also conducts Risk Management Team meetings with other federal, state, and local agencies to develop coordinated, intra-agency strategies to assist struggling PCHs.

Full scholarships for the required 100-hour Administrator Training course are granted to PCHs serving residents who receive SSI. There were five PCHs that applied for and received the scholarships in 2021. Additionally, a direct care staff training course is available online at no cost to operators.

BHSL also provides training for PCH Administrators and staff. The training provided directly by BHSL is offered free of charge, as is most of the training arranged by BHSL, but not directly provide by BHSL. There were 128 training sessions offered by BHSL totaling nearly 500 hours of free training at multiple locations throughout the commonwealth in 2021. Courses included:

- Creating Recreational Programming that is Engaging and Purposeful
- When Self-Care Is Not Enough: Using Organizational Culture to Address Stress and Burnout
- Fall Safety and Prevention of Injuries
- Disaster Planning in Personal Care Group
- Bloodborne Pathogens
- Best Practices Pandemic Preparedness
- Interventions of Depression, Dementia & Delirium
- Behaviors of Depression, Dementia & Delirium
- Prevention of Drug Diversion
- Infection Control and Wound Care
- Gift of Music in Dementia Care
- Mental Health Illness and Wellness
- Food Service and Safety in Personal Care Group
- Nutrition Health Wellness
- Enhancing Customer Service in Personal Care Group
- Self-Care and Stress Management
- Creative Activity Engagement Planning in PCH
- Hazard Communication Personal Protective Equipment
- Diabetes Education
- Recognizing and Reporting Financial Abuse
- Addiction and Recovery of PCH residents
- Conflict Resolution Strategies
- Culture Change-Competency, Diversity, and Literacy
- Emergency Action Fire Prevention
- Emergency Management & Business Continuity

Workload

In addition to a small component of management and support staff, as of January 2021, BHSL employed 46 PCH 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, travel time, and the type of inspection required.

Region	Number of Inspectors	Number of Homes	Inspector to Home Workload Ratio
Central	7	237	1:34
Northeast	7	251	1:36
Southeast	12	249	1:21
West	20	396	1:20
Statewide	46	1,133	1:25

Note: Staffing data is a point in time and indicative of only filled positions.

A new licensing representative receives over 120-hours of training in the 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. BHSL also conducts annual training for each licensing representative that is optional to other BHSL staff. 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.

Appendix A

PCHs, Licensed Capacity, Residents, and Profit Status by County

County	PCHs	Licensed Capacity	# of PCH Residents	# SSI Residents	PCHs with SSI Residents	4-8 Beds	9-29 Beds	30-99 Beds	100+ Beds	Profit	Nonprofit
ADAMS	10	405	295	30	3	2	3	3	2	6	4
ALLEGHENY	123	7746	4385	445	50	12	25	59	27	86	37
ARMSTRONG	21	506	361	83	16	7	7	7	-	18	3
BEAVER	20	1101	524	108	10	2	5	9	4	17	3
BEDFORD	3	152	95	15	2	-	-	3	-	2	1
BERKS	29	2132	1586	224	11	-	6	17	6	24	5
BLAIR	16	920	583	84	9	-	4	10	2	9	7
BRADFORD	6	284	201	52	3	-	2	4	-	5	1
BUCKS	53	3106	1825	52	14	11	7	22	13	25	28
BUTLER	24	1869	1143	39	6	-	4	14	6	15	9
CAMBRIA	25	996	664	170	16	-	8	17	-	20	5
CAMERON	1	10	8	-	-	-	1	-	-	-	1
CARBON	5	348	229	6	1	1	1	1	2	4	1
CENTRE	15	838	499	19	4	1	2	10	2	11	4
CHESTER	47	3011	1628	36	12	11	4	19	13	33	14
CLARION	4	231	145	28	4	-	-	4	-	1	3
CLEARFIELD	6	361	224	17	5	-	1	4	1	4	2
CLINTON	3	164	112	71	3	-	1	2	-	3	-
COLUMBIA	3	179	104	9	1	-	-	3	-	3	-
CRAWFORD	3	215	123	8	2	-	1	1	1	2	1
CUMBERLAND	20	1512	974	31	8	4	-	10	6	10	10
DAUPHIN	21	1400	842	124	11	6	-	11	4	6	15
DELAWARE	33	2305	1221	77	10	6	6	10	11	18	15
ELK	2	134	77	5	1	-	-	2	-	-	2
ERIE	27	1444	811	144	17	8	4	8	7	15	12
FAYETTE	24	756	527	161	16	4	8	12	-	24	-
FOREST	-	-	-	-	-	-	-	-	-	-	-
FRANKLIN	19	762	502	42	8	4	5	8	2	8	11
FULTON	1	38	31	21	1	-	-	1	-	1	-
GREENE	4	111	102	45	3	1	1	2	-	4	-
HUNTINGDON	3	126	66	20	1	-	-	3	-	1	2
INDIANA	17	529	365	77	10	3	4	10	-	14	3
JEFFERSON	8	313	224	55	5	-	1	7	-	6	2
JUNIATA	5	118	96	27	4	1	3	1	-	5	-
LACKAWANNA	17	1146	715	212	9	-	1	14	2	14	3
LANCASTER	55	3499	2458	300	25	5	9	26	15	24	31
LAWRENCE	11	470	312	61	5	1	3	7	-	6	5

County	PCHs	Licensed Capacity	# of PCH Residents	# SSI Residents	PCHs with SSI Residents	4-8 Beds	9-29 Beds	30-99 Beds	100+ Beds	Profit	Nonprofit
LEBANON	18	717	499	65	3	2	4	12	-	11	7
LEHIGH	35	2469	1611	85	8	3	7	15	10	26	9
LUZERNE	25	1779	1060	154	16	2	4	12	7	20	5
LYCOMING	15	759	388	102	8	1	5	8	1	11	4
MCKEAN	3	173	101	7	2	-	1	1	1	1	2
MERCER	15	647	337	32	6	3	3	8	1	9	6
MIFFLIN	2	167	125	7	1	-	-	2	-	1	1
MONROE	8	413	301	31	3	1	2	4	1	7	1
MONTGOMERY	58	4964	2504	38	8	3	6	26	23	36	22
MONTOUR	4	221	144	27	3	-	1	3	-	1	3
NORTHAMPTON	31	2425	1290	65	5	2	3	18	8	26	5
NORTHUMBERLAND	15	734	404	139	11	-	8	6	1	14	1
PERRY	1	65	31	1	1	-	-	1	-	-	1
PHILADELPHIA	59	2819	1619	526	40	5	28	17	9	40	19
PIKE	5	216	95	-	-	2	-	2	1	5	-
POTTER	1	30	21	3	1	-	-	1	-	-	1
SCHUYLKILL	6	463	329	21	1	-	2	3	1	6	-
SNYDER	1	95	64	-	-	-	-	1	-	1	-
SOMERSET	13	549	342	116	10	-	6	6	1	10	3
SULLIVAN	1	10	4	2	1	-	1	-	-	1	-
SUSQUEHANNA	2	101	84	1	1	-	-	2	-	2	-
TIOGA	4	169	93	17	3	-	1	3	-	1	3
UNION	5	307	196	11	2	-	1	3	1	3	2
VENANGO	7	159	135	72	6	-	5	2	-	2	5
WARREN	6	260	189	27	5	-	4	1	1	1	5
WASHINGTON	18	792	546	68	7	1	7	9	1	15	3
WAYNE	3	120	72	1	1	-	2	1	-	2	1
WESTMORELAND	42	2155	1456	142	14	5	8	24	5	35	7
WYOMING	3	87	69	20	3	-	2	1	-	2	1
YORK	26	1930	1328	55	8	2	7	9	8	19	7
TOTAL	1,116	65,032	39,494	4,733	484	122	245	542	207	752	364

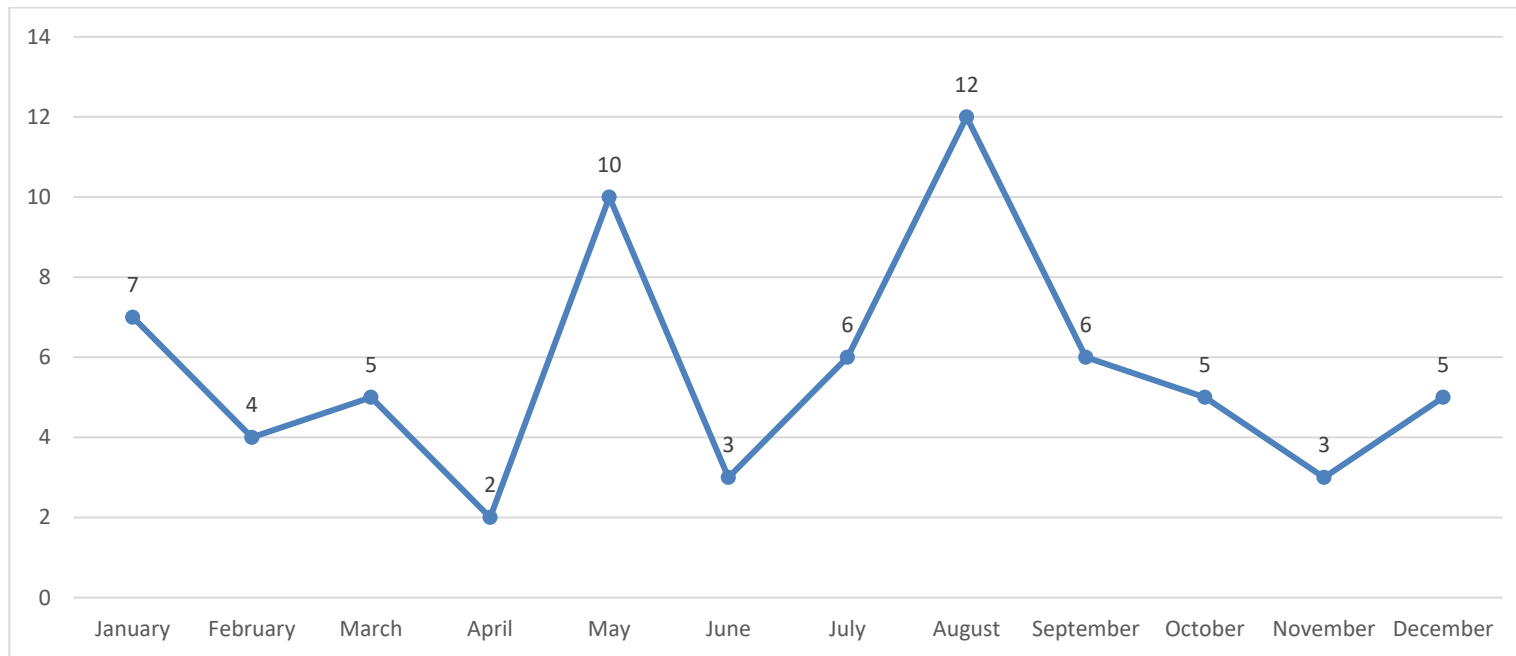
Appendix B

Applications, Inspections, Enforcement, and Facility Information

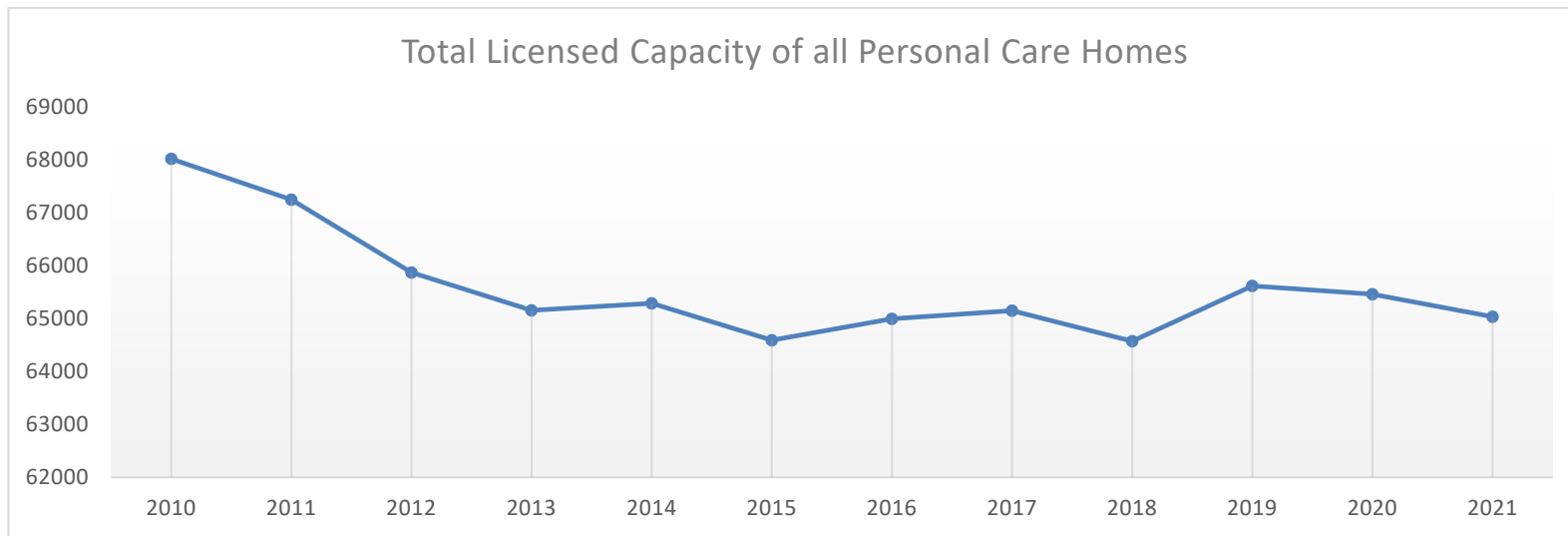
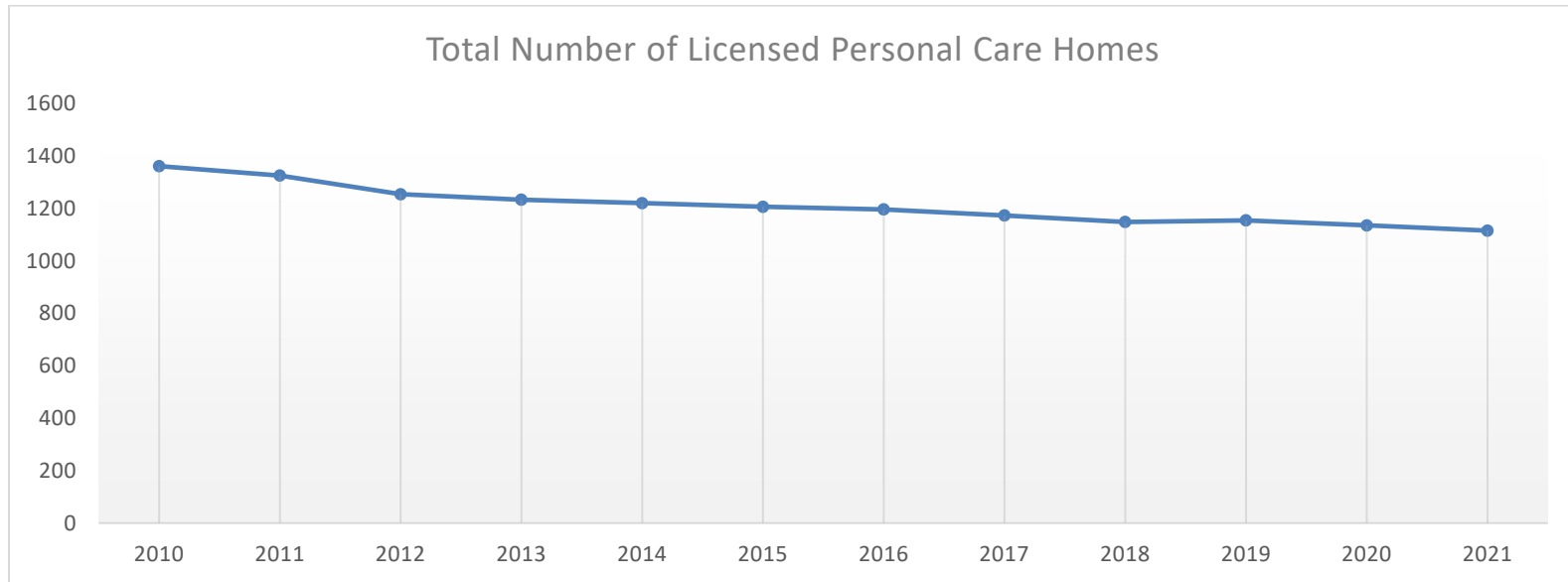
BHSL received 68 applications for licensure in the 2021 calendar year. Of those submitted, 44% were applications for new PCHs and 56% were applications for a new owner to operate an existing PCH.

Application Status	Count Received in 2021	Percent
Denied	0	0%
Issued	34	50%
Still Pending	26	38%
Other (Not Needed or Withdrawn)	8	12%
TOTAL	68	100%

Applications Received January 2021 through December 2021



The total number of PCHs in Pennsylvania has been steadily declining. The tables below show the numbers of PCHs and total capacity between 2010 and 2021.



Inspections

There continues to be a steady decline in the number of PCH inspections consistent with the decrease in the number of PCHs.

Type of Inspections	Number Completed				
	2017	2018	2019	2020	2021
Full	1,204	1,014	990	329	992
Partial	1,637	1,257	1,290	1,647	1,405
Initial	53	32	9	0	53
All Inspections	2,894	2,303	2,289	1,976	2,450

Number of Inspections	PCHs in Category				
	2017	2018	2019	2020	2021
1 Inspection	49%	46%	48%	33%	44.7%
2-5 Inspections	49%	50%	48%	37%	48.6%
6-10 Inspections	2%	3%	3%	4%	5.9%
Over 10 Inspections	<1%	<1%	<1%	<1%	0.7%

Relevant to the number of decreasing PCHs and inspections, the total and average number of violations has decreased as well.

Number of Violations Found During Each Full Inspection	Inspections in Category				
	2017	2018	2019	2020	2021
0 Violations	11%	12%	11%	7%	8%
1 - 10 Violations	63%	63%	59%	45%	64%
11 - 30 Violations	25%	23%	24%	37%	26%
31 - 50 Violations	1%	1%	4%	9%	2%
51 - 100 Violations	0%	<1%	2%	2%	<0.1%
Over 100 Violations	0%	0%	<1%	0%	0%

Complaints and Enforcement Actions

The total number of complaints received against PCHs has remained relatively consistent while the total number of enforcement actions continue to decrease.

	2017	2018	2019	2020	2021
Number of Complaints Received	1,566	1,555	1,821	1,563	1,447
Number of Complaints Requiring On-site Investigation	933	965	1,072	468	1,110
Percent of Complaints Requiring On-site Investigation	60%	62%	59%	30%	77%
Percent of Complaints Where One or More Regulatory Violations Were Found	49%	63%	53%	37%	30%

Enforcement History, January 2017 - December 2021

Type of Enforcement Action	2017	2018	2019	2020	2021
Emergency Relocations	0	1	1	1	0
License Revocations	4	5	5	0	7
Nonrenewal of License	4	4	7	2	0
Denial of Initial License	1	0	0	0	0
Illegal Operations	1	1	1	0	0
Court Filings	0	0	0	0	0
Orders to Limit Access	0	0	0	0	0
Provisional Licenses Due to Enforcement (not new PCHs)	62	49	54	34	46
Fines	11	8	9	2	7
Court Appointment of Master	0	0	0	0	0
Total Enforcement Actions	83	68	77	39	60
Average Per Month	7 / month	6 / month	6 / month	3 / month	5 / month

Appendix C

Licensing Status and Enforcement Actions by County

County	License Status as of January 3, 2021		Cumulative Enforcement Actions for 2021									
	Regular Licenses	Provisional Licenses	Emergency Relocations	License Revocations	Nonrenewal of License	Denial of Initial License	Illegal Operations	Court Filings	Orders to Limit Access	Provisional Licenses Issued	Fines	Court Appointment of Master
ADAMS	10	-	-	-	-	-	-	-	-	-	-	-
ALLEGHENY	115	8	-	2	9	-	-	-	-	12	2	-
ARMSTRONG	20	1	-	-	-	-	-	-	-	1	-	-
BEAVER	19	1	-	-	-	-	-	-	-	1	-	-
BEDFORD	3	-	-	-	-	-	-	-	-	-	-	-
BERKS	29	-	-	-	-	-	-	-	-	-	-	-
BLAIR	16	-	-	-	-	-	-	-	-	-	-	-
BRADFORD	6	-	-	-	-	-	-	-	-	-	-	-
BUCKS	52	1	-	-	-	-	-	-	-	1	-	-
BUTLER	23	1	-	-	-	-	-	-	-	1	-	-
CAMBRIA	25	-	-	-	-	-	-	-	-	1	-	-
CAMERON	1	-	-	-	-	-	-	-	-	-	-	-
CARBON	5	-	-	-	-	-	-	-	-	-	-	-
CENTRE	15	-	-	-	-	-	-	-	-	-	-	-
CHESTER	44	3	-	-	-	-	-	-	-	4	-	-
CLARION	4	-	-	-	-	-	-	-	-	-	-	-
CLEARFIELD	6	-	-	-	-	-	-	-	-	-	-	-
CLINTON	3	-	-	-	-	-	-	-	-	-	-	-
COLUMBIA	3	-	-	-	-	-	-	-	-	-	-	-
CRAWFORD	3	-	-	-	-	-	-	-	-	-	-	-
CUMBERLAND	19	1	-	-	-	-	-	-	-	1	-	-
DAUPHIN	20	1	-	-	-	-	-	-	-	1	-	-
DELAWARE	33	-	-	-	-	-	-	-	-	-	-	-
ELK	2	-	-	-	-	-	-	-	-	-	-	-
ERIE	25	2	-	-	-	-	-	-	-	3	1	-
FAYETTE	21	3	-	1	-	-	-	-	-	5	-	-

County	License Status as of January 3, 2021		Cumulative Enforcement Actions for 2021									
	Regular Licenses	Provisional Licenses	Emergency Relocations	License Revocations	Nonrenewal of License	Denial of Initial License	Illegal Operations	Court Filings	Orders to Limit Access	Provisional Licenses Issued	Fines	Court Appointment of Master
FOREST	-	-	-	-	-	-	-	-	-	-	-	-
FRANKLIN	19	-	-	-	-	-	-	-	-	-	-	-
FULTON	1	-	-	-	-	-	-	-	-	-	-	-
GREENE	4	-	-	-	-	-	-	-	-	-	-	-
HUNTINGDON	3	-	-	-	-	-	-	-	-	-	-	-
INDIANA	15	2	-	1	-	-	-	-	-	2	-	-
JEFFERSON	8	-	-	-	-	-	-	-	-	-	-	-
JUNIATA	5	-	-	-	-	-	-	-	-	-	-	-
LACKAWANNA	17	-	-	-	-	-	-	-	-	-	-	-
LANCASTER	55	-	-	-	-	-	-	-	-	-	-	-
LAWRENCE	11	-	-	-	-	-	-	-	-	-	-	-
LEBANON	18	-	-	-	-	-	-	-	-	-	-	-
LEHIGH	35	-	-	-	-	-	-	-	-	-	-	-
LUZERNE	25	-	-	-	-	-	-	-	-	-	-	-
LYCOMING	15	-	-	-	-	-	-	-	-	-	-	-
MCKEAN	3	-	-	-	-	-	-	-	-	-	-	-
MERCER	14	1	-	-	-	-	-	-	-	1	-	-
MIFFLIN	2	-	-	-	-	-	-	-	-	-	-	-
MONROE	8	-	-	-	-	-	-	-	-	-	-	-
MONTGOMERY	58	-	-	-	-	-	-	-	-	-	-	-
MONTOUR	4	-	-	-	-	-	-	-	-	-	-	-
NORTHAMPTON	30	1	-	-	-	-	-	-	-	2	-	-
NORTHUMBERLAND	15	-	-	-	-	-	-	-	-	-	-	-
PERRY	1	-	-	-	-	-	-	-	-	-	-	-
PHILADELPHIA	54	5	-	2	-	-	-	-	-	5	2	-
PIKE	5	-	-	-	-	-	-	-	-	-	-	-
POTTER	1	-	-	-	-	-	-	-	-	-	-	-
SCHUYLKILL	6	-	-	-	-	-	-	-	-	-	-	-
SNYDER	1	-	-	-	-	-	-	-	-	-	-	-

County	License Status as of January 3, 2021		Cumulative Enforcement Actions for 2021									
	Regular Licenses	Provisional Licenses	Emergency Relocations	License Revocations	Nonrenewal of License	Denial of Initial License	Illegal Operations	Court Filings	Orders to Limit Access	Provisional Licenses Issued	Fines	Court Appointment of Master
SOMERSET	12	1	-	-	-	-	-	-	-	1	-	-
SULLIVAN	1	-	-	-	-	-	-	-	-	-	-	-
SUSQUEHANNA	2	-	-	-	-	-	-	-	-	-	-	-
TIOGA	4	-	-	-	-	-	-	-	-	-	-	-
UNION	5	-	-	-	-	-	-	-	-	-	-	-
VENANGO	6	1	-	-	-	-	-	-	-	1	-	-
WARREN	6	-	-	-	-	-	-	-	-	-	-	-
WASHINGTON	16	2	-	-	-	-	-	-	-	2	1	-
WAYNE	3	-	-	-	-	-	-	-	-	-	-	-
WESTMORELAND	42	-	-	-	-	-	-	-	-	-	1	-
WYOMING	3	-	-	-	-	-	-	-	-	-	-	-
YORK	26	-	-	-	-	-	-	-	-	-	-	-
TOTAL	1,081	35	0	6	9	0	0	0	0	46	7	0

License Status and Enforcement Glossary

Regular – A document issued to a legal entity permitting it to operate a specific type of facility or agency, at a given location, for a specified period of time, and according to appropriate Departmental program licensure or approval regulations – 55 Pa. Code §20.4, 62 P.S. § 1007

Provisional – A license issued to an operator for a specified period of not more than six months which can be renewed three times, based on substantial but not complete compliance – reference 55 Pa. Code §20.4, 62 P.S. § 1008 (serves as a warning of substantive regulatory violations)

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 Human Services under 55 Pa. Code §20.37

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

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

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

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

Court Filing – Action taken pursuant to 62 P.S. §§ 1052, 1053, 1055, 1056, 1057.1(a)

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

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

About the Report

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

Contact BHSL for questions on this report:

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The BHSL 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,
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The BHSL Operator Support Hotline is available from 9 a.m. – 4 p.m. each commonwealth business day.
If you are a personal care home provider and have a question, comment, or a concern, please call:

1-866-503-3926