

2019 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 44,000 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, 2019 through December 31, 2019.

Executive Summary

As of January 2, 2020, there were 1,155 licensed personal care homes in Pennsylvania. Approximately 68% (782) were for-profit and 32% (373) were non-profit.

The total PCH capacity on average in 2019 was approximately 66,000 with the total number of persons served at approximately 44,000. This demonstrates an occupancy rate of approximately 66%. The average maximum capacity of a personal care home was 57.

Residents who are 60 years of age or older made up 91% 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, 48% served at least one person who received SSI.

BHSL completed 2,289 inspections in 2019. Nearly 52% of all PCHs had more than one inspection during the year.

There were 13,893 regulatory violations found during the inspections, with an average of 9.3 violations with each full licensing inspection.

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

In 2019, BHSL received 1,821 complaints and 29,334 incident reports. Approximately 59% of the complaints required an on-site investigation.

BHSL issued 77 enforcement actions, most of which were provisional (warning) licenses.

In 2019, BHSL assessed \$55,494 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 28 regulatory waivers and denied one. 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 2019, BHSL provided approximately 500 hours of free training to PCH providers. In addition, BHSL awarded eleven 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 2, 2020, there were 1,155 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 four residents with the largest having a maximum capacity of 268. The average maximum capacity of a PCH is 57.

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 2020 represents the number of residents and their needs on any given day in calendar year 2019.

Size of Personal Care Homes

Maximum Capacity	Percent of Homes in Size Range
4 – 9 Residents	11%
10 – 29 Residents	23%
30 – 49 Residents	19%
50 – 74 Residents	18%
75 – 99 Residents	12%
100 – 199 Residents	16%
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	65,614
Total Number of Residents Served	43,585
Occupancy Rate (Percentage of Total Capacity Occupied)	66%
Vacancy Rate (Percentage of Total Capacity Vacant)	34%

Percent of Residents with a Dementia-Related Diagnosis	Number of PCHs	Percent of PCHs
None	893	78%
1% - 49%	197	17%
50% - 99%	16	1%
All Residents	49	4%
Total	1,155	100%

Percent of Residents Over 60 Years of Age	Number of PCHs	Percent of PCHs
None	45	4%
1% - 49%	119	10%
50% - 99%	398	34%
All Residents	593	52%
Total	1,155	100%

Percent of Residents Served with Low Income	Number of PCHs	Percent of PCHs
None	634	55%
1% - 49%	264	23%
50% - 99%	170	15%
All Residents	87	7%
Total	1,155	100%

Percent of Residents with Mental Illness	Number of PCHs	Percent of PCHs
None	560	48%
1% - 49%	341	30%
50% - 99%	128	11%
All Residents	126	11%
Total	1,155	100%

Percent of Residents with an Intellectual Disability	Number of PCHs	Percent of PCHs
None	777	67%
1% - 49%	345	30%
50% - 99%	20	2%
All Residents	13	1%
Total	1,155	100%

Aggregate Snapshot of Residents by Age, Need, and Income

Resident Description	Number Served	Percent of Total Served
Total Served	43,585	100%
Residents 60 years of age or older	39,474	91%
Residents with mental illness	5,692	13%
Residents with a dementia-related diagnosis	6,289	14%
Residents with an intellectual disability	1,213	3%
Residents who received the state Supplemental Security Income (SSI) PCH supplement	5,165	12%
Residents who pay privately or who are funded through a source other than SSI supplement	38,420	88%

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

At the time of the 2019 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.

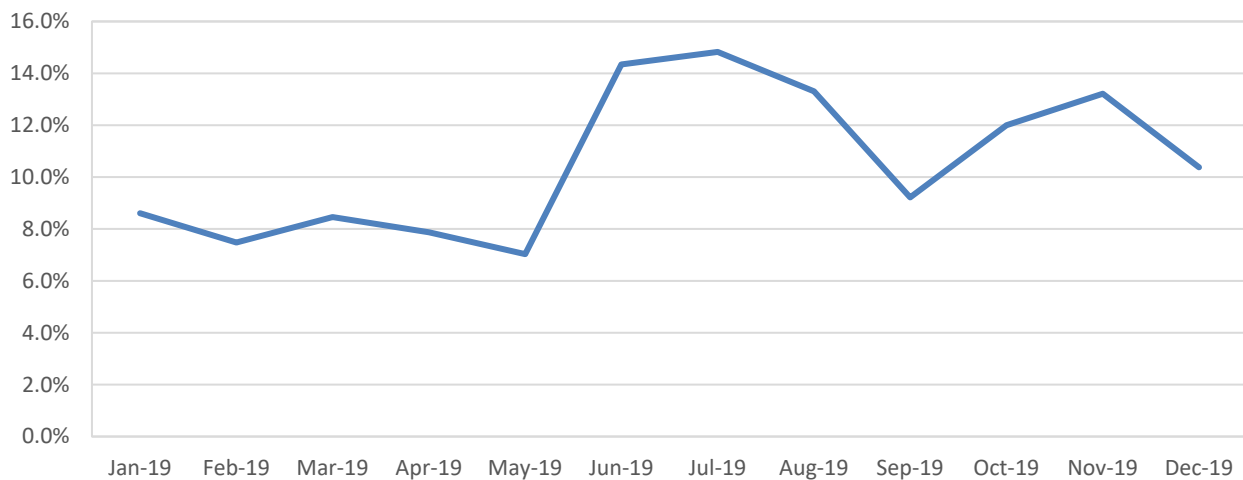
Inspections

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 2019, BHSL completed 2,289 inspections. Approximately 8% of the PCHs had more than one full inspection during the year and 52% of all PCHs inspected had more than one inspection in 2019.

Percentage of Personal Care Homes without an Annual Full Inspection



Number of Inspections Completed

Type of Inspection	Number Completed
Full	990
Partial	1,290
Initial	9
All Inspections	2,289

Count of Inspections for Homes that Had at Least One Inspection in 2019

Number of Inspections	Percentage of PCHs
1 Inspection	48%
2 – 5 Inspections	48%
6 – 10 Inspections	3%
Over 10 Inspections	<1%

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 2019 was 13,893. The average number of violations found per PCH in full inspections conducted in 2019 was 9.6. The table below shows the most frequently cited violations that occurred in calendar year 2019.

Number of Violations Found

Number of Violations Identified During Each Full Inspection	Percentage of Full Inspections
0 Violations	11%
1 – 10 Violations	59%
11 – 30 Violations	24%
31 – 50 Violations	4%
51 – 100 Violations	2%
Over 100 Violations	<1%

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.	43%
187(d) - The home shall follow the directions of the prescriber.	36%

Regulation 55 Pa. Code § 2600	Percent of Inspections with Cited Regulatory Violation
<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> <p>(1) A general physical examination by a physician, physician's assistant or nurse practitioner.</p> <p>(2) Medical diagnosis including physical or mental disabilities of the resident, if any.</p> <p>(3) Medical information pertinent to diagnosis and treatment in case of an emergency.</p> <p>(4) Special health or dietary needs of the resident.</p> <p>(5) Allergies.</p> <p>(6) Immunization history.</p> <p>(7) Medication regimen, contraindicated medications, medication side effects and the ability to self-administer medications.</p> <p>(8) Body positioning and movement stimulation for residents, if appropriate.</p> <p>(9) Health status.</p> <p>(10) Mobility assessment, updated annually or at the Department's request.</p>	27%
<p>187(a) - A medication record shall be kept to include the following for each resident for whom medications are administered:</p> <p>(1) Resident's name.</p> <p>(2) Drug allergies.</p> <p>(3) Name of medication.</p> <p>(4) Strength.</p> <p>(5) Dosage form.</p> <p>(6) Dose.</p> <p>(7) Route of administration.</p> <p>(8) Frequency of administration.</p> <p>(9) Administration times.</p> <p>(10) Duration of therapy, if applicable.</p> <p>(11) Special precautions, if applicable.</p> <p>(12) Diagnosis or purpose for the medication, including pro re nata (PRN).</p> <p>(13) Date and time of medication administration.</p> <p>(14) Name and initials of the staff person administering the medication.</p>	26%
85(a) - Sanitary conditions shall be maintained.	26%

Regulation 55 Pa. Code § 2600	Percent of Inspections with Cited Regulatory Violation
141b1 – A resident shall have a medical evaluation: (1) At least annually.	22%
16c – 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).	21%
18 - A home shall comply with applicable Federal, State and local laws, ordinances and regulations.	20%
227d – 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.	20%
187b – The information in subsection (a)(13) and (14) shall be recorded at the time the medication is administered.	19%

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 2019, BHSL received 29,334 incident reports, approximately two 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	32.8%
Incident requiring the services of emergency management agency, fire department, or police department	32.1%
Death of a resident	24.5%
Prescription medication error	15.3%
Physical or sexual assault of a resident	4.0%
Complaint of abuse, suspected resident abuse, or referral of a complaint of abuse to local authority	2.9%
Emergency such as natural disaster or utility outage	0.8%
Unexplained absence of a resident for 24 hours or more, or any absence of a resident from a secure dementia care unit	0.7%
Outbreak of a serious communicable disease	0.7%
Violation of a resident's rights	0.6%
Misuse of a resident's funds by the home's staff or legal entity	0.4%
Suicide attempt	0.2%
Fire or structural damage to a home	< 0.1%
Utility termination notice or an actual service termination	< 0.1%
Violation of health and safety laws	< 0.1%
Unscheduled closure of the home or relocation of the residents	< 0.1%
Food Poisoning	< 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 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 59% of the complaints received in 2019 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	1,821
Number of Complaints Requiring an On-Site Investigation	1,072
Percent of Complaints Requiring an On-Site Investigation	59%
Percent of Complaints Where One or More Regulatory Violations Were Identified	53%

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	2019 Totals
Emergency Relocations	1
License Revocations	5
Nonrenewal of License	7
Denial of Initial License	0
Illegal Operations	1
Court Filings	0
Orders to Limit Access	0
Provisional Licenses Due to Enforcement	54
Fines Issued	9
Court Appointment of Master	0
Total Enforcement Actions	77 (Avg 6 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 2019, 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	2019 Totals
Warnings of Possible Fines	41
Number of PCHs Issued Warnings	41
Number of Fines Issued	9
Number of PCHs Issued Fines	9
Number of Violations With Invoiced Fines	21
- Class I	0
- Class II	8
- Class III	13
Total Fine Amount Assessed	\$55,494

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
1	1	49	28	1	80

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
54(a) - Qualifications for direct care staff (mostly non-US high school diplomas)	52	5	1	44	1	1
64(a) - Administrator training and orientation	4	4	0	0	0	0
22,141(a), 224(a), 225(a), .227(a), .231(a) - Documentation of Medical Evaluation and Preadmission Screening forms, Assessment and Support plans (due to wanting to use their own forms/packaged forms in lieu of using DHS's forms)	15	14	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 eleven PCHs that applied for and received the scholarships in 2019. 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 120 training sessions offered by BHSL totaling nearly 500 hours of free training at multiple locations throughout the commonwealth in 2019. Courses included:

- Person-centered Assessments and Support plans
- Introduction to Motivational Interviewing
- Stages of Change and Trauma Informed Care
- Identifying Resident Medical Needs
- Fire Safety Awareness for Personal Care Homes
- Best Practices in Medication Safety and Prevention of Drug Diversion
- Fall Safety and Prevention of Injury
- The Life Story and it's Benefits in Dementia Care
- Behavioral Issues with Dementia
- Best Practices for Care of Patient with Dementia
- Meaningful Activities
- Alternative Paths to Medication Administration
- The Impact of Aging Boomers in the Workplace
- Have Questions About Licensing? Where to Find Answers
- Winter Season Preparation: Infection Prevention and Control in PCH
- Strategies for Ensuring Proper Placement in a PCH
- Documentation Expose
- Working with Residents with Intellectual Disabilities and Mental Health Challenges
- Teaching Strategies
- Infection Control and Wound Care
- Blood-borne Pathogens and Hazard Communication
- Diabetes Education
- End of Life: Hospice and Bridge Care Programs
- Emergency Action and Fire Prevention Plans
- Emergency Management and Business Continuity
- Person Centered Care and Aging in Place
- Walking and Working Surfaces in PCH
- Common Medical Emergencies
- Caregiver Burnout

Workload

In addition to a small component of management and support staff, as of January 2020, BHSL employed 50 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	240	1:34
Northeast	7	251	1:36
Southeast	14	247	1:18
West	22	408	1:19
Statewide	50	1,146	1:23

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	279	19	3	2	3	3	2	6	4
ALLEGHENY	135	8,170	5,198	514	55	12	29	66	28	98	37
ARMSTRONG	23	541	396	91	16	7	9	7	-	20	3
BEAVER	19	1,003	656	112	10	2	6	7	4	17	2
BEDFORD	3	152	96	13	2	-	-	3	-	2	1
BERKS	30	2,214	1,719	224	11	-	6	17	7	24	6
BLAIR	15	835	588	83	9	-	4	9	2	8	7
BRADFORD	6	284	199	44	3	-	2	4	-	5	1
BUCKS	49	2,856	2,141	50	11	10	6	22	11	23	26
BUTLER	23	1,790	1,225	44	7	-	4	13	6	14	9
CAMBRIA	26	1,095	680	177	17	-	8	18	-	21	5
CAMERON	1	10	10	-	-	-	1	-	-	-	1
CARBON	6	358	243	7	2	2	1	1	2	5	1
CENTRE	16	825	524	13	5	2	2	10	2	11	5
CHESTER	50	3,040	2,018	44	10	13	5	18	14	37	13
CLARION	4	231	137	28	4	-	-	4	-	1	3
CLEARFIELD	6	361	265	19	5	-	1	4	1	4	2
CLINTON	4	172	121	60	2	1	1	2	-	4	-
COLUMBIA	3	179	102	10	1	-	-	3	-	3	-
CRAWFORD	2	200	111	4	1	-	-	1	1	1	1
CUMBERLAND	23	1,645	983	44	11	5	-	12	6	11	12
DAUPHIN	19	1,181	835	119	10	6	-	10	3	4	15
DELAWARE	33	2,195	1,397	63	10	7	6	9	11	18	15
ELK	2	134	87	7	2	-	-	2	-	-	2
ERIE	27	1,457	845	140	15	8	4	8	7	14	13
FAYETTE	27	835	625	159	17	4	10	13	-	27	-
FOREST	-	-	-	-	-	-	-	-	-	-	-
FRANKLIN	19	953	626	43	8	3	5	8	3	9	10
FULTON	1	38	31	21	1	-	-	1	-	1	-
GREENE	4	111	102	15	2	1	1	2	-	4	-
HUNTINGDON	2	76	64	20	1	-	-	2	-	-	2
INDIANA	21	619	459	127	15	3	5	13	-	18	3
JEFFERSON	8	313	241	60	7	-	1	7	-	6	2

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
JUNIATA	5	118	99	27	4	1	3	1	-	5	-
LACKAWANNA	19	1,300	839	241	9	-	1	15	3	16	3
LANCASTER	56	3,731	2,632	310	28	5	9	25	17	25	31
LAWRENCE	11	470	331	65	5	1	3	7	-	6	5
LEBANON	19	784	543	68	5	1	5	13	-	11	8
LEHIGH	35	2,447	1514	84	9	3	7	15	10	26	9
LUZERNE	28	1,987	1190	181	18	2	5	13	8	22	6
LYCOMING	16	777	421	91	8	1	6	8	1	11	5
MCKEAN	3	173	104	11	2	-	1	1	1	1	2
MERCER	17	735	415	55	9	4	4	7	2	10	7
MIFFLIN	2	167	125	7	1	-	-	2	-	1	1
MONROE	8	413	317	34	4	1	2	4	1	7	1
MONTGOMERY	51	4,220	2,726	33	9	2	6	25	18	28	23
MONTOUR	4	221	142	23	2	-	1	3	-	1	3
NORTHAMPTON	31	2,397	1,366	78	7	3	3	17	8	26	5
NORTHUMBERLAND	16	740	462	170	13	-	9	6	1	15	1
PERRY	1	65	39	-	-	-	-	1	-	-	1
PHILADELPHIA	67	2,952	1,938	707	47	5	33	20	9	44	23
PIKE	4	116	95	-	-	2	-	2	-	4	-
POTTER	1	30	21	3	1	-	-	1	-	-	1
SCHUYLKILL	6	443	340	25	1	-	2	3	1	6	-
SNYDER	1	95	64	-	-	-	-	1	-	1	-
SOMERSET	13	549	356	114	10	-	6	6	1	10	3
SULLIVAN	1	10	8	1	1	-	1	-	-	1	-
SUSQUEHANNA	2	101	84	1	1	-	-	2	-	2	-
TIOGA	4	169	106	15	3	-	1	3	-	1	3
UNION	5	307	186	13	2	-	1	3	1	3	2
VENANGO	7	159	143	72	6	-	5	2	-	2	5
WARREN	6	260	184	29	5	-	4	1	1	1	5
WASHINGTON	20	848	622	109	9	2	6	11	1	17	3
WAYNE	3	114	72	1	1	-	2	1	-	2	1
WESTMORELAND	47	2,221	1,543	143	18	7	10	25	5	40	7
WYOMING	3	87	69	20	3	-	2	1	-	2	1
YORK	26	2,130	1,486	77	10	2	6	9	9	19	7
TOTAL	1,155	65,614	43,585	5,182	524	130	264	553	208	782	373

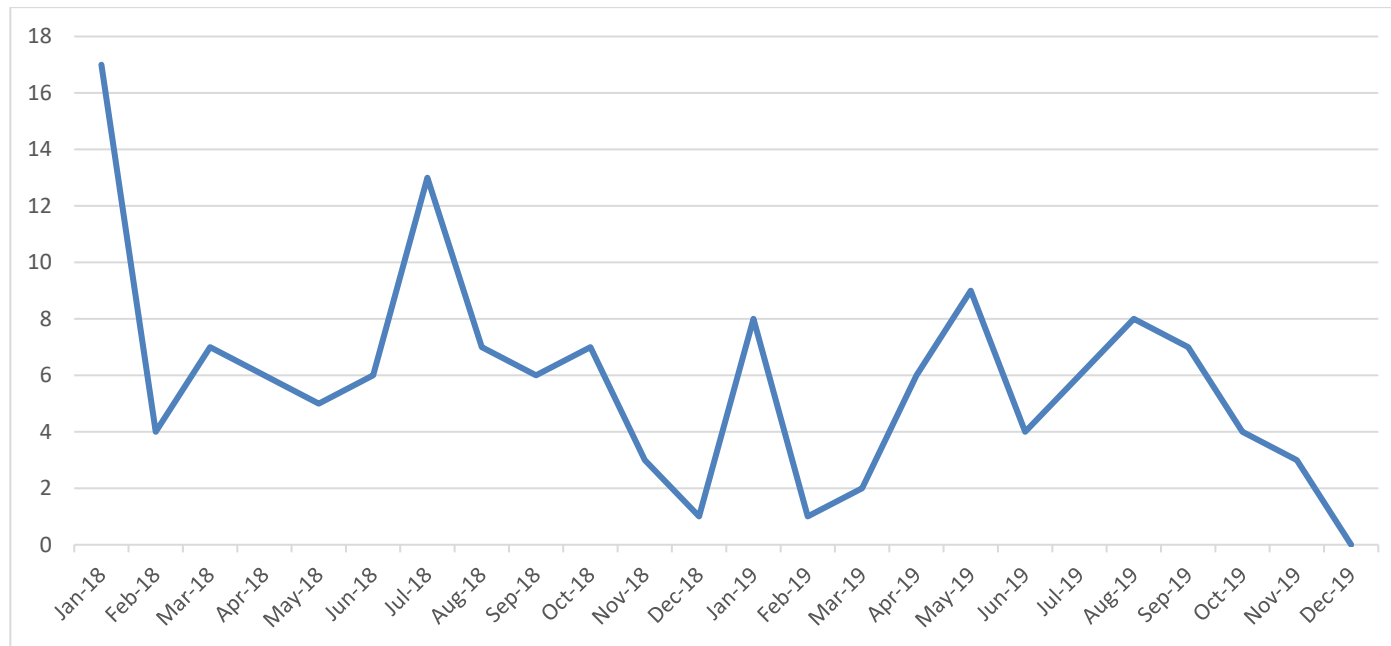
Appendix B

Applications, Inspections, Enforcement, and Facility Information

BHSL received 58 applications for licensure in the 2019 calendar year. Of those submitted, 38% were applications for new PCHs and 62% were applications for a new owner to operate an existing PCH.

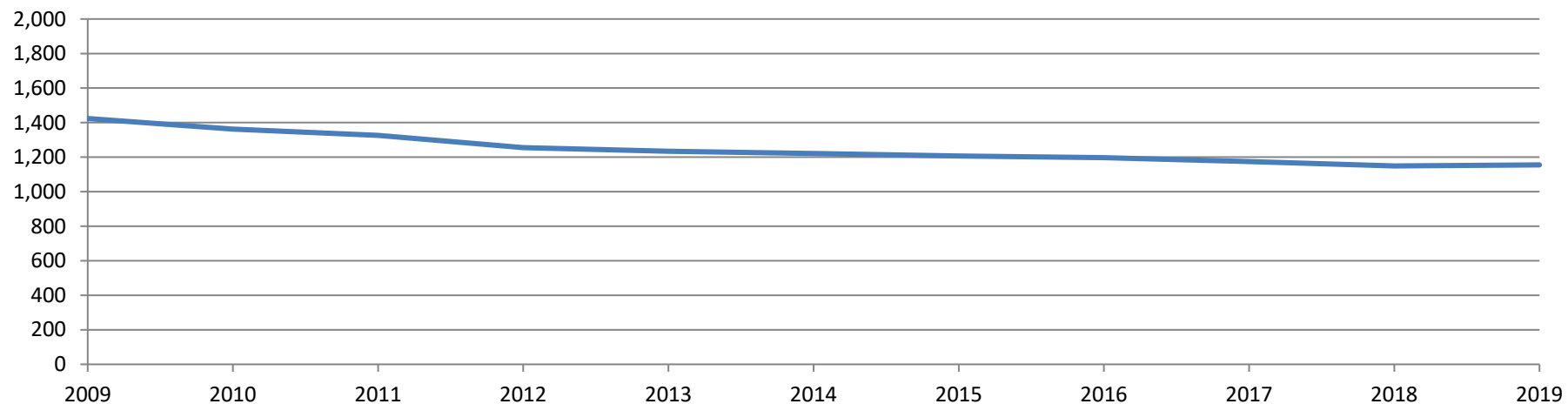
Application Status	Count Received in 2019	Percent
Denied	1	2%
Issued	32	55%
Still Pending	17	29%
Other (Not Needed or Withdrawn)	8	14%
TOTAL	58	100%

Applications Received January 2018 through December 2019

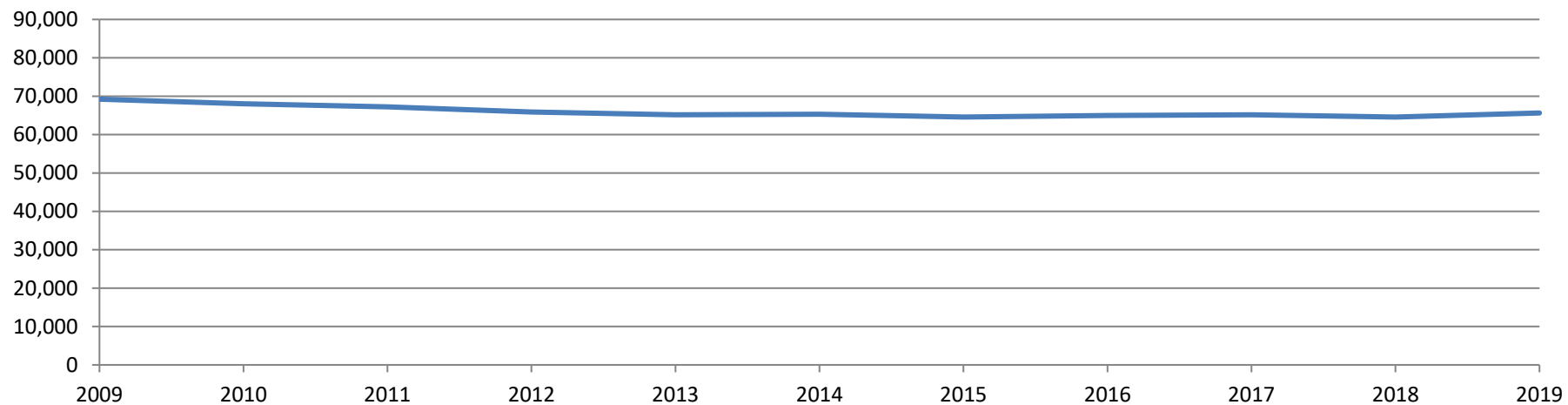


The total number of PCHs in Pennsylvania has been steadily declining. The tables below show the numbers of PCHs and total capacity between 2009 and 2019.

*Total Number of Licensed
Personal Care Homes*



*Total Licensed Capacity of all
Personal Care Homes*



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				
	2015	2016	2017	2018	2019
Full	566	1,212	1,204	1,014	990
Partial	1,198	1,272	1,637	1,257	1,290
Initial	17	69	53	32	9
All Inspections	1,781	2,553	2,894	2,303	2,289

Number of Inspections	PCHs in Category				
	2015	2016	2017	2018	2019
1 Inspection	55%	62%	49%	46%	48%
2-5 Inspections	42%	37%	49%	50%	48%
6-10 Inspections	3%	1%	2%	3%	3%
Over 10 Inspections	1%	0%	<1%	<1%	<1%

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				
	2015	2016	2017	2018	2019
0 Violations	10%	14%	11%	12%	11%
1 - 10 Violations	64%	62%	63%	63%	59%
11 – 30 Violations	25%	23%	25%	23%	24%
31 - 50 Violations	1%	1%	1%	1%	4%
51 - 100 Violations	0%	0%	0%	<1%	2%
Over 100 Violations	0%	0%	0%	0%	<1%

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.

	2015	2016	2017	2018	2019
Number of Complaints Received	1,366	1,339	1,566	1,555	1,821
Number of Complaints Requiring On-site Investigation	767	1,007	933	965	1,072
Percent of Complaints Requiring On-site Investigation	56%	75%	60%	62%	59%
Percent of Complaints Where One or More Regulatory Violations Were Found	28%	37%	49%	63%	53%

Enforcement History, January 2015 - December 2019

Type of Enforcement Action	2015	2016	2017	2018	2019
Emergency Relocations	2	0	0	1	1
License Revocations	5	0	4	5	5
Nonrenewal of License	10	3	4	4	7
Denial of Initial License	5	0	1	0	0
Illegal Operations	2	2	1	1	1
Court Filings	0	0	0	0	0
Orders to Limit Access	0	0	0	0	0
Provisional Licenses Due to Enforcement (not new PCHs)	46	39	62	49	54
Fines	17	26	11	8	9
Court Appointment of Master	0	0	0	0	0
Total Enforcement Actions	87	70	83	68	77
Average Per Month	7 / month	6 / month	7 / month	6 / month	6 / month

Appendix C

Licensing Status and Enforcement Actions by County

County	License Status as of January 2, 2020		Cumulative Enforcement Actions for 2019									
	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	1	-	-	-	-	-	-	-	1	-	-
ALLEGHENY	135	14	-	3	2	-	1	-	-	9	2	-
ARMSTRONG	23	-	-	-	-	-	-	-	-	1	-	-
BEAVER	19	2	-	-	2	-	-	-	-	1	1	-
BEDFORD	3	-	-	-	-	-	-	-	-	-	-	-
BERKS	30	-	-	-	-	-	-	-	-	-	-	-
BLAIR	15	-	-	-	-	-	-	-	-	-	-	-
BRADFORD	6	-	-	-	-	-	-	-	-	-	-	-
BUCKS	49	1	-	1	-	-	-	-	-	-	-	-
BUTLER	23	1	-	-	-	-	-	-	-	1	-	-
CAMBRIA	26	1	-	-	-	-	-	-	-	3	-	-
CAMERON	1	-	-	-	-	-	-	-	-	-	-	-
CARBON	6	-	-	-	-	-	-	-	-	1	-	-
CENTRE	16	-	-	-	-	-	-	-	-	-	-	-
CHESTER	50	-	-	-	-	-	-	-	-	2	-	-
CLARION	4	-	-	-	-	-	-	-	-	-	-	-
CLEARFIELD	6	-	-	-	-	-	-	-	-	-	-	-
CLINTON	4	-	-	-	-	-	-	-	-	-	-	-
COLUMBIA	3	-	-	-	-	-	-	-	-	-	-	-
CRAWFORD	2	-	-	-	1	-	-	-	-	-	-	-
CUMBERLAND	23	1	-	-	-	-	-	-	-	1	-	-
DAUPHIN	19	-	-	-	-	-	-	-	-	1	-	-
DELAWARE	33	-	-	-	-	-	-	-	-	1	-	-
ELK	2	-	-	-	-	-	-	-	-	-	-	-
ERIE	27	-	-	-	-	-	-	-	-	-	-	-
FAYETTE	27	2	-	-	-	-	-	-	-	3	-	-

County	License Status as of January 2, 2020		Cumulative Enforcement Actions for 2019									
	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	0	-	-	-	-	-	-	-	-	-	-	-
FRANKLIN	19	2	-	-	-	-	-	-	-	-	-	-
FULTON	1	-	-	-	-	-	-	-	-	-	-	-
GREENE	4	-	-	-	1	-	-	-	-	1	-	-
HUNTINGDON	2	-	-	-	-	-	-	-	-	-	-	-
INDIANA	21	1	-	-	-	-	-	-	-	1	-	-
JEFFERSON	8	-	-	-	-	-	-	-	-	-	-	-
JUNIATA	5	-	-	-	-	-	-	-	-	-	-	-
LACKAWANNA	19	1	-	-	-	-	-	-	-	2	1	-
LANCASTER	56	1	-	-	-	-	-	-	-	1	1	-
LAWRENCE	11	-	-	-	-	-	-	-	-	1	1	-
LEBANON	19	-	-	-	-	-	-	-	-	1	-	-
LEHIGH	35	1	-	-	-	-	-	-	-	4	1	-
LUZERNE	28	-	-	-	-	-	-	-	-	-	-	-
LYCOMING	16	-	-	-	-	-	-	-	-	1	-	-
MCKEAN	3	-	-	-	-	-	-	-	-	-	-	-
MERCER	17	-	-	-	-	-	-	-	-	-	-	-
MIFFLIN	2	-	-	-	-	-	-	-	-	-	-	-
MONROE	8	-	-	-	-	-	-	-	-	-	-	-
MONTGOMERY	51	2	-	-	-	-	-	-	-	2	-	-
MONTOUR	4	-	-	-	-	-	-	-	-	-	-	-
NORTHAMPTON	31	-	-	-	-	-	-	-	-	1	-	-
NORTHUMBERLAND	16	1	-	-	-	-	-	-	-	-	-	-
PERRY	1	-	-	-	-	-	-	-	-	-	-	-
PHILADELPHIA	67	4	-	-	-	-	-	-	-	5	-	-
PIKE	4	-	-	-	-	-	-	-	-	-	-	-
POTTER	1	-	-	-	-	-	-	-	-	-	-	-
SCHUYLKILL	6	-	-	-	-	-	-	-	-	-	-	-
SNYDER	1	-	-	-	-	-	-	-	-	-	-	-

County	License Status as of January 2, 2020		Cumulative Enforcement Actions for 2019									
	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	13	-	-	-	-	-	-	-	-	-	-	-
SULLIVAN	1	-	-	-	-	-	-	-	-	-	-	-
SUSQUEHANNA	2	-	-	-	-	-	-	-	-	-	-	-
TIOGA	4	-	-	-	-	-	-	-	-	-	-	-
UNION	5	-	-	-	-	-	-	-	-	-	-	-
VENANGO	7	-	-	-	-	-	-	-	-	-	-	-
WARREN	6	-	-	-	-	-	-	-	-	-	-	-
WASHINGTON	20	3	-	-	1	-	-	-	-	3	2	-
WAYNE	3	-	-	-	-	-	-	-	-	-	-	-
WESTMORELAND	47	3	-	-	-	-	-	-	-	4	-	-
WYOMING	3	-	-	-	-	-	-	-	-	-	-	-
YORK	26	1	1	1	-	-	-	-	-	2	-	-
TOTAL	1,155	43	1	5	7	0	1	0	0	54	9	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)

Court Appointment of Master – Individual or agency designated by the Department to assume operation of home at operator's expense – 62 P.S. §1057.1(b)

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,
or to report illegal operations, please call:

1-877-401-8835

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