

2023 Annual Report

Bureau of Human Services Licensing

Licensed Personal Care Homes & Assisted Living Residences

Table of Contents

Introduction3

Licenses.....4

 Licenses by Type and Action 4

 Total Number of Licensed Personal Care Homes (PCH) by Year 4

Census.....5

 Resident Census 5

 Total Census of Licensed PCH by Year 5

Location Demographics PCH.....6

Location Demographics ALR7

Capacity8

 Capacity and Rates.....8

 Maximum Capacity8

 Maximum Capacity Percentages8

PCH Yearly - Capacity, Occupancy Rate, and Census9

Inspections10

 Inspections by Type10

 Percentage of Licenses without an Annual Renewal Inspection.....10

Violations11

 Regulatory Violations11

 Violations – Specific Rights.....11

 Ten Most Frequently Cited Violations.....12

Incidents.....13

 Reported Incidents and Conditions13

 Types of Reported Incidents and Conditions13

Complaints.....14

 Received Complaints14

 PCH Yearly Comparison.....14

Workload15

Applications16

 Applications Received16

 Applications Received by Status.....16

 PCH and Assisted Living Residence (ALR) Applications Received in 2023 by Month16

Appendix A - PCH17

Appendix A - ALR.....18

License Status and Enforcement Glossary19

About the Report20

Introduction

Personal Care Homes and Assisted Living Residences provide safe, humane, comfortable, and supportive residential settings for adults who require assistance or supervision with activities of daily living, instrumental activities of daily living, or both.

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 vulnerable adults residing in Personal Care Homes and Assisted Living Residences. BHSL also encourages the adoption of higher standards and recommends methods of improving care and services by providing technical assistance and consultation.

The information contained in this report summarizes the BHSL annual efforts. The report describes the characteristics of Personal Care Homes and Assisted Living Residences, 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,” Assisted Living Residence is referred to as “ALR,” the Department of Human Services is referred to as the “Department,” 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, 2023, through December 31, 2023.

Licenses

Licenses by Type and Action	As of January 1, 2023			As of December 31, 2023		
	PCH	ALR	Total	PCH	ALR	Total
Licenses	1068	67	1135	1040	67	1107
Licenses for Profit	719	38	757	697	37	734
Licenses for Profit %	67%	57%	67%	67%	55%	66%
Licenses for Non-Profit	349	29	378	343	30	373
Licenses for Non-Profit %	33%	43%	33%	33%	45%	34%
Licenses Opened (Not SOLE*/COLE**)	X	X	X	10	2	12
Licenses Closed Voluntarily (Not SOLE*/COLE**)	X	X	X	31	2	33
Licenses Closed by the Department	X	X	X	7	0	7

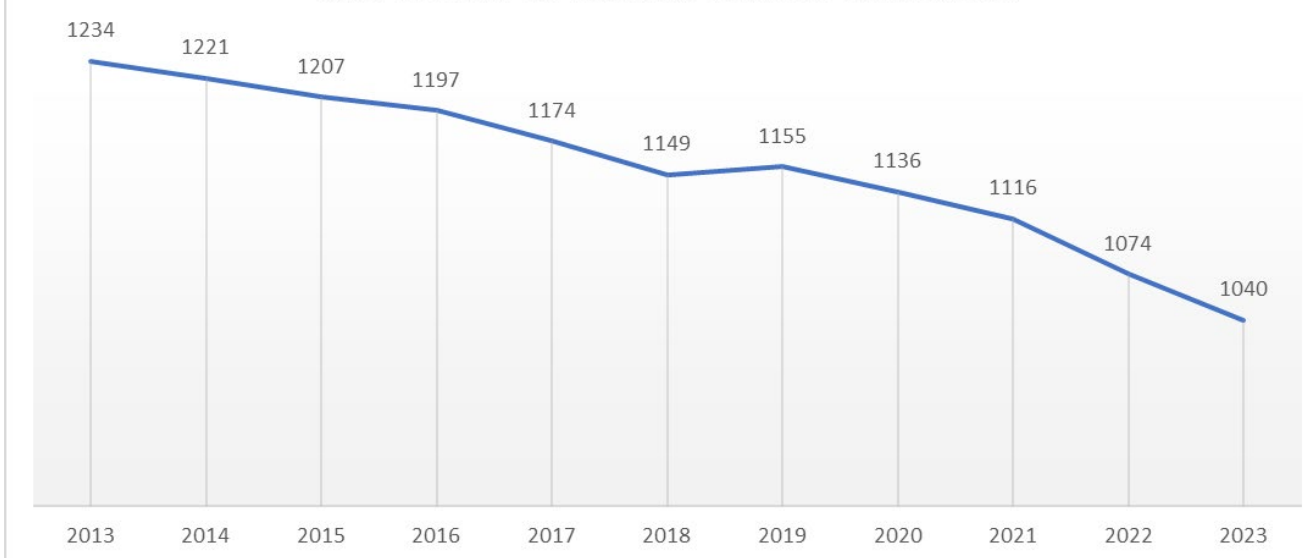
*SOLE – Sale of Legal Entity

**COLE – Change of Legal Entity

Total Number of Licensed Personal Care Homes (PCH) by Year

2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
1234	1221	1207	1197	1174	1149	1155	1136	1116	1074	1040

Total Number of Licensed Personal Care Homes



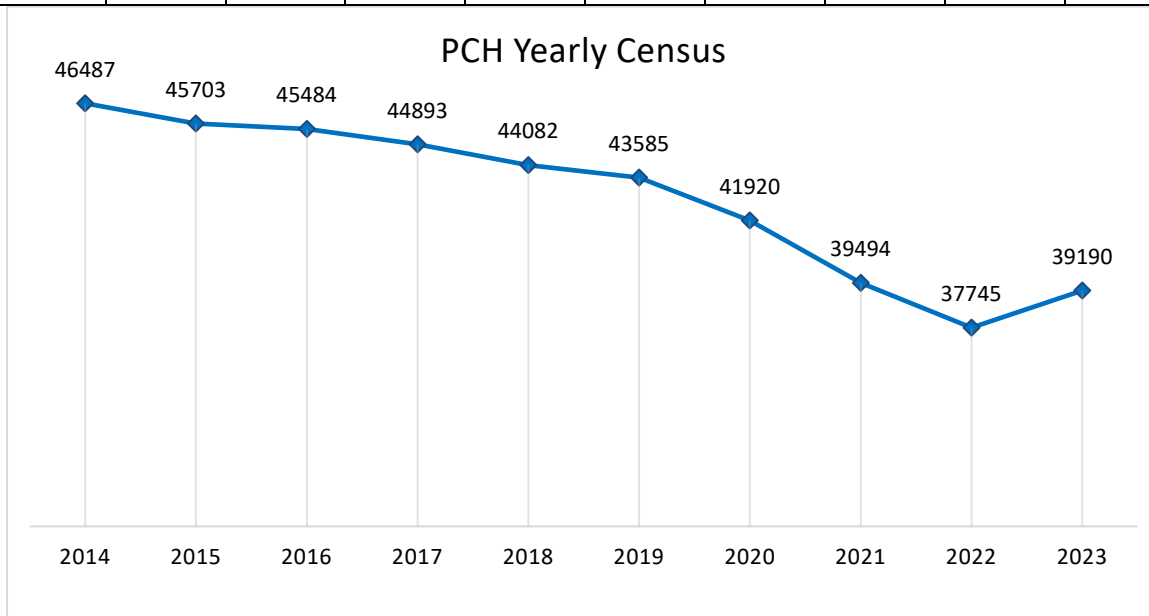
Census

Resident Census	As of December 31, 2023		
	PCH	ALR	Total
Approx. Census	39,190	3,684	42,874
Residents Over 60 Years of Age	36,292	3,498	39,790
Residents with Mental Illness	4,995	73	5,068
Residents with Intellectual Disability	883	16	899

Supplemental Security Income (SSI)	PCH	ALR	Total
Residents Receiving Supplemental Security Income (SSI)	3,908	33	3,941
Residents Not Receiving (SSI)	35,282	3,651	38,933

Secure Dementia Care Unit (PCH) / Special Care Units (ALR)	PCH	ALR	Total
Census of Secure Dementia Care Unit (PCH)	6,767	X	6,767
Census Special Care Units (ALR)	X	821	821
Total Census of Secure Dementia Care Unit (PCH) / Special Care Units (ALR)	X	X	7,588

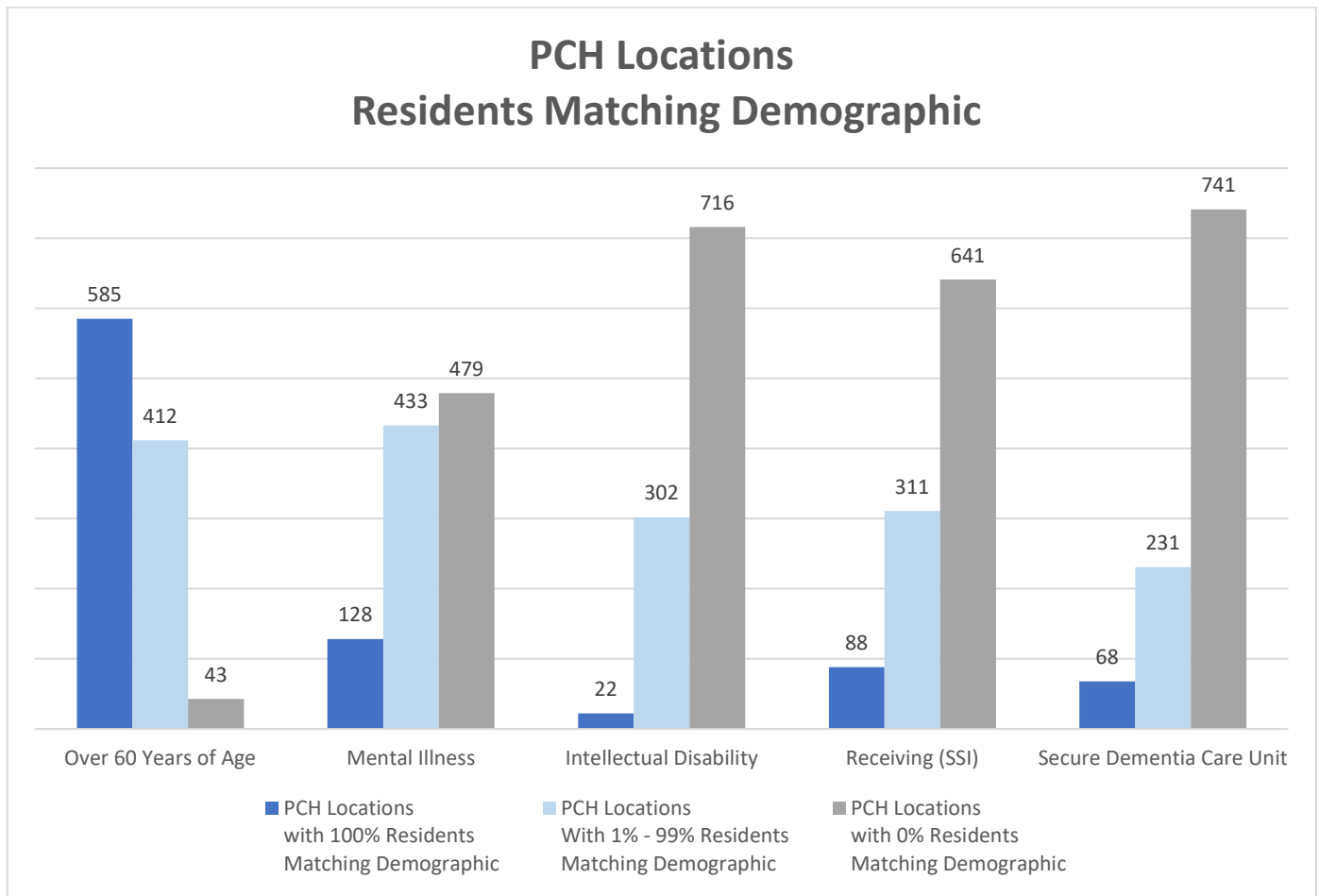
Total Census of Licensed PCH by Year									
2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
46487	45703	45484	44893	44082	43585	41920	39494	37745	39190



Location Demographics PCH

PCH	60 Years of Age and Older		Mental Illness		Intellectual Disability		Receiving SSI		Secure Dementia Care Unit	
	*Number	*Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
PCH Locations with 100% Residents Matching Demographic	585	56%	128	12%	22	2%	88	8%	68	7%
PCH Locations with 1-99% Residents Matching Demographic	412	40%	433	42%	302	29%	311	30%	231	22%
PCH Locations with 0% Residents Matching Demographic	43	4%	479	46%	716	69%	641	62%	741	71%

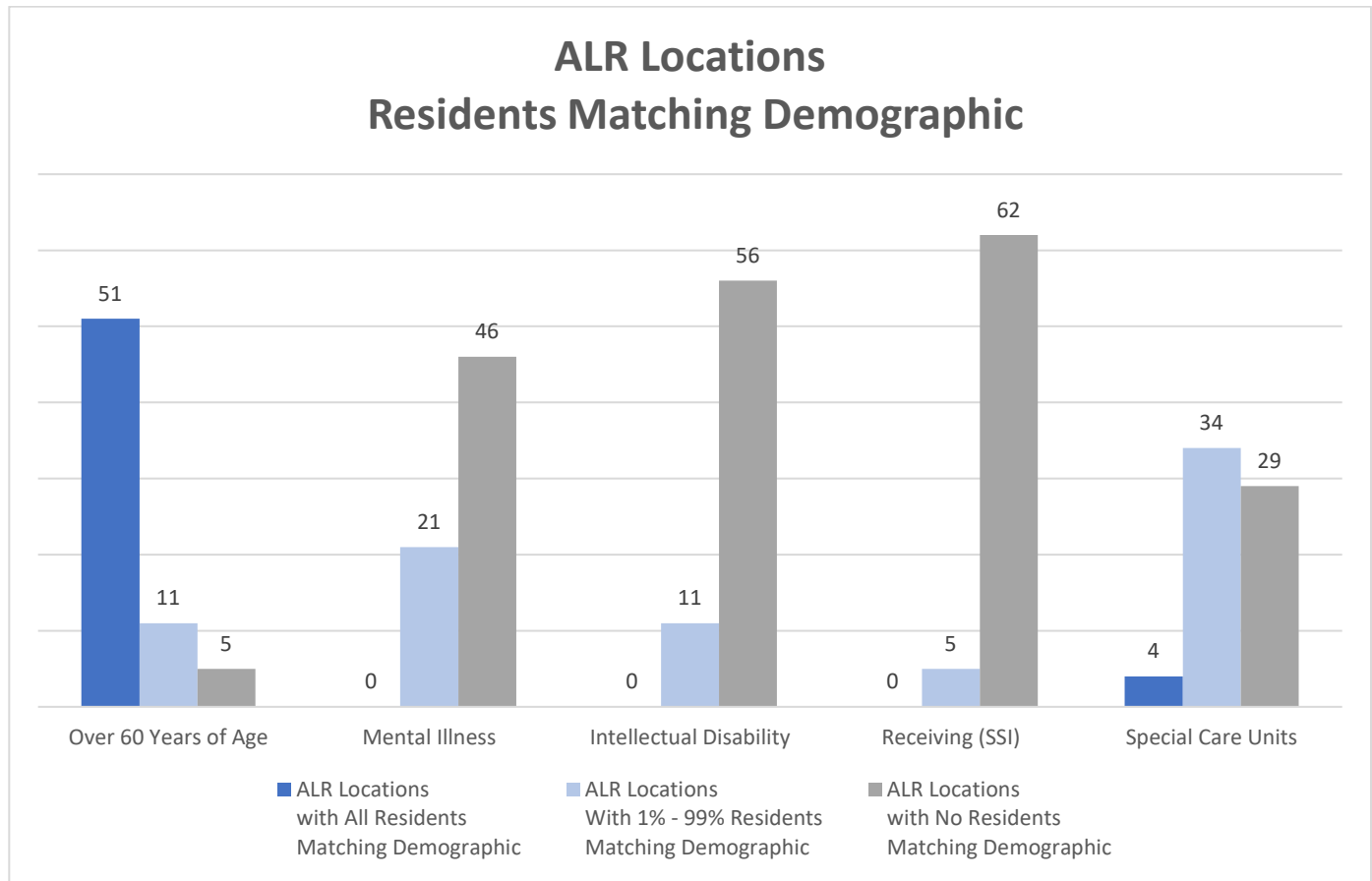
*The total of each Number column for each demographic equals the 1040 licensed PCH locations in 2023. The percentage column total for each demographic is 100% as all licensed PCH locations are represented in each demographic.



Location Demographics ALR

ALR	60 Years of Age and Older		Mental Illness		Intellectual Disability		Receiving SSI		Secure Dementia Care Unit	
	*Number	*Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
PCH Locations with 100% Residents Matching Demographic	51	76%	0	0%	0	0%	0	0%	4	6%
PCH Locations with 1-99% Residents Matching Demographic	11	17%	21	31%	11	16%	5	7%	34	51%
PCH Locations with 0% Residents Matching Demographic	5	7%	46	69%	56	84%	62	93%	29	43%

*The total of each Number column for each demographic equals the 67 licensed ALR locations in 2023. The percentage column total for each demographic is 100% as all licensed ALR locations are represented in each demographic.



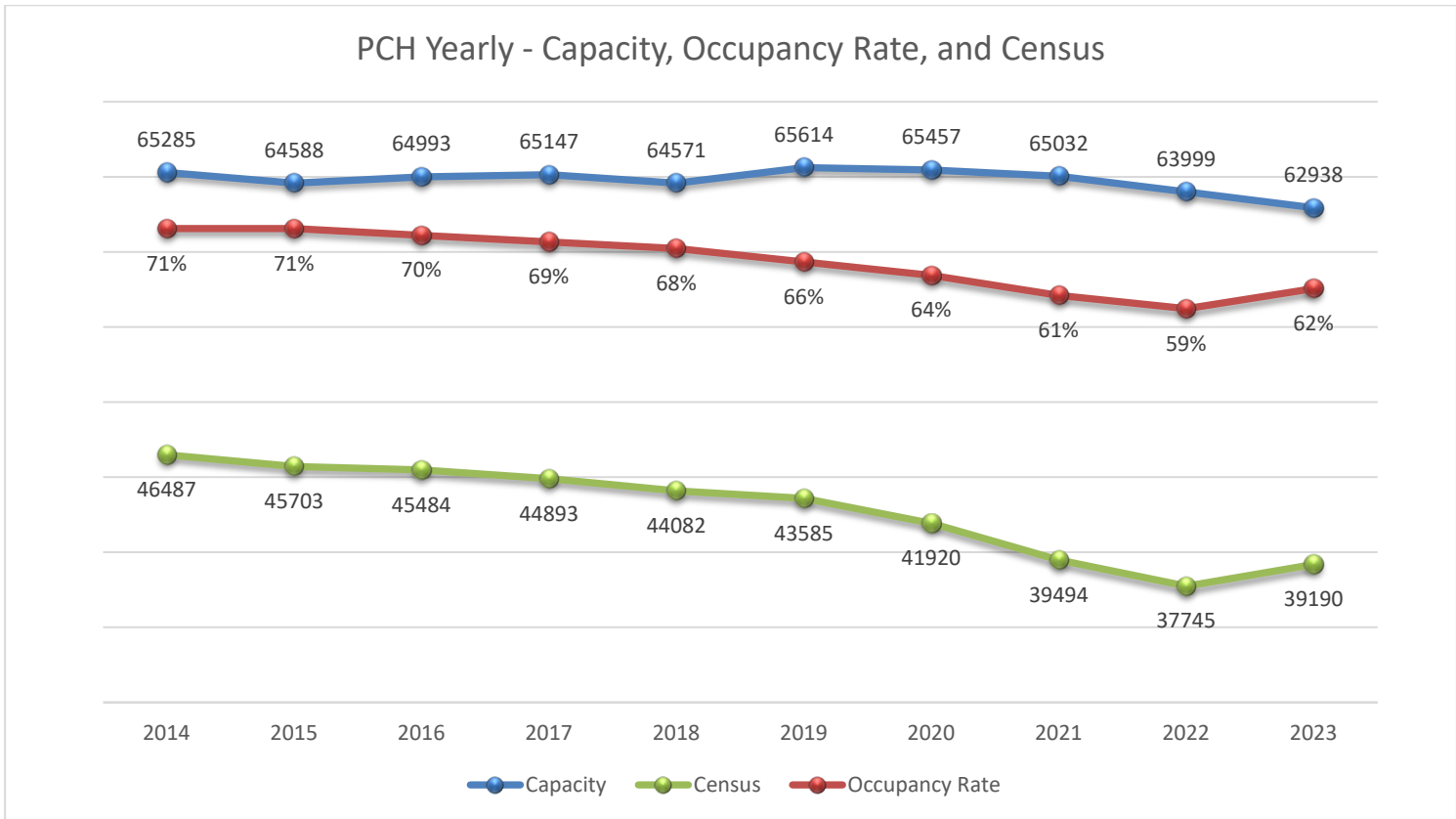
Capacity

Capacity and Rates	As of December 31, 2023		
	PCH	ALR	Total
Total Capacity	62,938	5,646	68,584
Approx. Occupancy Rate	62.3%	65.2%	62.5%
Approx. Vacancy Rate	37.7%	34.8%	37.5%

Maximum Capacity	As of December 31, 2023		
	PCH	ALR	Total
Average Maximum Capacity	61	84	62
Maximum Capacity of 4-9 Residents	111	2	113
Maximum Capacity of 10-29 Residents	207	2	209
Maximum Capacity of 30-49 Residents	184	11	195
Maximum Capacity of 50-74 Residents	188	17	205
Maximum Capacity of 75-99 Residents	141	9	150
Maximum Capacity of 100-199 Residents	198	25	223
Maximum Capacity of 200 or More Residents	11	1	12

Maximum Capacity Percentages	As of December 31, 2023		
	PCH	ALR	Total
Maximum Capacity of 4-9 Residents	10.7%	3%	10.2%
Maximum Capacity of 10-29 Residents	19.9%	3%	18.9%
Maximum Capacity of 30-49 Residents	17.7%	16.4%	17.6%
Maximum Capacity of 50-74 Residents	18.1%	25.3%	18.5%
Maximum Capacity of 75-99 Residents	13.6%	13.4%	13.6%
Maximum Capacity of 100-199 Residents	19.0%	37.3%	20.1%
Maximum Capacity of 200 or More Residents	1.0%	1.4%	1.1%

PCH Yearly - Capacity, Occupancy Rate, and Census



PCH Yearly - Capacity, Occupancy Rate, and Census	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Capacity	65,285	64,588	64,993	65,147	64,571	65,614	65,457	65,032	63,999	62,938
Occupancy Rate	71%	71%	70%	69%	68%	66%	64%	61%	59%	62%
Census	46,487	45,703	45,484	44,893	44,082	43,585	41,920	39,494	37,745	39,190

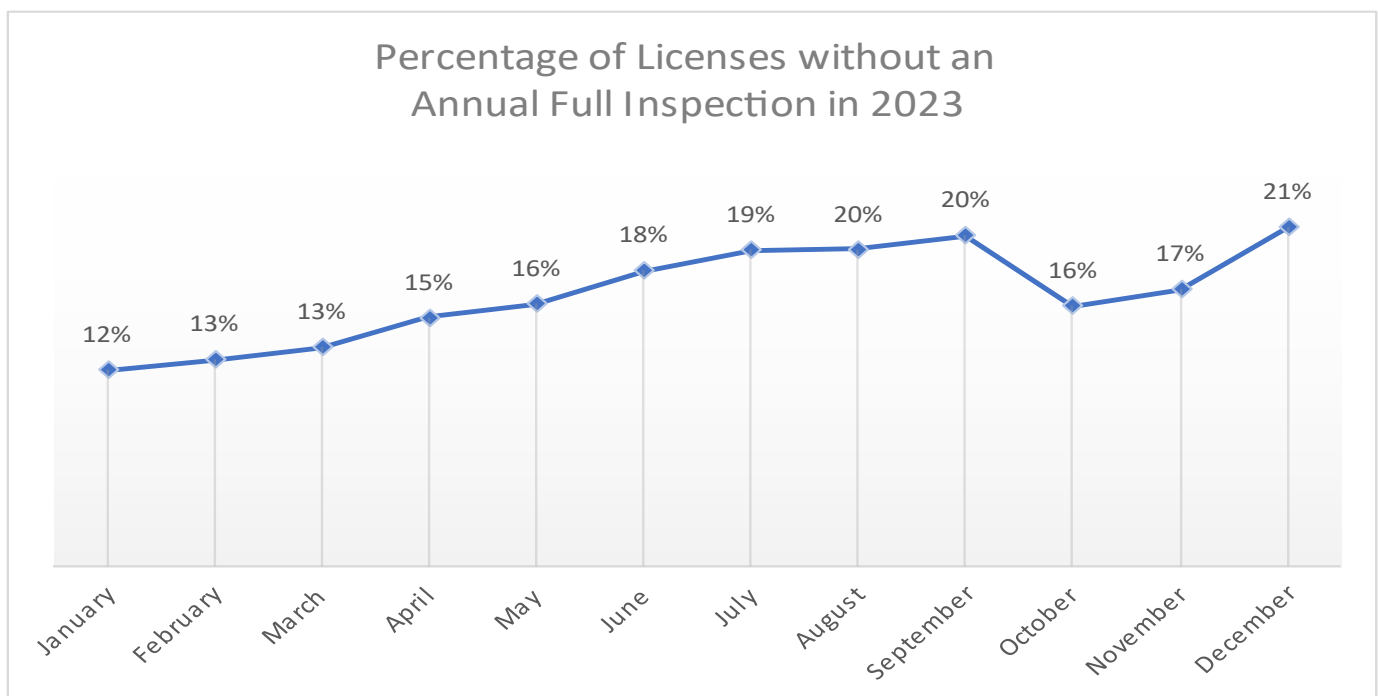
Inspections

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.
- Initial Inspections
 - Inspections where all regulations that can be measured are measured in a New License, New Owner to Operate Existing license, or Sale of Licensed PCH and ALR.

Inspections by Type	As of December 31, 2023		
	PCH	ALR	Total
All License Inspection Summary "LIS" Issued	2,426	128	2,554
Full LIS Issued	853	35	888
Partial LIS Issued	1,533	91	1,624
Initial LIS Issued	40	2	42
Licenses with an Annual LIS Issued	893	37	930

Percentage of Licenses without an Annual Renewal Inspection											
January	February	March	April	May	June	July	August	September	October	November	December
12%	13%	13%	15%	16%	18%	19%	20%	20%	16%	17%	21%



Violations

Regulatory Violations	As of December 31, 2023		
	PCH	ALR	Total
Regulatory Violations Identified (Published Inspections) on All Inspections	14,534	1,228	15,762
Regulatory Violations Identified (Published Inspections) on Annual Inspections	9,380	446	9,826
Average number of violations Identified per Annual Inspections	11	13	11

Violations – Specific Rights	As of December 31, 2023		
	PCH	ALR	Total
2600.42.b – A resident may not be neglected, intimidated, physically or verbally abused, mistreated, subjected to corporal punishment or disciplined in any way.	346	39	385
2600.42.c – A resident shall be treated with dignity and respect.	160	17	177

Ten Most Frequently Cited Violations

PCH	As of December 31, 2023
2600.187 Medication records	6.8%
2600.65 Direct care staff person training and orientation	5.8%
2600.132 Fire drills	5.5%
2600.42 Specific Rights	4.6%
2600.103 Food Service	4.5%
2600.183 Storage and disposal of medications and medical supplies	4.3%
2600.141 Resident medical evaluation and health care	4.2%
2600.227 Development of the support plan	4.2%
2600.185 Accountability of medication and controlled substances	3.8%
2600.85 Sanitation	3.8%

ALR	As of December 31, 2023
2800.187 Medication records	6.1%
2800.42 Specific Rights	5.9%
2800.65 Staff and direct care staff person training and orientation	5.8%
2800.183 Storage and disposal of medications and medical supplies	5.2%
2800.132 Fire drills	4.6%
2800.227 Development of the final support plan	4.1%
2800.103 Food Service	3.7%
2800.185 Accountability of medication and controlled substances	3.7%
2800.141 Resident medical evaluation and health care	3.6%
2800.101 Resident living units	3.0%

Incidents

PCHs and ALRs are required to report specific incidents to BHSL as Identified in the regulations at 55 Pa. Code §2600.16 and §2800.16.

Reported Incidents and Conditions	As of December 31, 2023		
	PCH	ALR	Total
Reported Incidents	25,717	2,124	27,841
Reported Incidents Requiring On-Site Investigation	1,430	98	1,528
Percentage Incidents Requiring On-Site Investigation	6%	5%	5%

Types of Reported Incidents and Conditions	As of December 31, 2023			
	PCH		ALR	
Serious bodily injury or trauma requiring treatment at a hospital	9704	38%	869	41%
Death of a resident	6449	25%	488	23%
Outbreak of a serious communicable disease	1775	7%	163	8%
Prescription medication error	3171	12%	341	16%
Incident requiring the services of emergency management. agency, fire department, or police department	3837	15%	290	14%
Physical or sexual assault of a resident	1282	5%	77	4%
Complaint of abuse, suspected resident abuse, or referral of a complaint of abuse to local authority	859	3%	73	3%
Violation of a resident's rights	329	1%	30	1%
Unexplained absence of a resident for 24 hours or more, or any absence of a resident from a secure dementia care unit	275	1%	17	0.80%
Emergency such as natural disaster or utility outage	184	0.72%	32	1.51%
Suicide attempt	57	0.22%	*	*
Misuse of a resident's funds by the home's staff or legal entity	96	0.37%	11	0.52%
Utility termination notice or an actual service termination	60	0.23%	*	*
Fire or structural damage to a home	26	0.10%	*	*
Violation of health and safety laws	20	0.08%	0	0.00%
Food Poisoning	*	*	0	0.00%
Criminal conviction against legal entity, administrator or staff (relating to criminal history background checks)	11	0.04%	*	*
Unscheduled closure of the home or relocation of the residents	13	0.05%	0	0.00%
Bankruptcy filed by the legal entity	*	*	*	*

* Suppressed for participant confidentiality resident numbers 1-10.

Percentages do not add up to 100% due to standard rounding principles and multiple types on the same incident.

Complaints

BHSL investigates all complaints with the potential of regulatory violations for PCHs and ALRs. Complaints can be made by anyone at any time, including evenings and weekends. Complaints determined to be high-risk require an investigation within 72 hours.

Received Complaints	As of December 31, 2023		
	PCH	ALR	Total
Received Complaints	2,135	184	2,319

Received Complaints Requiring On-Site Investigation	PCH	ALR	Total
Count of Received Complaints Requiring On-Site Investigation	1,798	164	1,962
Percent of Complaints Requiring On-site Investigation	84%	89%	85%

Complaint Investigations Identifying Related Regulatory Violations	PCH	ALR	Total
Complaint Investigations Identifying Related Regulatory Violations	703	83	786
Percent Regulatory Violations Identified Related to the Complaint	33%	45%	34%

Complaint Investigations Identifying Unrelated Regulatory Violations	PCH	ALR	Total
Complaint Investigations Identifying Unrelated Regulatory Violations	836	88	924
Percent Regulatory Violations Identified Unrelated to the Complaint	39%	48%	40%

High-risk Complaints	PCH	ALR	Total
Count of High-risk Complaints	17	0	17
Percentage of Complaints Considered High-risk	<1%	0%	<1%

PCH Yearly Comparison	PCH Last 3 Years		
	2021	2022	2023
Received Complaints	1,447	1,715	2,135

Received Complaints Requiring On-Site Investigation	2021	2022	2023
Count of Received Complaints Requiring On-Site Investigation	1,110	1,113	1,798
Percent of Complaints Requiring On-site Investigation	77%	65%	84%

Violations Identified from Complaints	2021	2022	2023
Percent Regulatory Violations Identified Related to the Complaint	30%	25%	33%
Percent Regulatory Violations Identified Unrelated to the Complaint	30%	39%	39%

Workload

In addition to a small component of management and support staff, as of January 2023, BHSL employed licensing inspectors who perform the inspection work for both PCH’s and ALR’s 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 Licenses	Inspector to Home Workload Ratio
Central	8	251	1:31
Northeast	7	238	1:34
Northwest	8	165	1:21
Southeast	11	273	1:25
Southwest	11	208	1:19
Statewide	45	1,135	1:25

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

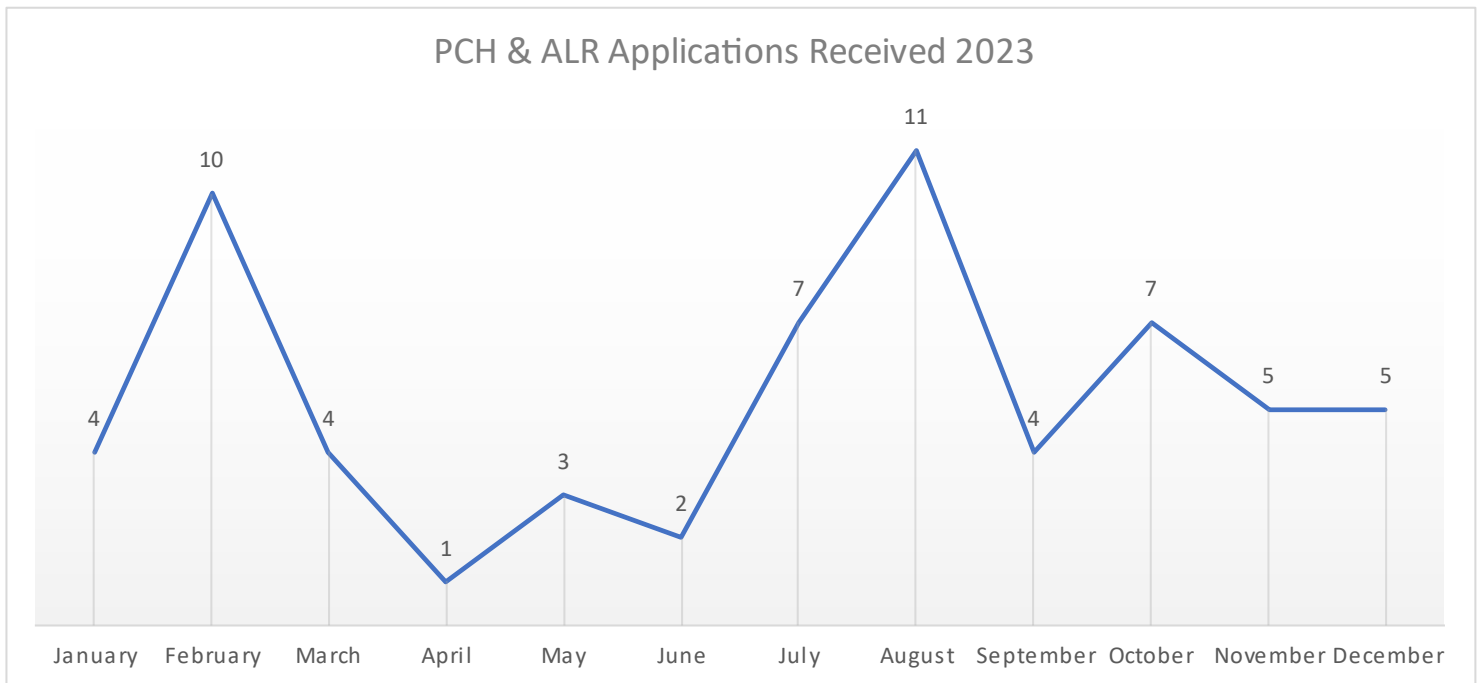
A new licensing representative receives over 120 hours of training in the first six months of employment. Initial training includes participation in the Department’s Medication Administration Training Program, attendance at administrator training courses, and on-the-job instruction. BHSL also conducts annual training for each licensing representative that is optional to other BHSL staff. Training topics include inspection policies, PCH/ALR 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.

Applications

Applications Received	As of December 31, 2023		
	PCH	ALR	TOTAL
New License	16	1	17
New Owner to Operate Existing license	47	1	48
TOTAL	63	2	65

Applications Received by Status	As of December 31, 2023		
	PCH	ALR	TOTAL
Denied	2	0	2
Issued	20	1	21
Still Pending	30	1	31
Other (Not Needed or Withdrawn)	11	0	11
TOTAL	63	2	65

PCH and Assisted Living Residence (ALR) Applications Received in 2023 by Month											
January	February	March	April	May	June	July	August	September	October	November	December
4	10	4	1	3	2	7	11	4	7	5	5



Appendix A - PCH

County	PCHs	Provisional	Full License
ADAMS	10	0	10
ALLEGHENY	108	12	96
ARMSTRONG	19	0	19
BEAVER	15	5	10
BEDFORD	3	0	3
BERKS	26	0	26
BLAIR	14	0	14
BRADFORD	6	0	6
BUCKS	53	2	51
BUTLER	21	0	21
CAMBRIA	23	0	23
CAMERON	1	0	1
CARBON	5	0	5
CENTRE	15	0	15
CHESTER	47	3	44
CLARION	4	0	4
CLEARFIELD	5	0	5
CLINTON	3	0	3
COLUMBIA	3	0	3
CRAWFORD	2	0	2
CUMBERLAND	22	1	21
DAUPHIN	21	3	18
DELAWARE	33	0	33
ELK	2	0	2
ERIE	23	0	23
FAYETTE	19	2	17
FOREST	0	0	0
FRANKLIN	18	0	18
FULTON	0	0	0
GREENE	3	0	3
HUNTINGDON	3	0	3
INDIANA	14	0	14
JEFFERSON	7	1	6
JUNIATA	5	0	5

County	PCHs	Provisional	Full License
LACKAWANNA	15	1	14
LANCASTER	54	4	50
LAWRENCE	9	0	9
LEBANON	17	1	16
LEHIGH	32	0	32
LUZERNE	23	1	22
LYCOMING	16	0	16
MCKEAN	3	0	3
MERCER	13	0	13
MIFFLIN	2	0	2
MONROE	8	0	8
MONTGOMERY	62	5	57
MONTOUR	4	0	4
NORTHAMPTON	29	0	29
NORTHUMBERLAND	13	0	13
PERRY	1	0	1
PHILADELPHIA	52	3	49
PIKE	5	1	4
POTTER	1	0	1
SCHUYLKILL	6	0	6
SNYDER	1	0	1
SOMERSET	13	1	12
SULLIVAN	0	0	0
SUSQUEHANNA	2	0	2
TIOGA	4	0	4
UNION	5	2	3
VENANGO	7	0	7
WARREN	6	0	6
WASHINGTON	14	1	13
WAYNE	3	0	3
WESTMORELAND	41	5	36
WYOMING	2	0	2
YORK	24	3	21

Appendix A - ALR

County	ALR	Provisional	Full License
ADAMS	0	0	0
ALLEGHENY	8	2	6
ARMSTRONG	0	0	0
BEAVER	0	0	0
BEDFORD	0	0	0
BERKS	1	0	1
BLAIR	2	0	2
BRADFORD	0	0	0
BUCKS	6	1	5
BUTLER	1	0	1
CAMBRIA	3	0	3
CAMERON	0	0	0
CARBON	0	0	0
CENTRE	0	0	0
CHESTER	6	1	5
CLARION	0	0	0
CLEARFIELD	1	0	1
CLINTON	0	0	0
COLUMBIA	0	0	0
CRAWFORD	1	0	1
CUMBERLAND	1	0	1
DAUPHIN	2	0	2
DELAWARE	3	0	3
ELK	0	0	0
ERIE	1	0	1
FAYETTE	0	0	0
FOREST	0	0	0
FRANKLIN	2	0	2
FULTON	0	0	0
GREENE	0	0	0
HUNTINGDON	0	0	0
INDIANA	0	0	0
JEFFERSON	0	0	0
JUNIATA	0	0	0

County	ALR	Provisional	Full License
LACKAWANNA	1	0	1
LANCASTER	3	0	3
LAWRENCE	0	0	0
LEBANON	1	0	1
LEHIGH	0	0	0
LUZERNE	1	0	1
LYCOMING	0	0	0
MCKEAN	0	0	0
MERCER	1	0	1
MIFFLIN	0	0	0
MONROE	0	0	0
MONTGOMERY	11	0	11
MONTOUR	0	0	0
NORTHAMPTON	1	0	1
NORTHUMBERLAND	0	0	0
PERRY	0	0	0
PHILADELPHIA	0	0	0
PIKE	0	0	0
POTTER	0	0	0
SCHUYLKILL	1	1	0
SNYDER	0	0	0
SOMERSET	0	0	0
SULLIVAN	0	0	0
SUSQUEHANNA	0	0	0
TIOGA	0	0	0
UNION	0	0	0
VENANGO	0	0	0
WARREN	0	0	0
WASHINGTON	4	1	3
WAYNE	0	0	0
WESTMORELAND	2	0	2
WYOMING	0	0	0
YORK	3	0	3

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 or Assisted Living Residence without a license – 62 P.S. §§1002, 1031, 1052, 1053, 1057.2, 1086(e)

About the Report

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

Contact BHSL for questions on this report:

Bureau of Human Services Licensing
Pennsylvania Department of Human Services Room 631,
Health and Welfare Building,
625 Forster Street
Harrisburg, PA 17120
717-783-3670
ra-pwarlheadquarters@pa.gov

To make a complaint against a licensed Personal Care Home or Assisted Living Residence, to report an emergency situation in a Personal Care Home or Assisted Living Residence, 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**