

# 2025 Annual Report

## Bureau of Human Services Licensing

### Licensed Personal Care Homes & Assisted Living Residences

**Table of Contents**

**Introduction .....3**

**Licenses.....4**

    Licenses by Type and Action ..... 4

    Total Number of Licensed PCH/ALR by Year ..... 4

**Census.....5**

    Resident Census ..... 5

    Total Census of Licensed PCH/ALR by Year ..... 5

**Location Demographics PCH.....6**

**Location Demographics ALR .....7**

**Capacity .....8**

    Capacity and Rates.....8

    Maximum Capacity .....8

    Maximum Capacity Percentages .....8

**PCH Yearly - Capacity, Occupancy Rate, and Census .....9**

**Inspections .....10**

    Inspections by Type .....10

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

**Violations .....11**

    Regulatory Violations.....11

    Violations – Specific Rights.....11

    Ten Most Frequently Cited Violations.....12

**Incidents.....13**

    Reported Incidents and Conditions .....13

    Types of Reported Incidents and Conditions .....13

**Complaints.....14**

    Complaints Received .....14

    PCH Yearly Comparison.....14

**Workload .....15**

**Applications .....16**

    Applications Received .....16

    Applications Received by Status.....16

    PCH and ALR Applications Received in 2025 by Month .....16

**Appendix A – PCH by County – Provisional, Full License, Fines .....17**

**Appendix A – ALR by County – Provisional, Full License, Fines .....18**

**License Status and Enforcement Glossary .....19**

**About the Report .....20**

## Introduction

Personal Care Homes (PCH) and Assisted Living Residences (ALR) 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 (Department), Bureau of Human Services Licensing (BHSL) protects the health, safety and well-being of vulnerable adults residing in PCHs and ALRs. 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 BHSL's annual efforts. The report describes the characteristics of PCHs and ALRs, needs of the individuals served, number and types of inspections completed, number of complaints investigated, enforcement actions 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.

Unless otherwise noted, the information in this report covers the period of January 1, 2025, through December 31, 2025.

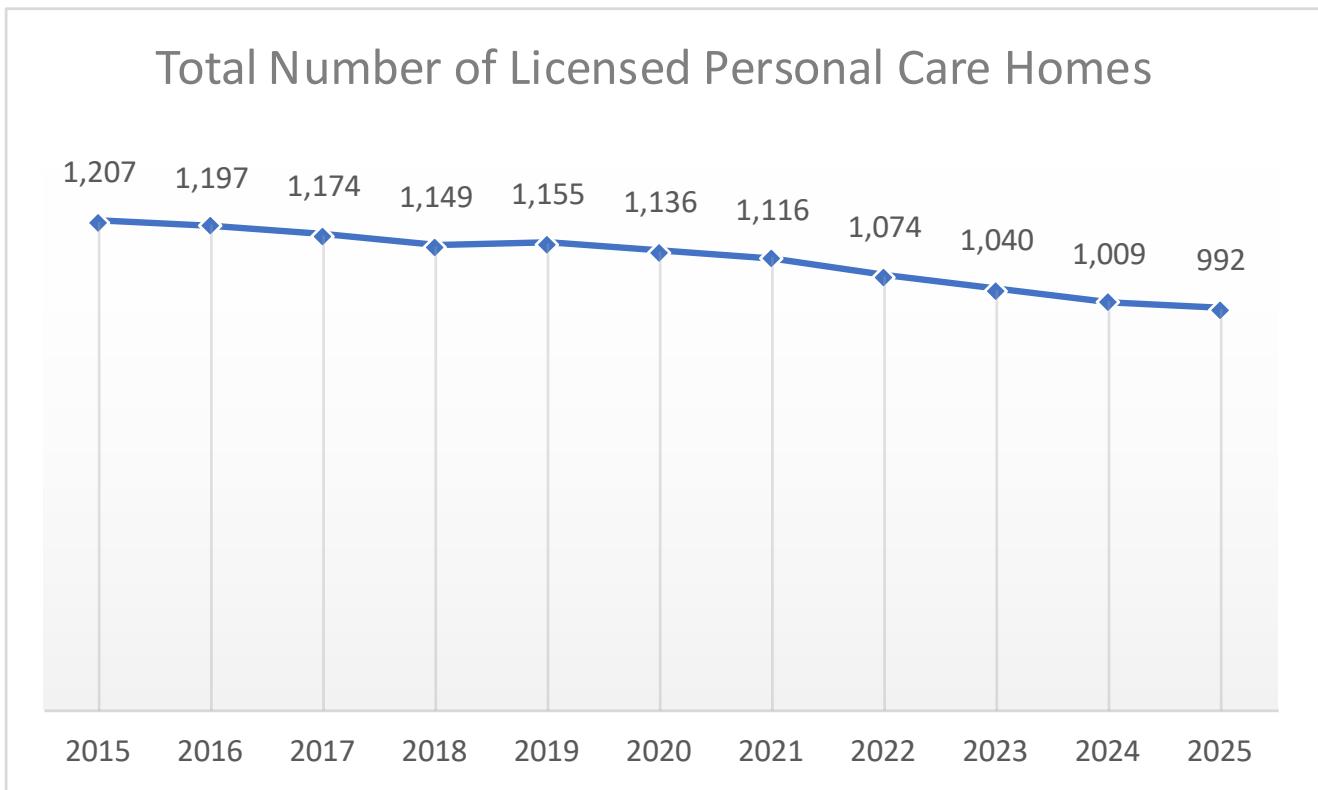
Licenses

Licenses by Type and Action	As of January 1, 2025			As of December 31, 2025		
	PCH	ALR	Total	PCH	ALR	Total
Licenses	1,009	62	1,071	992	63	1,055
Licenses for Profit	669	34	703	658	34	692
Licenses for Profit %	66%	55%	66%	66%	54%	66%
Licenses for Non-Profit	340	28	368	334	29	363
Licenses for Non-Profit %	34%	45%	34%	34%	46%	34%
Licenses Opened (Not SOLE*/COLE**)	X	X	X	19	1	20
Licenses Closed Voluntarily (Not SOLE*/COLE**)	X	X	X	30	0	30
Licenses Closed by the Department	X	X	X	3	0	3

\*SOLE – Sale of Legal Entity

\*\*COLE – Change of Legal Entity

Total Number of Licensed PCH by Year										
2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025
1,207	1,197	1,174	1,149	1,155	1,136	1,116	1,074	1,040	1,009	992



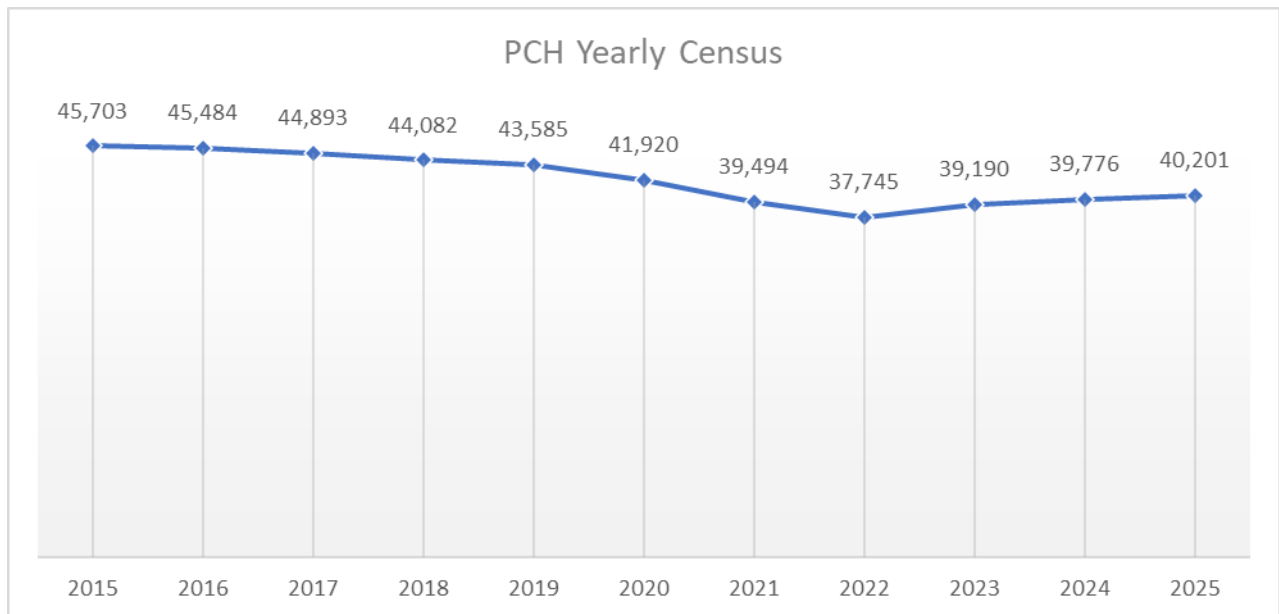
Census

Resident Census	As of December 31, 2025		
	PCH	ALR	Total
Approx. Census	40,201	3,751	43,952
Residents Over 60 Years of Age	37,873	3,717	41,590
Residents with Mental Illness	5,083	117	5,200
Residents with Intellectual Disability	799	16	815

Supplemental Security Income (SSI)	PCH	ALR	Total
Residents Receiving SSI	3,641	68	3,709
Residents Not Receiving SSI	36,560	3,683	40,243

Secure Dementia Care Units (PCH) / Special Care Units (ALR)	PCH	ALR	Total
Census of Secure Dementia Care Units (PCH)	7,527	X	7,527
Census Special Care Units (ALR)	X	814	814
Total Census of Secure Dementia Care Unit (PCH) / Special Care Units (ALR)	X	X	8,341

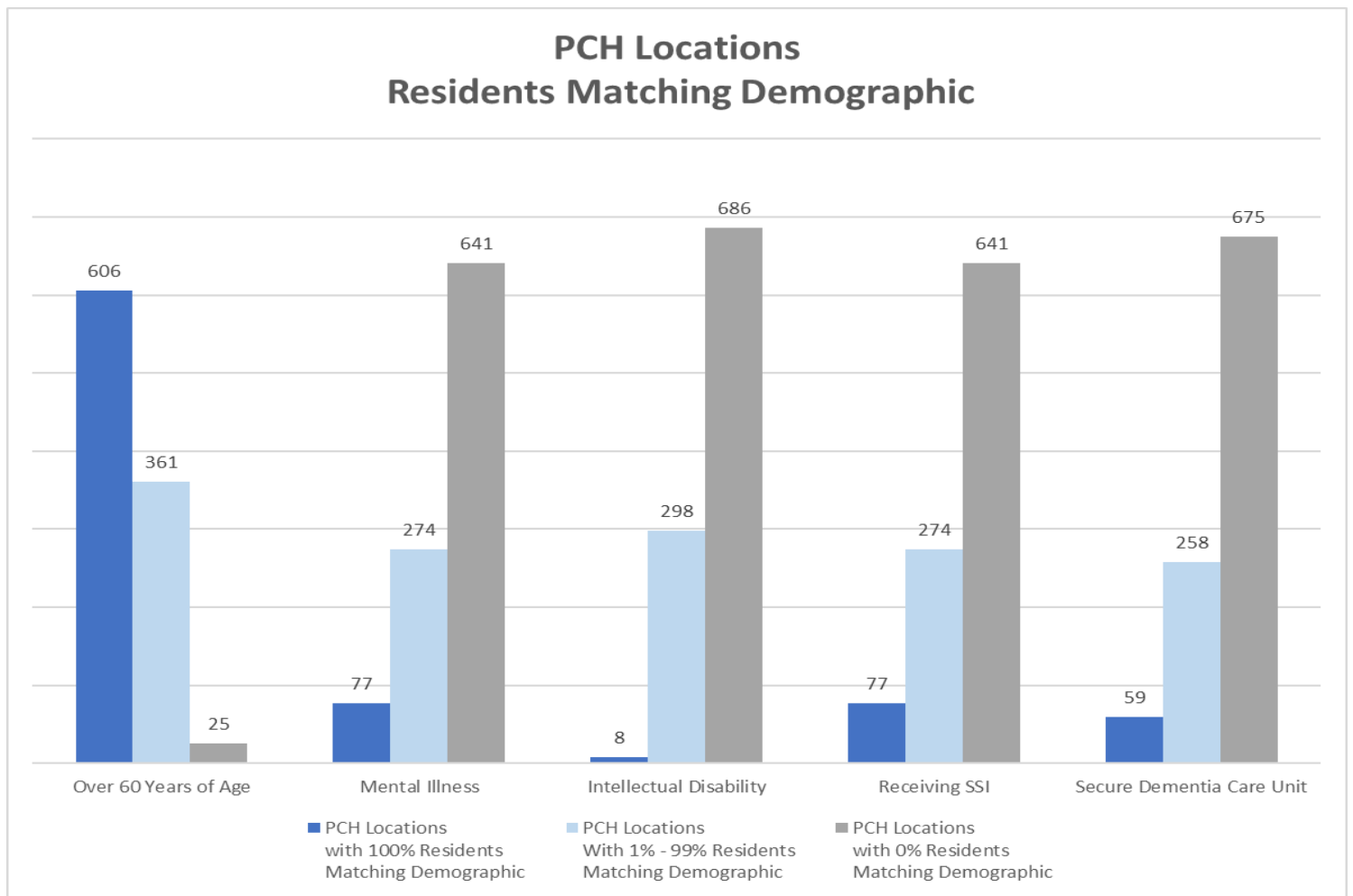
Total Census of Licensed PCH by Year										
2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025
45,703	45,484	44,893	44,082	43,585	41,920	39,494	37,745	39,190	39,776	40,201



**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	606	61%	77	8%	8	<1%	77	8%	59	6%
PCH Locations with 1-99% Residents Matching Demographic	361	36%	274	28%	298	30%	274	28%	258	26%
PCH Locations with 0% Residents Matching Demographic	25	3%	641	64%	686	69%	641	64%	675	68%

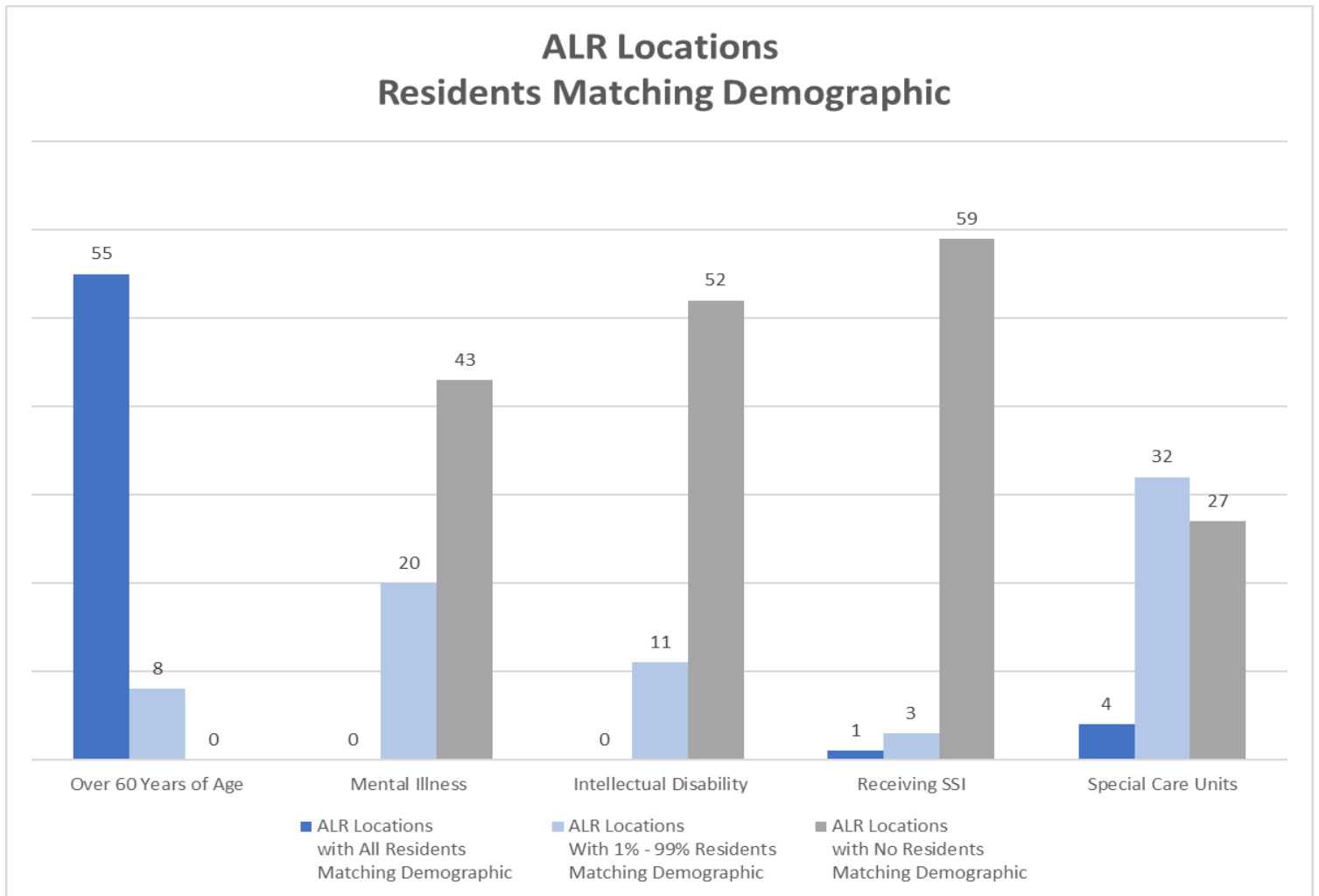
\*The total of each Number column for each demographic equals the 992 licensed PCH locations in 2025. The percentage column total for each demographic is 100% as all licensed PCH locations are represented in each demographic.



**Location Demographics ALR**

ALR	60 Years of Age and Older		Mental Illness		Intellectual Disability		Receiving SSI		Secure Care Unit	
	*Number	*Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
ALR Locations with 100% Residents Matching Demographic	55	87%	0	0%	0	0%	1	1%	4	6%
ALR Locations with 1-99% Residents Matching Demographic	8	13%	20	32%	11	17%	3	5%	32	51%
ALR Locations with 0% Residents Matching Demographic	0	0%	43	68%	52	83%	59	94%	27	43%

\*The total of each Number column for each demographic equals the 63 licensed ALR locations in 2025. The percentage column total for each demographic is 100% as all licensed ALR locations are represented in each demographic.



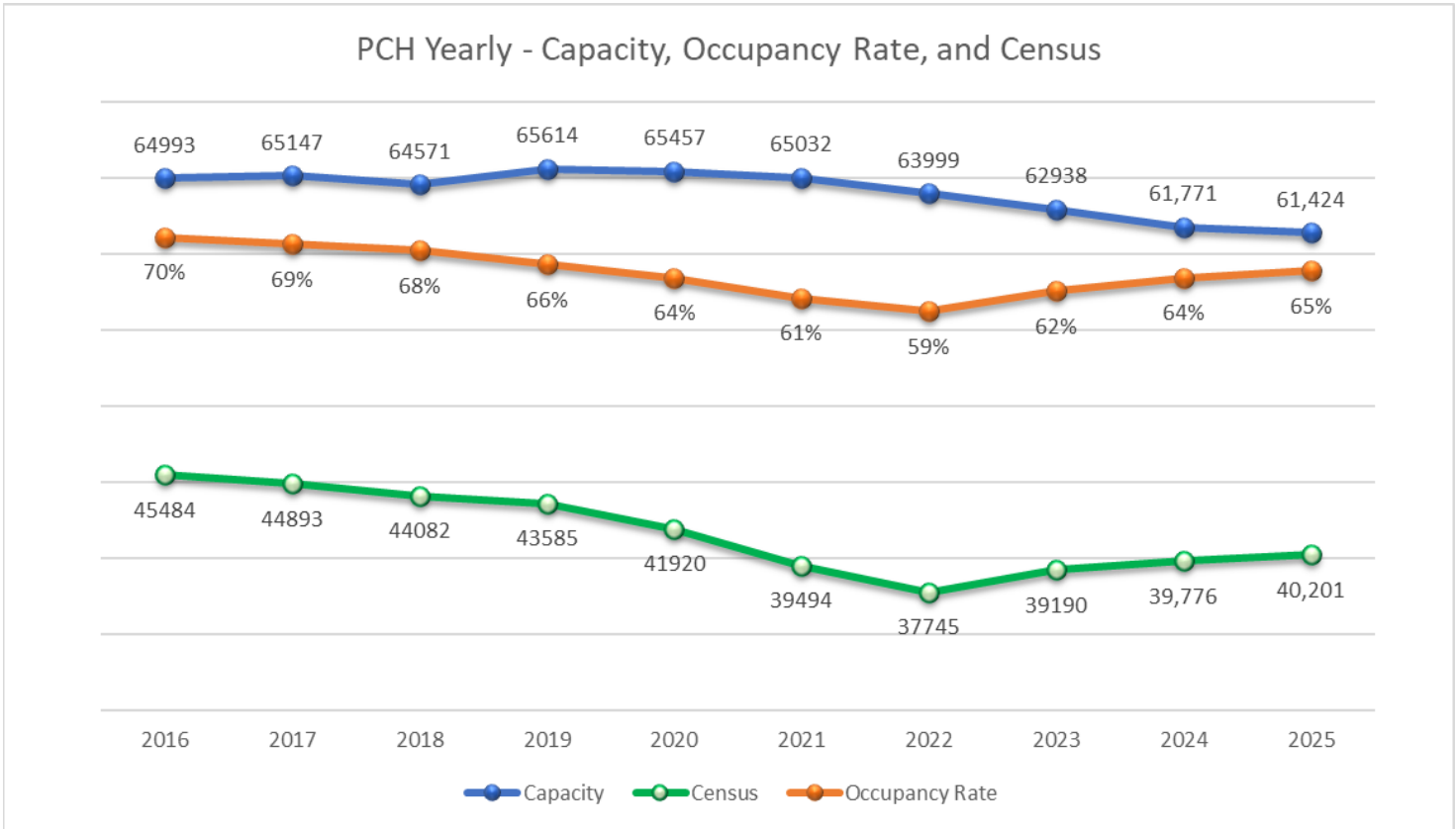
Capacity

Capacity and Rates	As of December 31, 2025		
	PCH	ALR	Total
Total Capacity	61,424	5,407	66,831
Approx. Occupancy Rate	65%	69%	66%
Approx. Vacancy Rate	35%	31%	34%

Maximum Capacity	As of December 31, 2025		
	PCH	ALR	Total
Average Maximum Capacity	62	86	63
Maximum Capacity of 4-9 Residents	106	0	106
Maximum Capacity of 10-29 Residents	192	2	194
Maximum Capacity of 30-49 Residents	165	10	175
Maximum Capacity of 50-74 Residents	181	18	199
Maximum Capacity of 75-99 Residents	136	9	145
Maximum Capacity of 100-199 Residents	201	23	224
Maximum Capacity of 200 or More Residents	11	1	12

Maximum Capacity Percentages	As of December 31, 2025		
	PCH	ALR	Total
Maximum Capacity of 4-9 Residents	10.7%	0.0%	10.0%
Maximum Capacity of 10-29 Residents	19.4%	3.2%	18.4%
Maximum Capacity of 30-49 Residents	16.6%	15.9%	16.6%
Maximum Capacity of 50-74 Residents	18.2%	28.6%	18.9%
Maximum Capacity of 75-99 Residents	13.7%	14.3%	13.7%
Maximum Capacity of 100-199 Residents	20.3%	36.5%	21.2%
Maximum Capacity of 200 or More Residents	1.1%	1.6%	1.1%

PCH Yearly - Capacity, Occupancy Rate, and Census



PCH Yearly - Capacity, Occupancy Rate, and Census	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025
Capacity	64,993	65,147	64,571	65,614	65,457	65,032	63,999	62,938	61,771	61,424
Occupancy Rate	70%	69%	68%	66%	64%	61%	59%	62%	64%	65%
Census	45,484	44,893	44,082	43,585	41,920	39,494	37,745	39,190	39,776	40,201

## Inspections

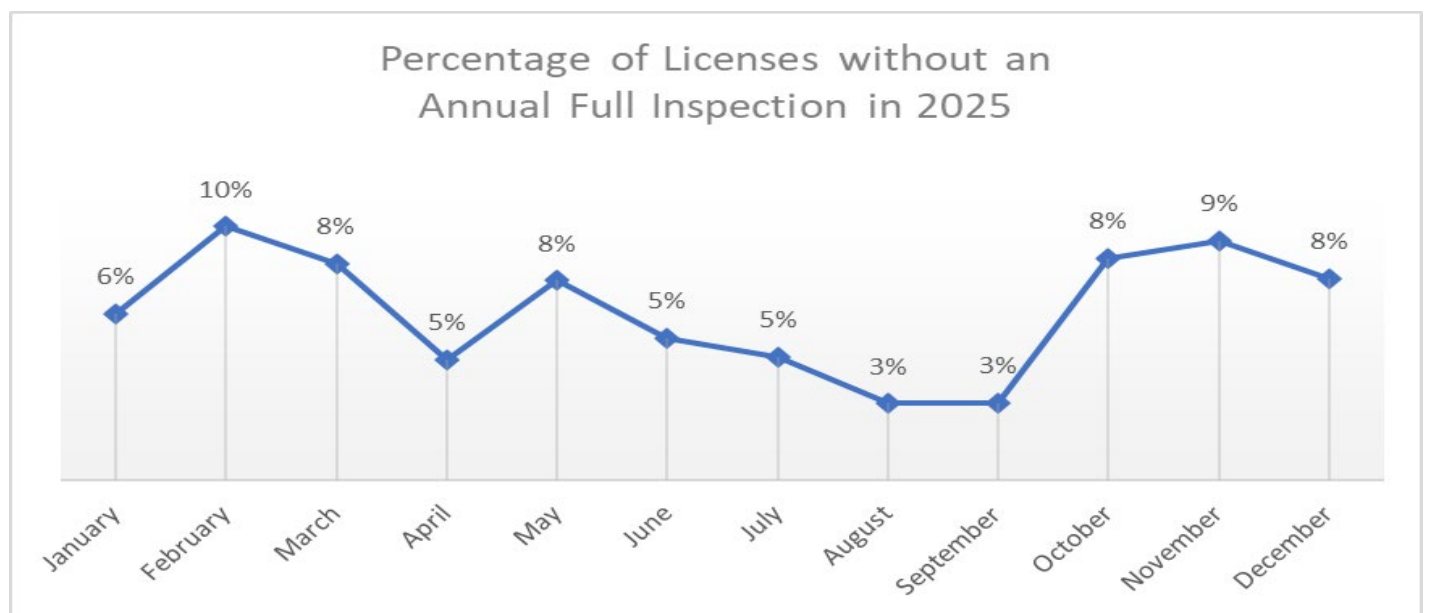
BHSL completes three general types of licensing inspections:

- 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 in response to application of a brand-new facility, new agency, or an agency change. Changes include a sale to another organization or a change in the organization or management, a change in the legal entity name that will result in a new Federal Employee Identification Number (FEIN)

Inspections by Type	As of December 31, 2025		
	PCH	ALR	Total
All License Inspection Summaries (LIS) Issued	2,735	152	2,887
Full LIS Issued	953	50	1,003
Partial LIS Issued	1,728	100	1,828
Initial LIS Issued	54	2	56
Licenses with Annual LIS Issued	893	45	938

### Percentage of Licenses without an Annual Renewal Inspection

January	February	March	April	May	June	July	August	September	October	November	December
6%	10%	8%	5%	8%	5%	5%	3%	3%	8%	9%	8%



Violations

Regulatory Violations	As of December 31, 2025		
	PCH	ALR	Total
Regulatory Violations Identified (Published Inspections) on All Inspections	16,430	1,046	17,476
Regulatory Violations Identified (Published Inspections) on Annual Inspections	10,694	595	11,289
Average number of violations Identified per Annual Inspections	11	12	11

Violations – Specific Rights	As of December 31, 2025		
	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.	344	28	372
2600.42.c – A resident shall be treated with dignity and respect.	139	13	152

**Ten Most Frequently Cited Violations**

<b>PCH</b>		<b>As of December 31, 2025</b>
2600.187	Medication records	7.57%
2600.65	Direct care staff person training and orientation	5.40%
2600.183	Storage and disposal of medications and medical supplies	5.34%
2600.103	Food Service	4.60%
2600.132	Fire drills	4.35%
2600.185	Accountability of medication and controlled substances	4.23%
2600.42	Residents Right: Specific Rights	3.92%
2600.85	Sanitation	3.71%
2600.225	Initial and annual assessment	3.67%
2600.141	Resident medical evaluation and health care	3.54%

<b>ALR</b>		<b>As of December 31, 2025</b>
2800.65	Direct care staff person training and orientation	6.88%
2800.187	Medication records	6.12%
2800.132	Fire drills	6.02%
2800.183	Storage and disposal of medications and medical supplies	5.64%
2800.42	Residents Right: Specific Rights	4.68%
2800.103	Food Service	4.40%
2800.85	Sanitation	3.54%
2800.185	Accountability of medication and controlled substances	3.44%
2800.227	Development of the final support plan	3.25%
2800.101	Resident living units	2.96%

## 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, 2025		
	PCH	ALR	Total
Reported Incidents	27,020	2,146	29,166
Reported Incidents Requiring On-Site Investigation	1,661	113	1,774
Percentage Incidents Requiring On-Site Investigation	6%	5%	6%

Types of Reported Incidents and Conditions	As of December 31, 2025			
	PCH		ALR	
Serious bodily injury or trauma requiring treatment at a hospital	10,775	39.88%	955	44.50%
Death of a resident	7,531	27.87%	547	25.49%
Incident requiring the services of emergency management agency, fire department, or police department	3,900	14.43%	256	11.93%
Prescription medication error	3,449	12.76%	325	15.14%
Physical or sexual assault by or against a resident	1,061	3.93%	77	3.59%
Complaint of abuse, suspected resident abuse, or referral of a complaint of abuse to local authority	908	3.36%	62	2.89%
Outbreak of a serious communicable disease	695	2.57%	77	3.59%
Violation of a resident's rights	400	1.48%	43	2.00%
Emergency such as natural disaster or utility outage	332	1.23%	30	1.40%
Unexplained absence of a resident for 24 hours or more, or any absence of a resident from a secure dementia care unit	265	0.98%	14	0.65%
Misuse of a resident's funds by the home's staff or legal entity	100	0.37%	11	0.51%
Suicide attempt	47	0.17%	*	*
Utility termination notice or an actual service termination	30	0.11%	*	*
Fire or structural damage to a home	22	0.08%	*	*
Violation of health and safety laws	21	0.08%	*	*
Unscheduled closure of the home or relocation of the residents	13	0.05%	*	*
Criminal conviction against legal entity, administrator or staff (relating to criminal history background checks)	*	*	*	*
Bankruptcy filed by the legal entity	*	*	*	*
Food Poisoning	*	*	*	*

\* 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.

Complaints Received	As of December 31, 2025		
	PCH	ALR	Total
Complaints Received	2,032	204	2,236

Complaints Received Requiring On-Site Investigation	PCH	ALR	Total
Count of Complaints Received Requiring On-Site Investigation	1,907	189	2,096
Percentage of Complaints Requiring On-site Investigation	94%	93%	94%

Complaint On-Site Investigations Identifying Related Regulatory Violations	PCH	ALR	Total
Complaint Investigations Identifying Related Regulatory Violations	808	98	906
Percentage of Regulatory Violations Identified Related to the Complaint	42%	52%	43%

Complaint On-Site Investigations Identifying Unrelated Regulatory Violations	PCH	ALR	Total
Complaint Investigations Identifying Unrelated Regulatory Violations	925	118	1,043
Percentage of Regulatory Violations Identified Unrelated to the Complaint	49%	62%	50%

Complaints Requiring Investigation Within 48 Hours	PCH	ALR	Total
Count of Complaints Requiring Investigation Within 48 Hours	56	9	65
Percentage of Complaints Requiring Investigation Within 48 Hours	3%	4%	3%

Complaints Requiring Investigation Within 72 Hours	PCH	ALR	Total
Count of Complaints Requiring Investigation Within 72 Hours	616	67	683
Percentage of Complaints Requiring Investigation Within 72 Hours	30%	33%	31%

PCH Yearly Comparison	PCH Last 3 Years		
	2023	2024	2025
Complaints Received	2,135	2,009	2,032

Received Complaints Requiring On-Site Investigation	2023	2024	2025
Count of Complaints Received Requiring On-Site Investigation	1,798	1,457	1,907
Percentage of Complaints Requiring On-site Investigation	84%	73%	94%

Violations Identified by Complaint Investigations	2023	2024	2025
Percentage of Regulatory Violations Identified Related to Complaint Investigation	33%	39%	42%
Percentage of Regulatory Violations Identified Unrelated to the Complaint Investigation	39%	47%	49%

## Workload

In addition to a small component of management and support staff, as of January 2025, BHSL employed licensing representatives who perform the inspection work for both PCHs and ALRs described in this report. The volume and distribution of annual workload vary based on the number of licensing actions required, travel time, and the type of inspection required.

Region	Number of Licensing Representatives	Number of Licenses	Inspector to Home Workload Ratio
Central	10	238	1:24
Northeast	11	230	1:21
Northwest	10	183	1:18
Southeast	14	260	1:19
Southwest	10	144	1:14
<b>Statewide</b>	<b>55</b>	<b>1,055</b>	<b>1:19</b>

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

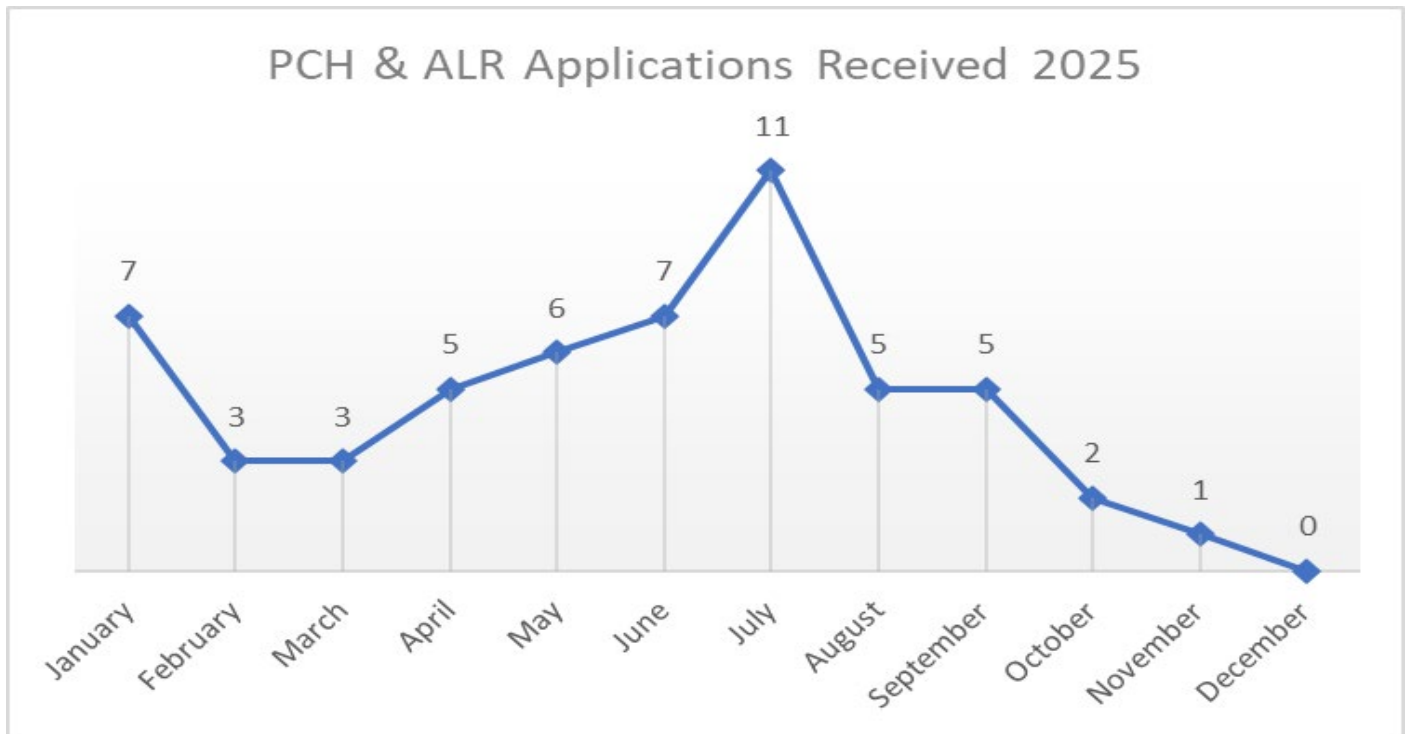
A new licensing representative receives over 120 hours of training in the first six months of employment. Initial training includes participation in the Department’s Medication Administration Training Program, attendance at administrator training courses, and on-the-job instruction. BHSL also conducts 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, 2025		
	PCH	ALR	TOTAL
New License	15	1	16
New Owner to Operate Existing Licensed Facility	37	2	39
<b>TOTAL</b>	<b>52</b>	<b>3</b>	<b>55</b>

Applications Received by Status	As of December 31, 2025		
	PCH	ALR	TOTAL
Denied	1	0	1
Issued	19	1	20
Still Pending	30	2	32
Other (Not Needed or Withdrawn)	2	0	2
<b>TOTAL</b>	<b>52</b>	<b>3</b>	<b>55</b>

PCH and ALR Applications Received in 2025 by Month											
January	February	March	April	May	June	July	August	September	October	November	December
7	3	3	5	6	7	11	5	5	2	1	0



Appendix A – PCH by County – Provisional, Full License, Fines as of 12/31/2025

County	PCHs	Provisional	Full License	Fines*
ADAMS	10	0	10	0
ALLEGHENY	99	14	85	0
ARMSTRONG	16	2	14	0
BEAVER	12	3	9	0
BEDFORD	3	0	3	0
BERKS	26	2	24	0
BLAIR	14	0	14	0
BRADFORD	6	2	4	0
BUCKS	48	6	42	0
BUTLER	23	0	23	0
CAMBRIA	22	2	20	0
CAMERON	1	0	1	0
CARBON	5	0	5	0
CENTRE	15	0	15	1
CHESTER	48	5	43	2
CLARION	3	0	3	0
CLEARFIELD	6	0	6	0
CLINTON	3	0	3	0
COLUMBIA	3	0	3	0
CRAWFORD	2	0	2	0
CUMBERLAND	20	1	19	0
DAUPHIN	19	1	18	0
DELAWARE	33	2	31	0
ELK	1	0	1	0
ERIE	22	6	16	1
FAYETTE	18	3	15	0
FOREST	0	-	-	-
FRANKLIN	18	0	18	0
FULTON	0	-	-	-
GREENE	3	0	3	0
HUNTINGDON	3	0	3	0
INDIANA	13	0	13	0
JEFFERSON	6	1	5	0
JUNIATA	5	0	5	0

County	PCHs	Provisional	Full License	Fines*
LACKAWANNA	14	0	14	0
LANCASTER	53	4	49	2
LAWRENCE	7	1	6	0
LEBANON	14	1	13	0
LEHIGH	34	0	34	0
LUZERNE	22	0	22	0
LYCOMING	14	1	13	0
MCKEAN	3	0	3	0
MERCER	12	0	12	0
MIFFLIN	2	0	2	0
MONROE	7	0	7	0
MONTGOMERY	65	5	60	0
MONTOUR	4	0	4	0
NORTHAMPTON	29	1	28	0
NORTHUMBERLAND	14	1	13	0
PERRY	1	0	1	0
PHILADELPHIA	44	12	32	0
PIKE	4	0	4	0
POTTER	1	0	1	0
SCHUYLKILL	6	0	6	0
SNYDER	1	1	0	0
SOMERSET	10	0	10	0
SULLIVAN	0	0	0	0
SUSQUEHANNA	2	0	2	0
TIOGA	3	0	3	0
UNION	5	0	5	0
VENANGO	7	1	6	0
WARREN	5	1	4	0
WASHINGTON	12	4	8	0
WAYNE	3	0	3	0
WESTMORELAND	39	3	36	1
WYOMING	2	0	2	0
YORK	27	1	26	3

\*Fines – PCHs that were issued financial penalties.

Appendix A – ALR by County – Provisional, Full License, Fines as of 12/31/2025

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

County	ALRs	Provisional	Full License	Fines*
LACKAWANNA	1	0	1	0
LANCASTER	3	0	3	0
LAWRENCE	0	-	-	-
LEBANON	1	0	1	0
LEHIGH	0	-	-	-
LUZERNE	1	0	1	0
LYCOMING	0	-	-	-
MCKEAN	0	-	-	-
MERCER	1	0	1	0
MIFFLIN	0	-	-	-
MONROE	0	-	-	-
MONTGOMERY	11	1	10	0
MONTOUR	0	-	-	-
NORTHAMPTON	1	0	1	0
NORTHUMBERLAND	0	-	-	-
PERRY	0	-	-	-
PHILADELPHIA	0	-	-	-
PIKE	0	-	-	-
POTTER	0	-	-	-
SCHUYLKILL	1	1	0	0
SNYDER	0	-	-	-
SOMERSET	0	-	-	-
SULLIVAN	0	-	-	-
SUSQUEHANNA	0	-	-	-
TIOGA	0	-	-	-
UNION	0	-	-	-
VENANGO	0	-	-	-
WARREN	0	-	-	-
WASHINGTON	4	1	3	0
WAYNE	0	-	-	-
WESTMORELAND	1	0	1	0
WYOMING	0	-	-	-
YORK	3	0	3	0

\*Fines – ALRs that were issued financial penalties.

## 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,  
555 Walnut Street  
Forum Place 6<sup>th</sup> Floor  
Harrisburg, PA 17101  
717-783-3670  
[ra-pwarlheadquarters@pa.gov](mailto:ra-pwarlheadquarters@pa.gov)

To make a complaint against a licensed PCH or ALR, to report a non-emergency situation in a PCH or ALR, or to report illegal operations, please call: **1-877-401-8835**

If you are a PCH or ALR provider and have a question, comment, or a concern, please call: **1-866-503-3926**