

2014 Annual Report

Bureau of Human Services Licensing

A report on Licensed Personal Care Homes

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Introduction

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

The Department of Human Services' Bureau of Human Services Licensing program protects the health, safety and well-being of more than 46,000 vulnerable adults who reside in personal care homes, through the enforcement of state licensing regulations. The Bureau of Human Services Licensing 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 operators.

This report describes the characteristics of personal care homes and the needs of the individuals they serve, data on the number and types of inspections completed, the number of complaints investigated, enforcement actions taken, the provision of technical assistance to operators, and other methods used by the Bureau of Human Services Licensing to achieve its mission of protecting vulnerable people in licensed settings.

In this report, personal care homes are referred to as "PCHs," or "homes," the Department of Human Services is referred to as "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, 2014 through December 31, 2014.

Executive Summary

As of December 31, 2014, there were 1,221 licensed personal care homes in Pennsylvania. Of those, approximately 69 percent (840) were for-profit, and 31 percent (381) were non-profit.

The total personal care home capacity on any given day in 2014 was approximately 65,000, with the total number of persons served about 46,000. This constitutes an occupancy rate of about 71 percent. The average maximum capacity of a personal care home was 53.

Residents who are 60 years of age or older made up 88 percent of all people served in personal care homes. Residents who received the state Supplemental Security Income (SSI) personal care home supplement made up 15 percent of all people served in personal care homes. Of the total number of personal care homes, 54 percent served at least one person who received SSI.

BHSL completed 2,078 inspections in 2014. Nearly 40 percent of all homes had more than one inspection.

A total of 9,115 regulatory violations were found during inspections, with an average of 9.66 violations found during each full licensing inspection.

The most commonly found violations included improper documentation of medication administration, improper annual assessment of resident(s), not following the prescriber's directions when administering medications, and incomplete medical evaluations.

In 2014, BHSL received 1,250 complaints and 25,144 incident reports. Approximately 82 percent of these complaints required an on-site investigation.

BHSL issued 90 enforcement actions, most of which were provisional (warning) licenses. One home was closed under an emergency removal order in response to an immediate life safety danger.

In 2014, BHSL assessed approximately \$319,000 in fines to homes that did not properly correct regulatory violations. In accordance with law, money collected through the fine process is placed in a special account used to relocate residents in homes closed by enforcement action.

BHSL granted 108 regulatory waivers and denied nine waivers. The most common waiver request related to qualifications of direct-care staff (most due to staff holding a non-U S diploma).

In 2014, BHSL provided approximately 500 hours of free training to personal care home operators. In addition, BHSL awarded 20 full scholarships for the required 100-hour administrator-training course to personal care homes serving residents who receive SSI.

Characteristics of Pennsylvania

Personal Care Homes and Residents Served

As of December 31, 2014, there were 1,221 personal care homes licensed in Pennsylvania, although new homes open and other homes close quite frequently.

Personal care homes vary in size. A PCH's maximum capacity is the highest number of people that can be legally served in the home and is indicated on the home's license. The smallest personal care home has a maximum capacity of four people. The largest personal care home has a maximum capacity of 250 people. The average maximum capacity of a personal care home is 53.

Just as personal care homes open and close throughout the year, the number of residents served in a particular PCH also changes based on discharges and admissions. Ongoing data on the number of people residing in personal care homes is not collected; however, the Department collects a snapshot of the number and type of people served during its annual inspections. The following information from December 2014 is representative of residents and their needs on any given day in calendar year 2014.

Size of Personal Care Homes

Maximum Capacity	Percent of Homes in Size Range
9 or Fewer People	12.2%
10 – 29 People	25.1%
30 – 49 People	19.6%
50 – 74 People	16.2%
75 – 99 People	11.6%
100 – 199 People	14.4%
200 or Greater People	0.9%

Annual Trends

Residents in Pennsylvania Personal Care Homes

Total Capacity	65,285
Total Number of Persons Served	46,487
Occupancy Rate (Percentage of total capacity that is occupied)	71.2%
Vacancy Rate (Percentage of total capacity that is vacant)	28.8%

Personal care homes vary in size and populations 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.

Percent of Residents Over 60 Years of Age	Number of Homes	Percent of Homes
None	57	4.7%
1% - 49%	177	14.5%
50% - 99%	442	36.2%
All Residents	545	44.6%
Total	1,221	100%

Percent of Residents with Mental Illness	Number of Homes	Percent of Homes
None	576	47.2%
1% - 49%	373	30.5%
50% - 99%	134	11.0%
All Residents	138	11.3%
Total	1,221	100%

Percent of Residents with an Intellectual Disability	Number of Homes	Percent of Homes
None	774	63.4%
1% - 49%	413	33.8%
50% - 99%	21	1.7%
All Residents	13	1.1%
Total	1,221	100%

Percent of Residents with a Dementia-Related Illness	Number of Homes	Percent of Homes
None	1,006	82.4%
1% - 49%	165	13.5%
50% - 99%	15	1.3%
All Residents	35	2.9%
Total	1,221	100%

Percent of Residents Served with Low Incomes	Number of Homes	Percent of Homes
None	556	45.5%
1% - 49%	393	32.2%
50% - 99%	246	20.1%
All Residents	26	2.1%
Total	1,221	100%

Aggregate Snapshot of Residents by Age, Need, and Income

Resident Description	Number Served	Percent of Total Served
Total Served	46,487	100%
Residents 60 Years of Age or Older	41,043	88.3%
Residents with Mental Illness	6,333	13.6%
Residents with a Dementia-Related Illness	5,303	11.4%
Residents with an Intellectual Disability	1,444	3.1%
Residents who received the state Supplemental Security Income (SSI) PCH supplement	6,881	14.8%
Residents who pay privately or who are funded through a source other than SSI supplement	39,666	85.3%

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

Personal care homes are located in nearly every county in Pennsylvania. For county-specific information about the number and capacity of homes, please see Appendix A.

Inspections

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

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

BHSL is required by law to conduct at least one unannounced inspection of each of the Commonwealth’s licensed personal care homes every 12 months. In 2014, BHSL completed 2,078 inspections. Approximately two percent of the homes had more than one full inspection, and 40 percent of all homes inspected had more than one inspection in 2014.

Number of Inspections Completed

Type of Inspection	Number Completed
Full	738
Indicator	194
Partial	1,137
Initial	9
All Inspections	2,078

Percentage of Homes with One or More Inspections

Number of Inspections	Percentage
1 Inspection	59.7%
2 – 5 Inspections	37.5%
6 – 10 Inspections	2.7%
Over 10 Inspections	0.1%

Indicator Inspections

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

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

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

A full inspection is automatically triggered if one or more violations of regulations are found during an indicator inspection.

In 2014, 237 homes were eligible for an indicator inspection. No violations were found during 64 percent of the indicator inspections; 36 percent of the indicator inspections did identify violations, triggering a full inspection.

Violations

Personal care homes must comply with approximately 500 individual regulatory requirements. When noncompliance is found during a licensing inspection, a violation of the regulatory requirement is recorded. The table below shows the most frequently cited violations in calendar year 2014.

Total number of regulatory violations found (for all homes) = 9,115

Average number of violations found per home in full inspections = 9.66

Ten Most Frequently Cited Violations

Regulation 55 Pa.Code § 2600	Percent of Inspections Where Regulation Was Cited as a Violation														
<p>187(a) A medication record shall be kept to include the following for each resident for whom medications are administered:</p> <table border="0"> <tr> <td>(1) Resident's name.</td> <td>(2) Drug allergies.</td> </tr> <tr> <td>(3) Name of medication.</td> <td>(4) Strength.</td> </tr> <tr> <td>(5) Dosage form.</td> <td>(6) Dose.</td> </tr> <tr> <td>(7) Route of administration.</td> <td>(8) Frequency of administration.</td> </tr> <tr> <td>(9) Administration times.</td> <td>(10) Duration of therapy, if applicable.</td> </tr> <tr> <td>(11) Special precautions, if applicable.</td> <td>(12) Diagnosis or purpose for the medication, including pro re nata (PRN).</td> </tr> <tr> <td>(13) Date and time of medication administration.</td> <td>(14) Name and initials of the staff person administering the medication.</td> </tr> </table>	(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.	<p>13.2%</p>
(1) Resident's name.	(2) Drug allergies.														
(3) Name of medication.	(4) Strength.														
(5) Dosage form.	(6) Dose.														
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(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.														
<p>187(d) The home shall follow the directions of the prescriber.</p>	<p>10.8%</p>														
<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. 	<p>10.4%</p>														

Regulation 55 Pa.Code § 2600	Percent of Inspections Where Regulation Was Cited as a Violation
225(c) The resident shall have additional assessments as follows: (1) Annually. (2) If the condition of the resident significantly changes prior to the annual assessment. (3) At the request of the Department upon cause to believe that an update is required.	8.8%
85(a) Sanitary conditions shall be maintained.	8.1%
225(a) A resident shall have a written initial assessment that is documented on the Department’s assessment form within 15 days of admission. The administrator or designee, or a human service agency may complete the initial assessment.	8.1%
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.	6.8%
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).	6.6%
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.	6.6%
141(b)1 A resident shall have a medical evaluation: At least annually.	5.9%

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

Number of Violations Found

Number of Violations Found During Each Full Inspection	Percentage of Full Inspections
0 Violations	6.4%
1 – 10 Violations	63.8%
11 – 30 Violations	27.9%
31 – 50 Violations	1.7%
51 – 100 Violations	0.2%
Over 100 Violations	0.0%

Complaints

BHSL investigates all complaints of a potential regulatory violations in PCHs. Complaints can be made by anyone at any time; including nights and weekends. Approximately 82 percent of the complaints received in 2014 required an on-site investigation. Approximately 9 percent of the complaints received were high-risk, requiring investigation within 72 hours.

Number of Complaints Received and Investigated

Number of Complaints Received	1,250
Number of Complaints Requiring an On-Site Investigation	1,022
Percent of Complaints Requiring an On-Site Investigation	81.8%
Percent of Complaints Where One or More Regulatory Violations Were Found	50.1%

Incidents

Personal Care Homes are required to report certain incidents to BHSL. BHSL received 25,114 incident reports in 2014, four percent of which required further investigation.

Types of Incidents Reported

Type of Incident	Percent of Reported Incidents
Serious bodily injury or trauma requiring treatment at a hospital	42.1%
Death of a resident	20.7%
Prescription medication error	18.9%
Incident requiring the services of emergency management agency, fire department, or police department	9.0%
Physical or sexual assault of a resident	3.3%
Complaint of abuse, suspected resident abuse, or referral of a complaint of abuse to local authority	1.5%
Violation of a resident's rights	1.1%
Emergency such as natural disaster or utility outage	1.0%
Outbreak of a serious communicable disease	0.9%
Unexplained absence of a resident for 24 hours or more, or any absence of a resident from a secure dementia care unit	0.8%
Misuse of a resident's funds by the home's staff or legal entity	0.3%
Fire or structural damage to a home	0.2%
Suicide attempt	0.2%
Utility termination notice or an actual service termination	0.2%
Violation of health and safety laws	0.1%
Unscheduled closure of the home or relocation of the residents	0.1%
Bankruptcy filed by the legal entity	0.1%
Food Poisoning	0.1%
Criminal conviction against legal entity, administrator or staff (relating to criminal history background checks)	0.1%

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

Enforcement Actions

Enforcement actions are taken in response to serious life safety conditions such as abuse of residents, criminal convictions, serious fire safety risks, resident neglect/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	2014 Totals
Emergency Relocations	1
License Revocations	5
Nonrenewal of License	2
Denial of Initial License	2
Illegal Operations	5
Court Filings	0
Orders to Limit Access	0
Provisional Licenses Due to Enforcement	55
Fines Issued	20
Court Appointment of Master	0
Total Enforcement Actions	90 (average 7.5 per month)

For a complete list of enforcement actions by county and a glossary of enforcement terms, please 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 2014, the Department assessed a monetary fine for repeated regulatory violations that were not corrected in a timely manner by homes 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). Homes were issued a warning that fines would be issued if violations were not corrected within the allowed timeframes. Homes that did not correct violations were fined after the correction period ended.

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

Administrative Fines Summary

Summary	2014 Totals
Warnings of Possible Fines	52
Number of Homes Issued Warnings	50
Number of Fines Issued	20
Number of Homes Issued Fines	19
Number of Violations for which Fines Were Invoiced	34
- Class I	0
- Class II	22
- Class III	12
Total Fine Amount Assessed	\$318,809

Waivers

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

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

Waiver Determination Summary

More Information Needed / Pending	Waiver Withdrawn	Waiver Not Needed	Granted	Denied	Total
37	1	21	108	9	176

Top Five Regulations for which Waivers were Requested

Regulation 55 Pa.Code § 2600	Total Number of Requests	Granted	Denied	Waiver Not Needed	Outcome Pending	Waiver Withdrawn
54(a) Qualifications for direct care staff (Most due to non-US high school diplomas)	77	37	2	9	28	1
22, 141(a), and 224(a) Documentation of Medical Evaluation and Preadmission Screening (All due to PCHs wanting to use their own forms instead of DPW's forms)	33	33	0	0	0	0
141(a) Documentation of Medical Evaluation (All due to PCHs wanting to use their own forms instead of DPW's forms)	8	8	0	0	0	0
22, 224(a), and 231(c) Documentation of Preadmission Screening – PCHs with SDCUs (All due to PCHs wanting to use their own forms instead of DPW's forms)	8	8	0	0	0	0
101(e) Ceiling Height of Resident Bedrooms	4	4	0	0	0	0

Training and Technical Assistance

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

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

BHSL also provides training for personal care home administrators and staff. All of the training provided directly by BHSL is offered free of charge, as is much of the training the BHSL arranges but does not provide directly. BHSL offered 126 training sessions totaling approximately 500 hours of free training at multiple locations throughout the state in 2014. Courses included "Protecting Residents from Financial Abuse," "Engaging, Motivating and Retaining Staff," "Ethics," "Fall Prevention and Support Planning," "Understanding Hoarding Behaviors," "Sexual Abuse Response," "Safe Management Techniques," "Wellness," "Ergonomics," "Diversity," "Food Safety," "Occupational Safety," "Fire Safety," "Skin Care," "Prevention of Dehydration and Malnutrition," "Infection Control," "Depression," "Dementia and Delirium," "Understanding Mental Illness," "Blood borne Pathogens," and "Diabetes Education."

Full scholarships for the required 100-hour administrator-training course are granted to personal care homes serving residents who receive SSI; 21 homes applied for and 20 received such scholarships in 2014. Additionally, a direct care staff-training course is available online at no cost to operators.

Workload

In addition to a small component of management/support staff, BHSL currently employs 47 personal care home 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	11	281	1:26
Northeast	9	252	1:28
Southeast	7	208	1:30
West	20	480	1:24
Statewide	47	1,221	1:26

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

About this Report

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

CONTACT for questions on this report:

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

1-877-401-8835

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

1-866-503-3926

Appendix A

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

COUNTY	Homes	Licensed Capacity	# of PCH Residents	# SSI Residents	Homes with SSI Residents	4-8 Beds	9-29 Beds	30-99 Beds	100+ Beds	Profit	Nonprofit
ADAMS	10	408	281	83	8	2	4	2	2	8	2
ALLEGHENY	132	7,442	5,593	721	67	16	29	62	25	95	37
ARMSTRONG	24	541	437	102	19	7	10	7	-	21	3
BEAVER	21	1,018	797	139	13	3	6	9	3	19	2
BEDFORD	3	147	116	12	3	-	1	2	-	3	-
BERKS	30	2,190	1,660	314	16	-	6	17	7	25	5
BLAIR	18	943	680	112	12	-	6	10	2	10	8
BRADFORD	5	244	199	50	4	-	2	3	-	4	1
BUCKS	48	2,802	1,933	73	14	6	8	25	9	23	25
BUTLER	33	2,094	1,463	119	17	3	7	17	6	21	12
CAMBRIA	27	1,229	856	193	19	-	7	19	1	21	6
CAMERON	3	38	22	8	2	1	2	-	-	1	2
CARBON	9	431	311	38	3	3	2	2	2	8	1
CENTRE	12	609	438	21	5	1	2	8	1	7	5
CHESTER	51	2,998	1,891	96	15	13	7	18	13	36	15
CLARION	5	242	141	34	5	-	1	4	-	2	3
CLEARFIELD	7	383	303	35	6	-	2	4	1	5	2
CLINTON	4	172	121	60	1	1	1	2	-	4	-
COLUMBIA	3	179	162	15	3	-	-	3	-	3	-
CRAWFORD	6	366	244	44	3	-	2	3	1	2	4
CUMBERLAND	22	1,418	952	54	16	6	-	11	5	9	13
DAUPHIN	19	1,082	854	145	11	6	-	11	2	4	15
DELAWARE	31	1,986	1,371	157	14	7	6	9	9	17	14
ELK	2	134	76	5	2	-	-	2	-	-	2
ERIE	22	1,421	875	107	12	3	3	9	7	13	9
FAYETTE	36	1,001	656	163	22	6	15	15	-	35	1
FOREST	-	-	-	-	-	-	-	-	-	-	-

COUNTY	Homes	Licensed Capacity	# of PCH Residents	# SSI Residents	Homes with SSI Residents	4-8 Beds	9-29 Beds	30-99 Beds	100+ Beds	Profit	Nonprofit
FRANKLIN	17	919	670	61	10	3	4	7	3	9	8
FULTON	1	38	35	31	1	-	-	1	-	1	-
GREENE	8	185	175	97	7	1	4	3	-	8	-
HUNTINGDON	2	76	63	13	1	-	-	2	-	-	2
INDIANA	24	613	442	159	16	4	9	11	-	21	3
JEFFERSON	13	429	297	118	11	1	4	8	-	11	2
JUNIATA	5	118	107	39	3	1	3	1	-	5	-
LACKAWANNA	18	1,090	844	229	7	-	1	16	1	14	4
LANCASTER	55	3,584	2,541	318	29	5	9	26	15	25	30
LAWRENCE	16	620	423	95	10	1	5	10	-	11	5
LEBANON	19	756	583	87	7	2	5	12	-	10	9
LEHIGH	28	2,084	1,412	116	8	1	6	12	9	21	7
LUZERNE	29	1,989	1,444	307	20	2	5	15	7	23	6
LYCOMING	15	701	441	94	9	1	6	7	1	9	6
MCKEAN	3	173	105	14	3	-	1	1	1	1	2
MERCER	18	837	482	66	11	4	4	7	3	12	6
MIFFLIN	3	219	157	9	2	-	-	3	-	2	1
MONROE	11	571	388	55	6	1	2	7	1	9	2
MONTGOMERY	51	3,960	2,684	68	12	2	7	28	14	28	23
MONTOUR	5	253	188	59	4	-	1	4	-	1	4
NORTHAMPTON	29	2,243	1,897	99	7	3	4	14	8	24	5
NORTHUMBERLAND	16	724	442	160	13	1	8	6	1	15	1
PERRY	2	76	54	14	2	-	1	1	-	1	1
PHILADELPHIA	78	3,143	2,166	833	58	7	41	21	9	49	29
PIKE	3	165	138	-	-	-	-	3	-	3	-
POTTER	1	30	20	4	1	-	-	1	-	-	1
SCHUYLKILL	8	530	373	42	3	-	3	4	1	8	-
SNYDER	1	95	85	-	-	-	-	1	-	1	-
SOMERSET	16	601	405	126	12	1	7	7	1	10	6
SULLIVAN	1	10	8	1	1	-	1	-	-	1	-
SUSQUEHANNA	2	101	91	2	2	-	-	2	-	2	-

COUNTY	Homes	Licensed Capacity	# of PCH Residents	# SSI Residents	Homes with SSI Residents	4-8 Beds	9-29 Beds	30-99 Beds	100+ Beds	Profit	Nonprofit
TIOGA	5	201	120	30	4	-	1	4	-	2	3
UNION	4	243	167	16	4	-	1	2	1	2	2
VENANGO	5	157	112	50	3	-	2	3	-	2	3
WARREN	6	230	150	31	5	-	4	2	-	1	5
WASHINGTON	31	1,075	856	181	16	8	9	13	1	28	3
WAYNE	6	234	157	20	2	-	4	2	-	5	1
WESTMORELAND	52	2,393	1,669	204	28	6	15	26	5	46	6
WYOMING	4	102	92	25	3	-	3	1	-	3	1
YORK	27	2,199	1,572	108	12	2	5	11	9	20	7
TOTAL	1,221	65,285	46,487	6,881	665	141	314	579	187	840	381

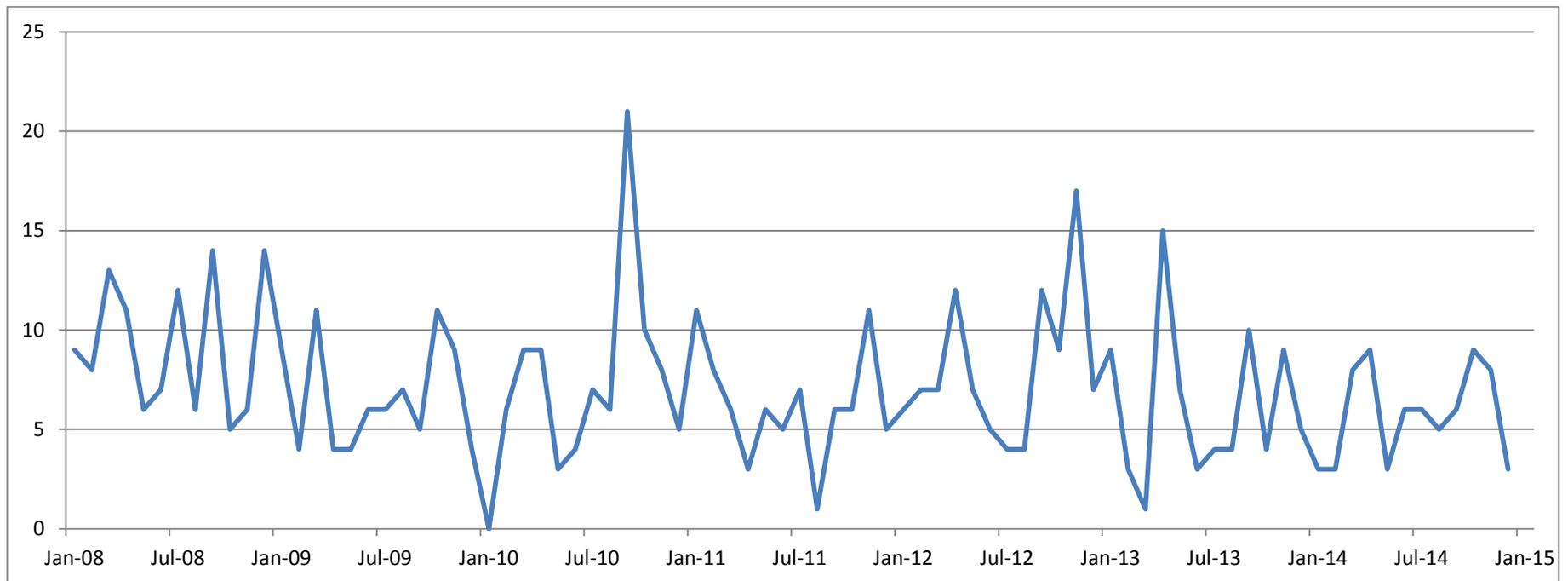
Appendix B

Applications, Inspections, Enforcement, and Facility Information

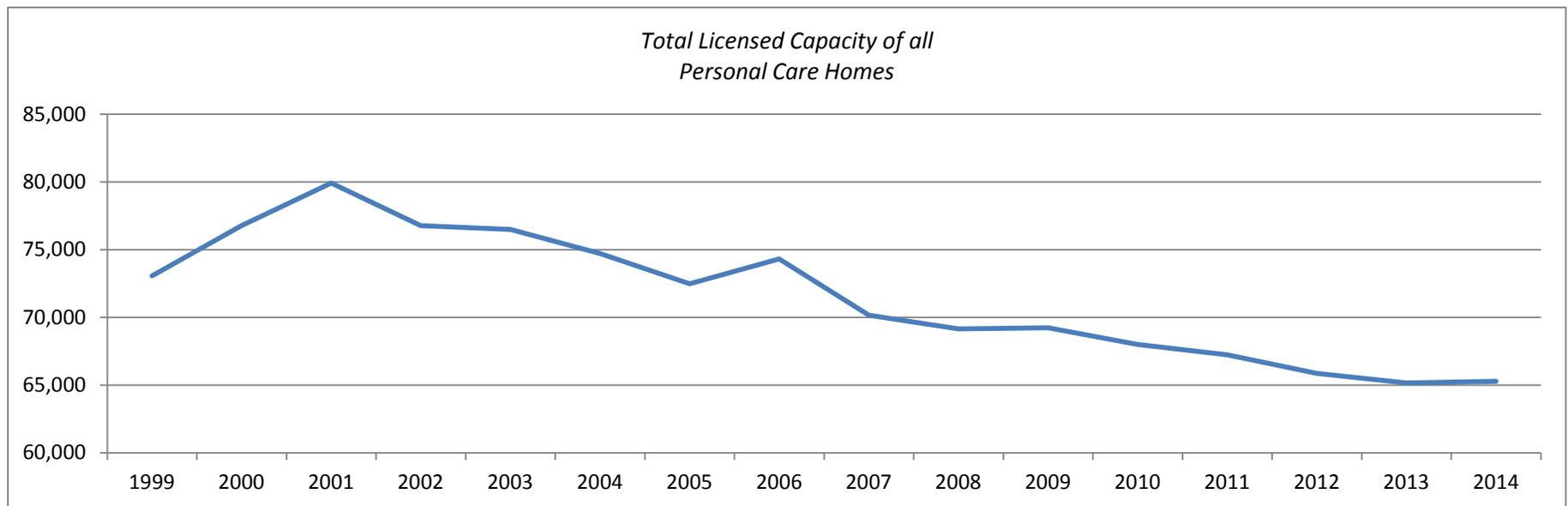
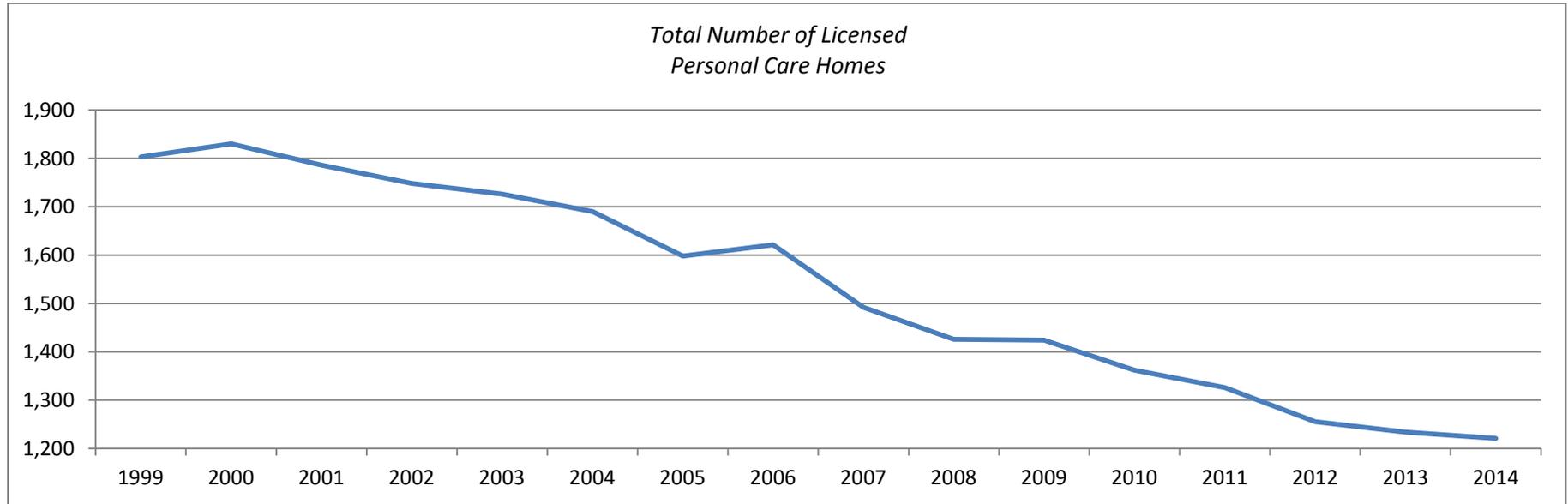
BHSL received 69 applications for licensure in the 2014 calendar year. Of those submitted 32 percent were applications for new homes, and 68 percent were applications for a new owner to operate an existing home. Most of the applications received by BHSL resulted in licensure.

Application Status	Count Received in 2014	Percent
Denied	3	4.3%
Issued	50	72.5%
Still Pending	12	17.4%
Other (Not Needed or Withdrawn)	4	5.8%
TOTAL	69	100%

Applications Received, January 2008 through December 2014



The total number of personal care homes in Pennsylvania has been steadily declining. The tables below show the numbers of homes and total capacity between January 1999 and December 2014.



Inspections

Since a peak in 2010, the number of personal care home inspections has seen a steady decline. This decrease is likely due to the decreasing number of homes, receipt of fewer complaints, and the provision of additional training.

Type of Inspections	Number Completed				
	2010	2011	2012	2013	2014
Full	1,593	889	877	826	738
Partial	1,640	1,684	1,565	1,514	1,331
Initial	36	26	64	11	9
All Inspections	3,269	2,599	2,506	2,351	2,078

Number of Inspections	Percentage of Homes in Category				
	2010	2011	2012	2013	2014
1 Inspection	57%	52%	53%	54%	60%
2-5 Inspections	41%	43%	43%	43%	37%
6-10 Inspections	2%	4%	4%	3%	3%
Over 10 Inspections	1%	1%	1%	1%	1%

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

Number of Violations Found During Each Full Inspection	Percentage of Inspection in Category				
	2010	2011	2012	2013	2014
0 Violations	3%	6%	5%	10%	6%
1 - 10 Violations	55%	60%	65%	60%	64%
11 – 30 Violations	37%	33%	28%	27%	28%
31 - 50 Violations	4%	1%	1%	2%	2%
51 - 100 Violations	1%	1%	1%	1%	1%
Over 100 Violations	0%	0%	0%	0%	0%

Complaints and Enforcement Actions

The total number of complaints received against personal care homes has remained relatively consistent. However, more complaints required an on-site investigation, and more regulatory violations were found during complaint investigations. The total number of enforcement actions has decreased.

	2010	2011	2012	2013	2014
Number of Complaints Received	1,317	1,431	1,282	1,230	1,250
Number of Complaints Requiring On-site Investigation	1,033	1,315	1,014	1,059	1,022
Percent of Complaints Requiring On-site Investigation	78%	92%	79%	86%	82%
Percent of Complaints Where One or More Regulatory Violations Were Found	36%	42%	41%	55%	50%

Enforcement History, January 2010 - December 2014

Type of Enforcement Action	2010	2011	2012	2013	2014
Emergency Relocations	7	3	8	9	1
License Revocations	3	4	4	7	5
Nonrenewal of License	37	19	13	5	2
Denial of Initial License	15	8	10	3	2
Illegal Operations	27	13	12	10	5
Court Filings	1	0	0	9	0
Orders to Limit Access	2	1	2	3	0
Provisional Licenses Due to Enforcement (not new homes)	204	117	61	48	55
Fines	170	84	47	20	20
Court Appointment of Master	1	1	2	2	0
Total Enforcement Actions	467	250	159	116	90
Average per month	39 / month	21 / month	13 / month	10 / month	8 / month

Appendix C

Licensing Status and Enforcement Actions by County

COUNTY	License Status as of January 2, 2014		Cumulative Enforcement Actions for 2014									
	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	0	-	-	-	-	-	-	-	-	-	-
ALLEGHENY	132	13	-	-	1	-	1	-	-	12	6	-
ARMSTRONG	24	1	-	-	-	-	-	-	-	1	-	-
BEAVER	21	0	-	1	-	-	1	-	-	1	1	-
BEDFORD	3	1	-	-	-	-	-	-	-	1	-	-
BERKS	30	0	-	-	-	-	-	-	-	1	-	-
BLAIR	18	0	-	-	-	-	1	-	-	-	1	-
BRADFORD	5	1	-	-	-	-	-	-	-	2	-	-
BUCKS	48	2	-	-	-	1	-	-	-	1	-	-
BUTLER	33	2	-	-	-	-	-	-	-	2	1	-
CAMBRIA	27	0	-	-	-	-	-	-	-	-	-	-
CAMERON	3	0	-	-	-	-	-	-	-	-	-	-
CARBON	9	2	-	1	-	-	-	-	-	2	-	-
CENTRE	12	0	-	-	-	-	-	-	-	-	-	-
CHESTER	51	1	-	-	-	-	-	-	-	1	-	-
CLARION	5	0	-	-	-	-	-	-	-	-	-	-
CLEARFIELD	7	0	-	-	-	-	-	-	-	-	-	-
CLINTON	4	0	-	-	-	-	-	-	-	1	-	-
COLUMBIA	3	0	-	-	-	-	-	-	-	-	-	-
CRAWFORD	6	0	-	-	-	-	-	-	-	-	-	-
CUMBERLAND	22	0	-	-	-	-	-	-	-	1	-	-
DAUPHIN	19	0	-	-	-	-	-	-	-	-	-	-
DELAWARE	31	0	-	-	-	-	-	-	-	-	-	-
ELK	2	0	-	-	-	-	-	-	-	-	-	-
ERIE	22	0	-	-	-	-	-	-	-	-	-	-

COUNTY	License Status as of January 2, 2014		Cumulative Enforcement Actions for 2014									
	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
FAYETTE	36	2	-	-	-	-	-	-	-	1	1	-
FOREST	0	0	-	-	-	-	-	-	-	-	-	-
FRANKLIN	17	0	-	-	-	-	-	-	-	-	-	-
FULTON	1	0	-	-	-	-	-	-	-	-	-	-
GREENE	8	0	-	-	-	-	-	-	-	-	-	-
HUNTINGDON	2	0	-	-	-	-	-	-	-	-	-	-
INDIANA	24	0	-	-	-	-	-	-	-	1	-	-
JEFFERSON	13	0	-	-	-	-	-	-	-	-	-	-
JUNIATA	5	0	-	-	-	-	-	-	-	-	-	-
LACKAWANNA	18	3	-	-	-	-	-	-	-	2	-	-
LANCASTER	55	3	-	1	-	-	-	-	-	2	-	-
LAWRENCE	16	0	-	-	-	-	-	-	-	-	-	-
LEBANON	19	1	-	-	-	-	1	-	-	2	1	-
LEHIGH	28	0	-	-	-	-	-	-	-	2	2	-
LUZERNE	29	3	-	1	1	-	-	-	-	-	-	-
LYCOMING	15	1	-	-	-	-	-	-	-	-	-	-
MCKEAN	3	0	-	-	-	-	-	-	-	-	-	-
MERCER	18	1	-	-	-	-	-	-	-	2	-	-
MIFFLIN	3	0	-	-	-	-	-	-	-	-	-	-
MONROE	11	2	-	-	-	-	-	-	-	2	-	-
MONTGOMERY	51	1	-	-	-	-	-	-	-	1	-	-
MONTOUR	5	0	-	-	-	-	-	-	-	-	-	-
NORTHAMPTON	29	0	-	-	-	-	-	-	-	-	2	-
NORTHUMBERLAND	16	1	-	-	-	-	-	-	-	2	-	-
PERRY	2	0	-	-	-	-	-	-	-	-	-	-
PHILADELPHIA	78	3	-	-	-	-	-	-	-	3	1	-
PIKE	3	1	-	-	-	-	-	-	-	-	-	-
POTTER	1	0	-	-	-	-	-	-	-	-	-	-

COUNTY	License Status as of January 2, 2014		Cumulative Enforcement Actions for 2014									
	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
SCHUYLKILL	8	1	-	-	-	-	-	-	-	1	-	-
SNYDER	1	0	-	-	-	-	-	-	-	-	-	-
SOMERSET	16	2	-	-	-	-	-	-	-	1	1	-
SULLIVAN	1	0	-	-	-	-	-	-	-	-	-	-
SUSQUEHANNA	2	0	-	-	-	-	-	-	-	-	-	-
TIOGA	5	1	-	-	-	-	-	-	-	-	-	-
UNION	4	0	-	-	-	-	-	-	-	-	-	-
VENANGO	5	0	-	-	-	-	-	-	-	-	-	-
WARREN	6	0	-	-	-	-	-	-	-	-	-	-
WASHINGTON	31	5	1	-	-	-	-	-	-	4	3	-
WAYNE	6	2	-	-	-	-	-	-	-	1	-	-
WESTMORELAND	52	1	-	-	-	-	-	-	-	2	-	-
WYOMING	4	0	-	-	-	-	-	-	-	-	-	-
YORK	27	1	-	1	-	1	1	-	-	-	-	-
TOTAL	1,221	58	1	5	2	2	5	0	0	55	20	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

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

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

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

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(b)