



pennsylvania

DEPARTMENT OF PUBLIC WELFARE

Adult Residential Licensing

2010 ANNUAL REPORT

A Report on Licensed Personal Care Homes

March 25, 2011

ADULT RESIDENTIAL LICENSING 2010 ANNUAL REPORT

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Introduction

Personal care homes are residential facilities with four or more adults who require assistance or supervision in 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 Public Welfare's Adult Residential Licensing program protects the health, safety, and well-being of more than 48,000 vulnerable adults who reside in personal care homes, through the formulation, application, and enforcement of state licensing regulations. Adult Residential Licensing also encourages the adoption of higher standards and recommends methods of improving care and services by providing technical assistance and consultation to licensed 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 and enforcement actions taken, the provision of technical assistance to operators, and other methods used by Adult Residential Licensing to achieve its overarching vision: *Protection through Prevention and Partnership*.

In this report, personal care homes are referred to as "PCHs," or "homes," the Department of Public Welfare is referred to as "Department," and Adult Residential Licensing is referred to as "ARL." Unless otherwise noted, the information in this report covers the period of January 1, 2010 through December 31, 2010.

Executive Summary – 2010

As of December 31, 2010, there were 1,362 licensed personal care homes in the Commonwealth of Pennsylvania. Of those, 957 were for-profit, and 405 were non-profit.

The total personal care home capacity on any given day in 2010 was approximately 68,000, with the total number of persons served about 48,000. This constitutes an occupancy rate of 71% and a vacancy rate of 29%.

Residents who are 60 years of age or older made up 87% of all people served in a PCH. Residents with mental illness made up 14% of the people served. Residents with low income who receive the Supplemental Security Income (SSI) PCH supplement made up 17% of all people served in a PCH. Of the total number of homes, 60% served persons who receive SSI.

ARL completed 3,269 inspections in 2010. Nearly 43% of all homes had more than one inspection.

A total of 16,292 regulatory violations were found during inspections, with an average of 9.37 violations found during each full licensing inspection. The most commonly found violations included improper documentation of medication administration record content, failure to adhere to criminal background check requirements, not following the prescriber's directions when administering medications, and failure to keep poisons locked and inaccessible to residents.

In 2010, ARL received 1,317 complaints and 25,088 incident reports. Approximately 78% of these complaints required an on-site investigation.

ARL issued 568 enforcement actions, most of which were Provisional (warning) licenses. Seven of those actions were emergency closures in response to immediate life safety dangers.

ARL issued fines to 60 homes for 170 regulatory violations, and assessed approximately \$1.6 million in fines. 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.

ARL granted 66 regulatory waivers and denied 34 waivers. The most common waiver request related to qualifications of direct-care staff (most due to staff holding a non-U.S. diploma).

ARL provided 116 hours of free training to personal care home operators, which included such topics as Diabetes Education, Sexual Abuse Identification and Prevention, Working with Residents with Special Needs, Programs for Residents with Delirium, Dementia and Depression, and Fire Prevention and Preparedness.

ARL introduced a new, toll-free Operator Support Hotline specifically for Personal Care Home operators' questions and comments. Since its inception in December 2010, ARL has received 242 calls and provided approximately 260 hours of technical assistance.

In addition to the technical assistance that was provided by ARL staff during home inspections, ARL provided approximately 2,500 hours of on-site training and technical assistance to 250 homes.

ARL's goals for 2011 include a redesign and reissue of ARL's regulatory interpretive guide, an expansion of training opportunities for personal care home operators and their staff, a continuation of effective cost-containment strategies, and continued enforcement actions against noncompliant homes in a manner that focuses on achieving compliance.

Characteristics of Pennsylvania's Personal Care Homes

As of December 31, 2010, there were 1,362 personal care homes licensed in Pennsylvania. The exact number of homes changes as new homes open and other homes close.

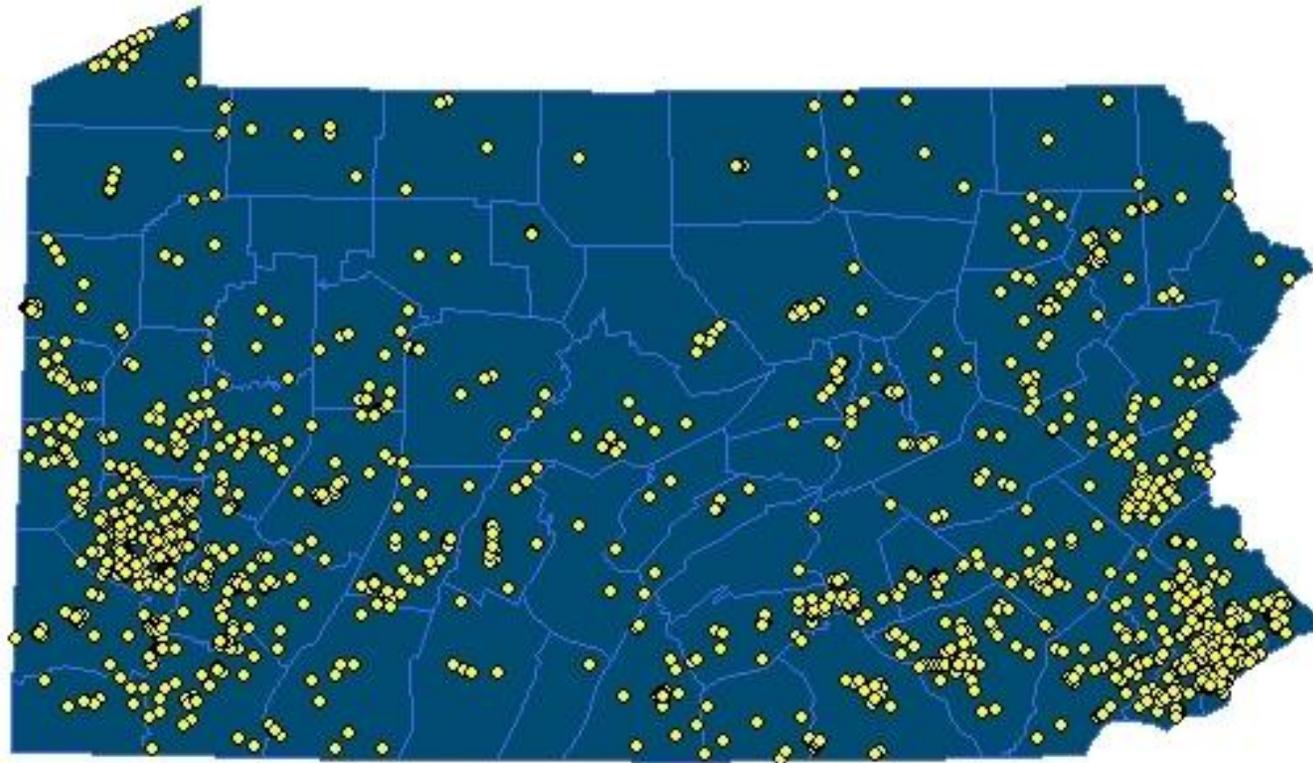
Personal care homes vary in size. A PCH's maximum capacity is the highest number of people that can be served in the home and is indicated on the home's license. The smallest personal care home has a maximum capacity of four persons. The largest personal care home has a maximum capacity of more than 250 persons. The average maximum capacity of a personal care home is 50. The average number of persons served is 36.

Size of Personal Care Homes

Maximum Capacity	Percent of Homes in Size Range
9 People or fewer	14.80%
10 - 29 People	26.69%
30 - 50 People	20.22%
51 - 75 People	14.72%
76 - 100 People	12.12%
101 - 200 People	10.78%
Over 200 People	0.67%

Personal care homes are located in nearly every county in Pennsylvania. The map on the following page shows the location of Pennsylvania's personal care homes. For county-specific information about the number and capacity of homes, please see Appendix A.

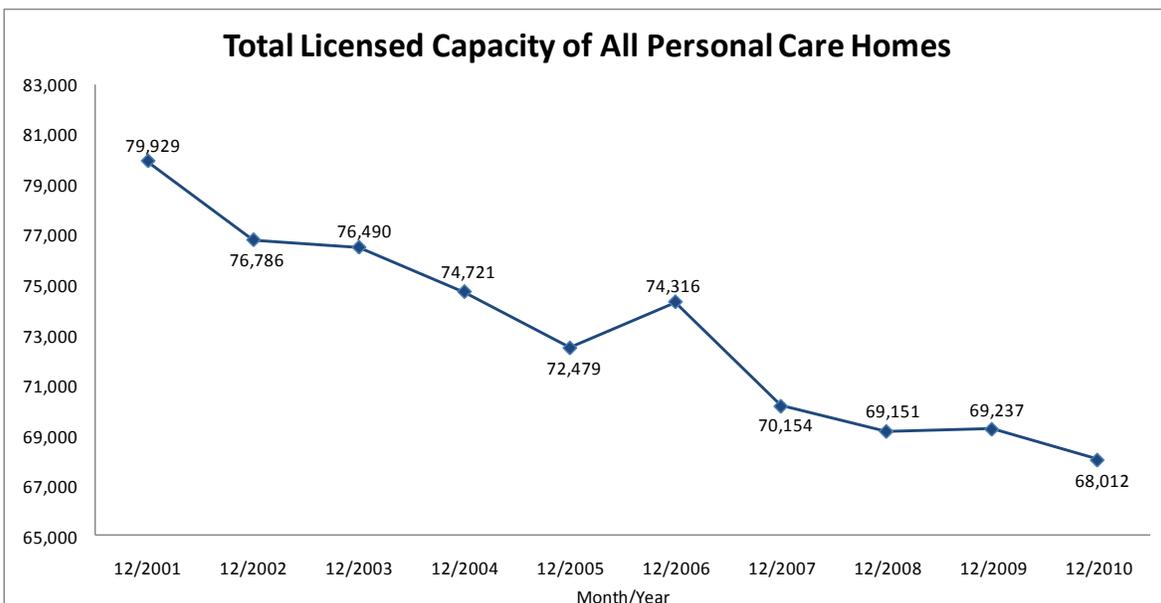
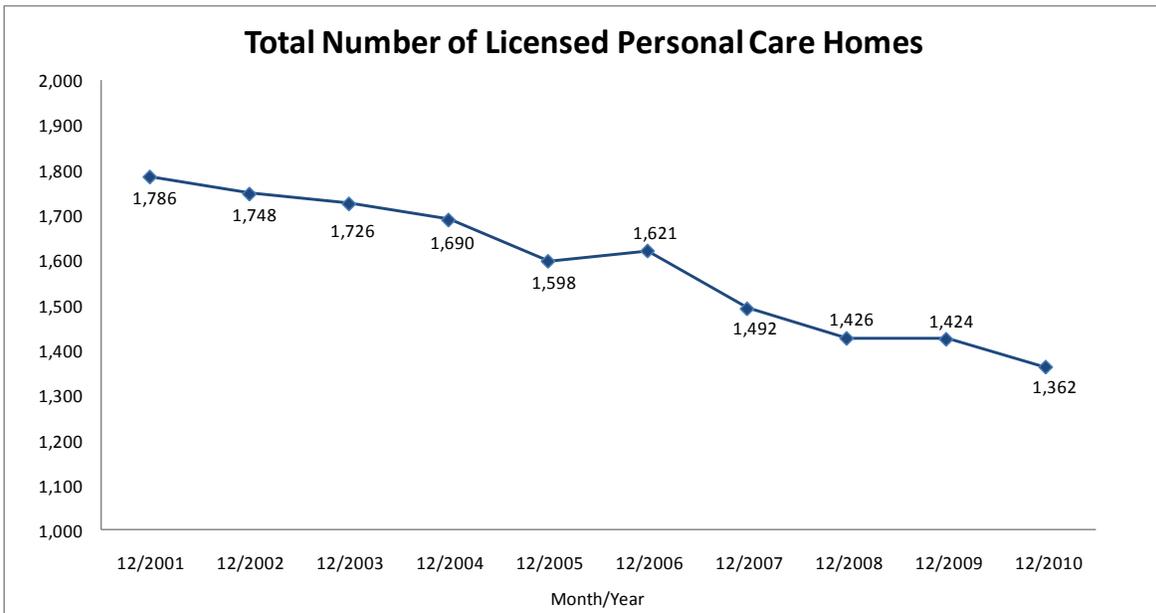
Pennsylvania Department of Public Welfare
Adult Residential Licensing
Personal Care Homes as of March 21, 2011



0 12.5 25 50 Miles
|-----|-----|-----|-----|-----|

Annual Trends

New personal care homes open and existing personal care homes close throughout the year. The Department issued 43 new licenses to homes in 2010. The following graphs show the number of licensed homes and total licensed capacity between 2001 and 2010, and the increase/decrease between each year.



Total Capacity and Number of Licensed Personal Care Homes

Month/Year	Homes	Capacity	Homes Percent Gain / Loss Compared to Prior Year	Capacity Percent Gain / Loss Compared to Prior Year
December 2010	1,362	68,012	- 4.36%	- 1.77%
December 2009	1,424	69,237	- 0.14%	0.12%
December 2008	1,426	69,151	- 4.42%	- 2.46%
December 2007	1,492	70,154	- 7.96%	- 5.60%
December 2006	1,621	74,316	1.44%	2.53%
December 2005	1,598	72,479	- 5.44%	- 3.00%
December 2004	1,690	74,721	- 2.09%	- 2.31%
December 2003	1,726	76,490	- 1.26%	- 0.39%
December 2002	1,748	76,786	- 2.13%	- 3.93%
December 2001	1,786	79,929	- 2.40%	4.10%

Resident Information

Just as personal care homes open and close throughout the year, the number of residents served in a PCH also changes. This change occurs because residents move into a home, stay for a certain time, and then leave the home. Complete data on all persons who reside in personal care homes is not collected; however, the Department collects a snapshot of the types of persons served during its annual inspections. The following information from December 2010 is representative of residents and their needs on any given day in calendar year 2010.

Residents in Pennsylvania Personal Care Homes

Total Capacity	68,012
Total Number of Persons Served	48,256
Occupancy Rate (Percentage of total capacity that is occupied)	70.95%
Vacancy Rate (Percentage of total capacity that is vacant)	29.05%

Snapshot of Residents by Age, Need, and Income

Resident Description	Number	Percent of Total Served
Residents 60 Years of Age or Older	42,016	87.06%
Residents with a Mobility Need	8,806	18.25%
Residents with Mental Illness	6,890	14.27%
Residents with a Dementia Related Illness	4,398	9.11%
Residents with a Physical Disability	3,751	7.77%
Residents with an Intellectual Disability	1,449	3.00%
Residents with low income who receive the Supplemental Security Income (SSI) PCH supplement	8,101	16.79%
Residents who pay privately or who are funded through a source other than SSI supplement	40,155	83.21%

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

For county-specific information about residents and their needs, please see Appendix B.

Inspections

There are three types of personal care home inspections completed by ARL: Full Inspections, during which all of the state licensing regulations are measured; Partial Inspections, during which a portion of the regulations are measured (completed in response to a complaint, a reported incident, or an interim inspection); and Initial Inspections, during which all of the regulations that can be measured are measured in a new home that does not yet serve four or more people. ARL completed 3,269 inspections in calendar year 2010. Approximately 10% of the homes had more than one full inspection, and 43% of all homes had more than one inspection in 2010.

Number of Inspections Completed

Type of Inspection	Number Completed
Full	1,593
Partial	1,640
Initial	36
All Inspections	3,269

Percentage of Personal Care Homes with One or Multiple Inspections

Number of Inspections	Percentage of Homes in Category
1 Inspection	56.76%
2 - 5 Inspections	41.52%
6 - 10 Inspections	1.59%
Over 10 Inspections	0.13%

Violations

While the numbers and types of regulatory violations found in PCHs vary from home to home, the following are the 10 most commonly found regulatory violations and the percentage of inspections during which the violation was found.

Ten Most Frequently Cited Violations

Violation – 55 Pa.Code § 2600	General Description of Violation	Percent of Inspections Where Regulation Was Cited as a Violation
187(a)	Medication administration record content not properly documented	19.94%
51/52	Criminal history background check requirements	16.52%
187(d)	The home did not follow the prescriber’s instructions when administering medications to residents	10.71%
82(c)	Poisons are not kept locked or inaccessible	9.49%
225(c)	Residents did not receive new assessments annually or after a significant change in condition	9.19%
252	Incomplete resident records	8.74%
101(j)(7)	Resident’s bedroom does not have operable lighting accessible from bedside	8.47%
224(a)	Failure to perform a timely preadmission screening	8.01%
85(a)	Unsanitary conditions found in home	7.94%
65(g)	Failure to complete required annual trainings	7.67%

Number of Violations Found

Number of Violations Found During Each Full Inspection	Percent of Inspections in Category
0 Violations	3%
01 - 10 Violations	55%
11 - 30 Violations	37%
31 - 50 Violations	4%
51 - 100 Violations	1%
Over 100 Violations	0%

Total number of regulatory violations found (for all homes) = 16,292
Average number of violations found per home in full inspections = 9.37

Complaints

Adult Residential Licensing investigates all complaints of a potential regulatory violation in a personal care home. Complaints can be made by anyone at any time, including nights and weekends. Approximately 78% of the complaints received in 2010 required an on-site investigation. Approximately 11% of the complaints received were high-risk, requiring investigation within 24 hours.

Number of Complaints Received and Investigated

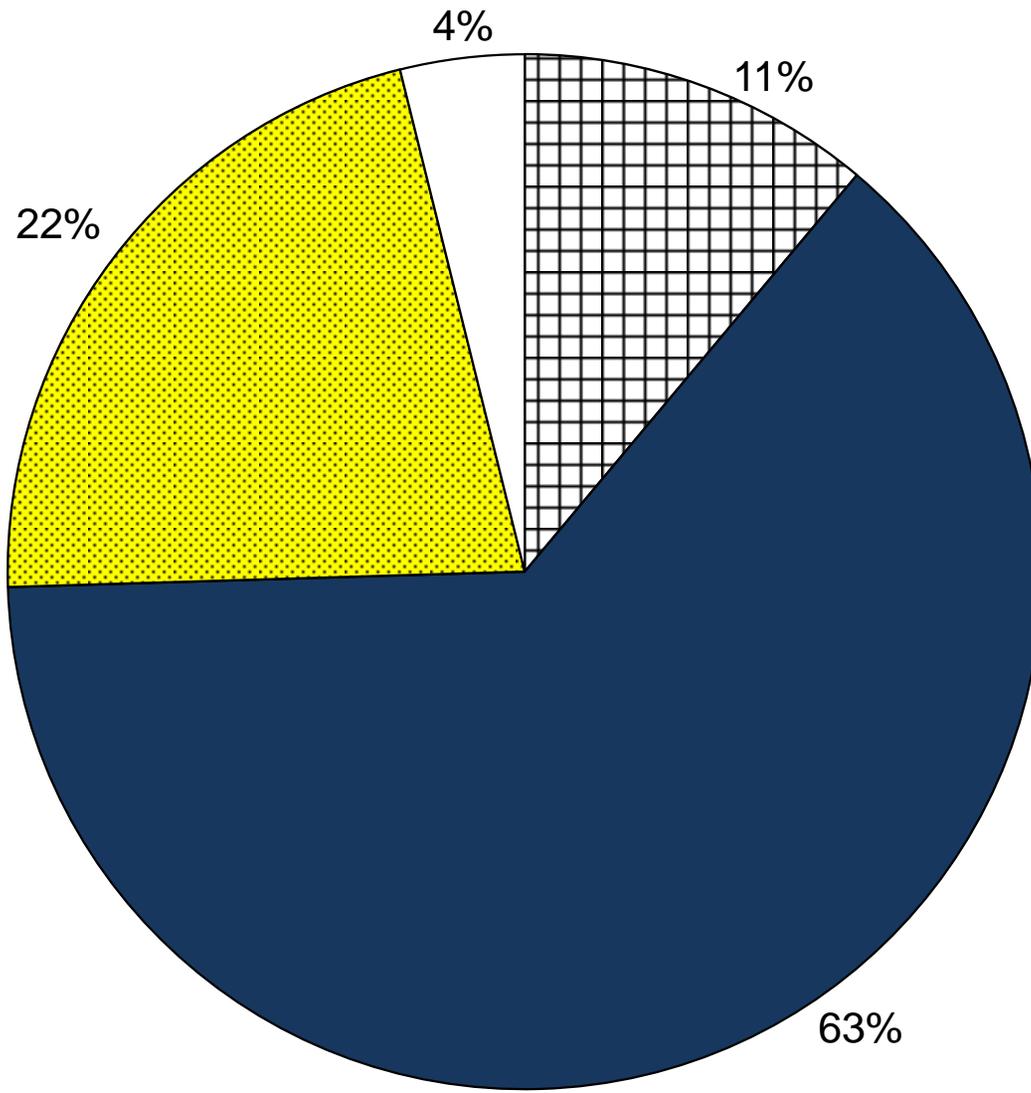
Number of Complaints Received	1,317
Number of Complaints Requiring On-site Investigation	1,033
Percent of Complaints Requiring On-site Investigation	78.44%
Percent of Complaints Where One or More Regulatory Violations Were Found	35.61%

Sources of Complaints Received

Complaint Source	Percent
Anonymous	34.02%
Friend or family member of resident	22.31%
Area Agency on Aging	15.36%
Current or former resident	11.23%
Current or former employee	9.11%
Other*	7.97%

*Includes advocacy groups, hospitals, police, legislators, and other government agencies

Risk Level of Complaints Received



Ten Most Frequently Found Complaint Violations

Violation – 55 Pa.Code § 2600	General Description of Violation	Percent of Inspections Where Regulation Was Cited as a Violation
16(c)	The home did not file the required incident report to the Department	17.21%
42(b)	Residents were abused, neglected, or mistreated	12.55%
187(d)	The home did not follow the prescriber’s instructions when administering medications to residents	10.32%
187(a)	Medication administration record content not properly documented	9.31%
225(c)	Residents did not receive new assessments annually or after a significant change in condition	8.91%
15(a)	The home did not report abuse to the local Area Agency on Aging and/or the Department of Aging as required by the Older Adults Protective Services Act	8.10%
42(c)	A resident was not treated with dignity and respect	5.87%
227(d)	Resident support plans did not accurately document/address needs	5.67%
85(a)	Unsanitary conditions found in home	5.06%
227(c)	Failure to complete timely revisions to resident’s support plan	4.66%

Incidents

Personal Care Homes are required to report certain incidents to ARL. ARL received 25,088 incident reports in 2010, 5% (1,175) of which required further investigation. It is likely that some homes do not report all incidents that are required to be reported, and that some homes do not report any incidents even though they occur (violations for failure to report incidents are the most-frequently found violation during complaint investigations; see table on page 17).

Types of Incidents Reported

Type of Incident	Percent of Total Reported Incidents
Serious bodily injury or trauma requiring treatment at a hospital	50.73%
Prescription medication error	19.43%
Death of a resident	13.46%
Incident requiring the services of emergency management agency, fire department, or police department	6.61%
Physical or sexual assault of a resident	3.96%
Complaint of abuse, suspected resident abuse, or referral of a complaint of abuse to local authority	1.65%
Unexplained absence of a resident for 24 hours or more, or any absence of a resident from a secure dementia care unit	1.16%
Violation of a resident's rights	0.95%
Emergency such as natural disaster or utility outage	0.78%
Outbreak of a serious communicable disease	0.55%
Utility termination notice or an actual service termination	0.39%
Misuse of a resident's funds by the home's staff or legal entity	0.28%
Suicide attempt	0.22%
Fire or structural damage to a home	0.12%
Violation of health and safety laws	0.06%
Unscheduled closure of the home or relocation of the residents	0.02%
Food Poisoning	0.01%

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

Enforcement Actions

Enforcement actions are taken in response to serious life safety conditions such as physical and sexual abuse of residents, criminal felony convictions, serious fire safety risks, resident neglect/abandonment, deplorable unsanitary conditions, falsification of documents, failure to seek necessary medical care, failure to provide staff supervision, lack of food, utilities, and building code violations.

Enforcement History January 2007 – December 2010

TYPE OF ENFORCEMENT ACTION	January 2007 – December 2007	January 2008 – December 2008	January 2009 – December 2009	January 2010 – December 2010
Emergency Relocations	14	3	2	7
License Revocations	6	4	5	3
Nonrenewals of License	29	31	34	37
Ban on Admissions	35	31	39	76
Denials of Initial License	4	7	8	15
Illegal Operations	12	11	4	27
Court Filings	1	1	2	1
License Revocations/ Issuance of Provisional License	5	37	17	25
Orders to Limit Access	9	9	8	2
Provisional Licenses due to Enforcement (not new homes)	172	247	212	204
Fines*	NA	NA	133*	170
Court Appointment of Master	0	0	1	1
TOTAL ENFORCEMENT ACTIONS	287 24/month average	381 32/month average	461 39/ month average	568 47/month average

*Implemented in 2009; see “Administrative Fines” on page 20

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

Administrative Fines

In 2009, the Department implemented an administrative fine process as an additional enforcement tool to compel regulatory compliance. Throughout 2010, the Department assessed a monetary fine for a repeated regulatory violation that was not corrected timely in homes under licensing enforcement action. Administrative fines are used to compel compliance with state licensing regulations, not to generate revenue or punish homes for noncompliance.

Administrative fines are classified as 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	Number
Number of warnings of possible fines if violations not corrected	190
Number of homes to which the warnings were issued	158
Number of fines actually issued because of failure to correct violations	69
Number of homes to which the fines were issued	60
Total number of violations for which fines were invoiced	170
- Class II	124
- Class III	46
Total fine amount assessed	\$1,591,811

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.

Number of Waivers Granted, Denied, or Not Needed

Granted	66
Denied	34
Waiver Not Needed	11
Total	111

Top Four Regulations for which Waivers were Requested

REGULATION 55 Pa.Code § 2600.	TOTAL NUMBER OF REQUESTS	GRANTED	DENIED	WAIVER NOT NEEDED	OUTCOME PENDING
54(a) Qualifications for direct care staff (Most due to non-U.S. high school diplomas)	116	53	15	9	39
190(b) Medication Administration Training	6	2	0	0	4
51 Criminal Background Clearance	4	0	2	0	2
53(a) Qualifications for administrators	4	1	2	0	1

Training and Technical Assistance

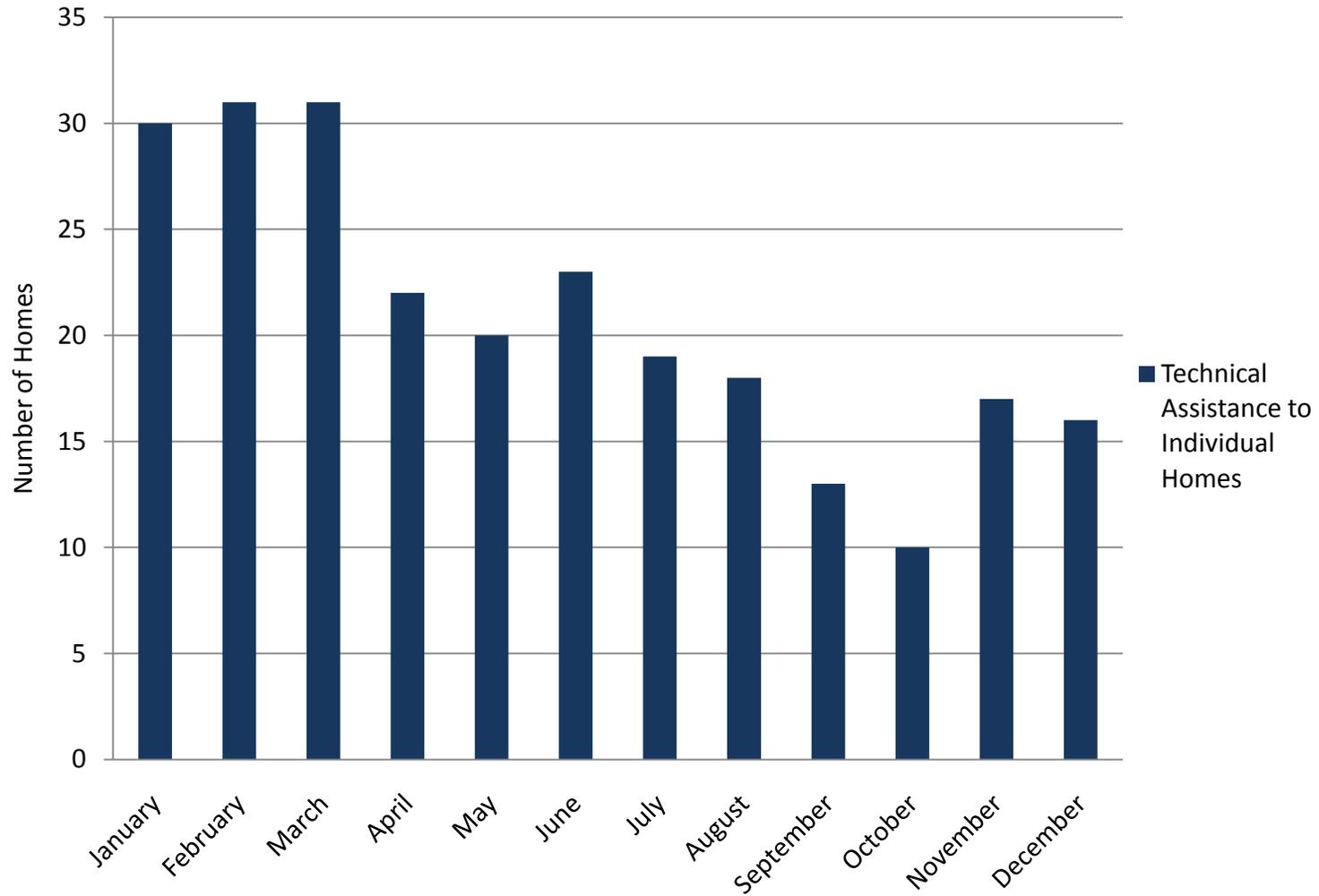
The provision of technical assistance and consultation by ARL and other Department and local agency staff is essential for the personal care homes in Pennsylvania to provide healthy and safe care, as well as to improve the overall quality of care in PCHs.

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

The Department funds training courses for personal care home administrators and direct care staff persons. Many training courses are available free of charge to the operators, particularly those homes that serve one or more persons who receive SSI. The Department offered 116 hours of free training at multiple locations throughout the state in 2010. Courses included resident rights, fire safety, nutrition and food handling, coordinating with local services agencies, infection control, and elder abuse prevention. Full scholarships for the required administrator training course are granted to personal care homes serving residents who receive SSI. Additionally, a direct care staff training course is available online at no cost to the providers.

In December 2010, ARL announced that the new Operator Support Hotline was in place and available to providers. This toll-free number provides personal care home operators a free resource to ask for technical assistance, provide comments and suggestions, and anonymously leave complaints. It is important to note that the calls to the hotline do not result in unannounced inspections, as the hotline was designed to improve ARL's relationships with PCH operators and reduce confusion about regulatory requirements.

On-site Training and Technical Assistance*, 2010



*Does not include technical assistance or trainings which were provided through inspections or the operator hotline

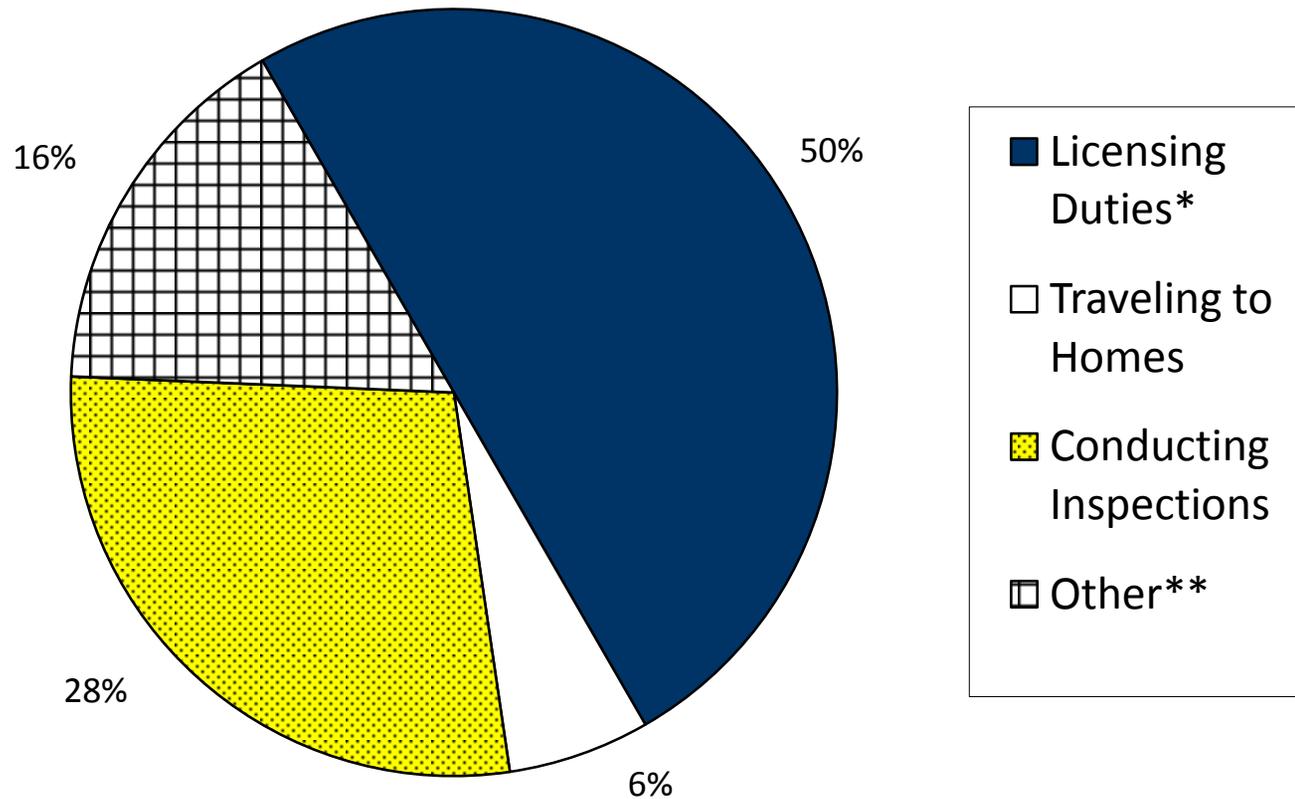
Workload

In addition to a small component of management/support staff, ARL employs 50 licensing inspectors, who perform the inspection work described in this report. Workload varies by the amount of enforcement, travel time, and the type of inspection required.

Region	Number of Inspectors	Number of Homes	Inspector to Home Workload Ratio
Central	12	317	1:26
Northeast	11	294	1:27
Southeast	8	246	1:31
West	19	505	1:27
Statewide	50	1,362	1:27

ARL provides an average of 75 hours of training per year to each of the Department's licensing inspectors. 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 and the new PCH administrator training courses, as well as, a peer review in other regions.

Distribution of Workload



*Licensing duties include preparing reports of violations, assisting homes to develop acceptable plans of correction for identified violations, and verifying compliance.

**Other duties include training and technical assistance and other enforcement actions such as relocations, court testimony, and off-site investigations.

Goals for 2011

Redesign and reissue ARL's regulatory interpretive guide. Since 2005, ARL has used the *Licensing Measurement Instrument (LMI)* as a guideline for understanding state regulations. This document was used by both personal care home operators and licensing inspectors, and continues to be one of the most frequently-downloaded forms from the Department's website. In 2011, ARL will decommission the LMI and replace it with a new document tentatively titled the *Regulatory Compliance Guide and Inspection Procedures Manual*. This new interpretive guide will be more user-friendly for personal care home stakeholders by clarifying each regulation's primary intent and discussing how to address common problems relating to regulatory noncompliance.

Expand training opportunities for personal care home operators and their staffs. ARL plans to provide more training opportunities for personal care home operators, many of which will be free of charge. The trainings will focus on understanding the regulations, what it means to be in compliance, and will be provided by representatives of the Department.

Continue effective cost-containment strategies. ARL prides itself on being a careful steward of its resources. In 2011, ARL will continue to apply proven cost-savings measures and explore new initiatives to reduce dependence on public funds.

Continue enforcement actions against noncompliant homes in a manner that focuses on achieving compliance. Regulatory compliance protects people by reducing life safety risks and preventing avoidable dangers. ARL will continue to ensure the safety of personal care home residents by taking appropriate enforcement actions against homes that do not comply with state licensing regulations. ARL will continue to collaborate with local human service and local/state/federal law enforcement agencies to provide resident protection. ARL will continue to collaborate with Temple University to conduct prompt, skilled investigations of alleged abuse, theft, death, and assault. When appropriate, ARL will use enforcement techniques that focus on achieving and maintaining regulatory compliance.

About this Report

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

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The Personal Care Home Complaint Hotline is answered 24 hours a day, 7 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 about Adult Residential Licensing, please call:

1-866-503-3926

Appendix A: Homes, Licensed Capacity, Residents, and Profit Status by County

County	Homes	Licensed Capacity	# PCH Residents	# SSI Residents	Homes w/SSI Residents	4-8 Beds	9-29 Beds	30-99 Beds	100+ Beds	Profit	Non Profit
ADAMS	8	322	252	48	4	2	3	1	2	6	2
ALLEGHENY	150	8,232	6,112	829	87	20	38	68	24	110	40
ARMSTRONG	27	590	488	123	21	9	10	8	0	24	3
BEAVER	26	1,053	774	112	17	8	6	9	3	24	2
BEDFORD	4	155	137	34	4	1	1	2	0	4	0
BERKS	31	2,142	1,644	269	14	0	6	18	7	26	5
BLAIR	23	1,030	798	155	16	3	7	12	1	13	10
BRADFORD	9	278	222	63	7	1	5	3	0	8	1
BUCKS	49	2,430	1,912	93	13	4	12	27	6	22	27
BUTLER	37	2,052	1,357	132	23	5	11	16	5	27	10
CAMBRIA	30	1,345	949	201	19	1	8	20	1	23	7
CAMERON	3	38	30	10	2	1	2	0	0	1	2
CARBON	9	442	314	37	6	3	2	2	2	7	2
CENTRE	13	630	450	43	8	1	3	8	1	8	5
CHESTER	49	2,767	1,738	98	21	13	7	19	10	34	15
CLARION	6	250	148	54	5	1	1	4	0	3	3
CLEARFIELD	8	397	314	57	6	0	2	6	0	6	2
CLINTON	4	172	122	53	1	1	1	2	0	4	0
COLUMBIA	3	179	142	19	3	0	0	3	0	3	0
CRAWFORD	10	476	360	99	8	1	3	5	1	5	5
CUMBERLAND	22	1,504	1,013	75	16	5	1	10	6	8	14
DAUPHIN	20	1,087	848	134	10	7	0	11	2	5	15
DELAWARE	37	2,090	1,354	130	16	11	6	11	9	20	17
ELK	2	134	90	10	2	0	0	2	0	0	2
ERIE	23	1,488	993	123	12	1	6	9	7	14	9
FAYETTE	37	970	731	210	25	7	17	13	0	36	1
FOREST	0	0	0	0	0	0	0	0	0	0	0
FRANKLIN	16	836	560	59	8	3	4	6	3	9	7
FULTON	1	37	33	24	1	0	0	1	0	1	0
GREENE	9	198	158	74	7	1	5	3	0	9	0
HUNTINGDON	3	84	76	35	2	1	0	2	0	1	2
INDIANA	30	707	550	225	24	6	13	11	0	26	4
JEFFERSON	16	490	375	147	15	1	6	9	0	14	2
JUNIATA	7	133	115	52	5	3	3	1	0	7	0
LACKAWANNA	18	1,091	840	232	9	0	2	15	1	13	5
LANCASTER	54	3,480	2,431	409	37	6	9	25	14	26	28
LAWRENCE	16	634	418	105	11	2	5	8	1	11	5
LEBANON	21	801	626	109	9	1	8	12	0	13	8

County	Homes	Licensed Capacity	# PCH Residents	# SSI Residents	Homes w/SSI Residents	4-8 Beds	9-29 Beds	30-99 Beds	100+ Beds	Profit	Non Profit
LEHIGH	28	2,022	1,446	179	11	0	6	14	8	21	7
LUZERNE	31	2,167	1,542	362	21	2	4	18	7	25	6
LYCOMING	14	642	352	96	8	1	6	6	1	9	5
MCKEAN	4	179	118	28	4	1	1	1	1	2	2
MERCER	19	826	473	60	12	7	2	7	3	14	5
MIFFLIN	3	219	170	12	2	0	0	3	0	2	1
MONROE	11	520	374	45	6	1	2	7	1	8	3
MONTGOMERY	59	4,247	2,817	92	17	3	9	32	15	28	31
MONTOUR	6	288	231	89	4	0	1	5	0	2	4
NORTHAMPTON	34	2,327	1,476	127	14	5	5	16	8	28	6
NORTHUMBERLAND	17	737	475	170	14	1	9	6	1	15	2
PERRY	2	76	44	16	2	0	1	1	0	1	1
PHILADELPHIA	88	3,519	2,359	953	67	7	49	23	9	56	32
PIKE	3	122	77	3	1	0	1	2	0	2	1
POTTER	1	30	27	5	1	0	0	1	0	0	1
SCHUYLKILL	10	714	512	57	5	0	3	5	2	9	1
SNYDER	3	145	121	31	2	1	0	2	0	3	0
SOMERSET	17	611	421	128	13	2	7	7	1	13	4
SULLIVAN	1	10	8	2	1	0	1	0	0	1	0
SUSQUEHANNA	5	155	131	25	5	0	3	2	0	5	0
TIOGA	5	201	136	53	5	0	1	4	0	2	3
UNION	4	243	171	18	4	0	1	2	1	2	2
VENANGO	5	217	181	93	4	0	1	4	0	3	2
WARREN	8	278	194	59	8	1	5	2	0	3	5
WASHINGTON	48	1,431	1,147	250	29	13	20	14	1	44	4
WAYNE	9	359	244	76	8	2	3	4	0	6	3
WESTMORELAND	61	2,689	1,846	237	32	10	16	29	6	54	7
WYOMING	7	133	95	23	5	2	4	1	0	6	1
YORK	28	2,161	1,594	130	16	1	6	12	9	22	6
TOTAL	1,362	68,012	48,256	8,101	815	190	380	612	180	957	405

Appendix B: Snapshot of Residents' Need by County

COUNTY	Residents with Mental Illness	Residents with an Intellectual Disability	Residents 60 Years of Age or Older	Residents with a Physical Disability	Residents with a Dementia Related Illness	Residents with a Mobility Need
ADAMS	27	13	217	157	21	23
ALLEGHENY	876	112	5,504	147	661	1,452
ARMSTRONG	69	26	413	10	0	26
BEAVER	118	28	720	13	49	170
BEDFORD	7	5	135	18	0	39
BERKS	202	93	1,521	26	196	241
BLAIR	144	20	681	66	15	70
BRADFORD	30	20	201	7	0	9
BUCKS	144	12	1,659	73	266	513
BUTLER	171	26	1,260	132	125	270
CAMBRIA	138	42	806	201	24	85
CAMERON	4	2	18	0	0	1
CARBON	17	8	295	1	26	70
CENTRE	32	14	430	8	36	57
CHESTER	159	23	1,510	378	238	479
CLARION	14	5	114	2	15	19
CLEARFIELD	20	11	323	75	20	84
CLINTON	31	7	105	14	0	5
COLUMBIA	38	3	126	3	0	24
CRAWFORD	53	28	318	12	0	36
CUMBERLAND	50	23	978	351	172	268
DAUPHIN	93	37	700	94	142	183
DELAWARE	251	9	1,209	74	195	340
ELK	0	0	90	7	0	7
ERIE	144	25	865	16	54	149
FAYETTE	170	28	647	28	17	141
FRANKLIN	27	24	533	101	49	73
FULTON	6	7	14	4	0	0
GREENE	69	17	93	6	0	24
HUNTINGDON	18	10	59	11	0	0
INDIANA	154	42	396	7	0	58
JEFFERSON	120	28	295	7	20	46
JUNIATA	25	9	95	12	0	3
LACKAWANNA	238	35	714	12	48	77
LANCASTER	266	101	2,199	648	241	248
LAWRENCE	76	43	345	1	50	113
LEBANON	102	17	510	56	38	68

COUNTY	Residents with Mental Illness	Residents with an Intellectual Disability	Residents 60 Years of Age or Older	Residents with a Physical Disability	Residents with a Dementia Related Illness	Residents with a Mobility Need
LEHIGH	132	23	1,307	47	231	382
LUZERNE	182	32	1,350	53	128	180
LYCOMING	65	12	316	7	0	3
MCKEAN	19	3	116	0	0	4
MERCER	25	14	447	10	38	83
MIFFLIN	5	3	168	72	0	1
MONROE	33	5	304	1	15	31
MONTGOMERY	130	5	2,577	88	572	906
MONTOUR	25	7	218	4	22	28
NORTHAMPTON	140	22	1,318	36	126	258
NORTHUMBERLAND	117	73	379	5	47	33
PERRY	1	7	36	17	0	0
PHILADELPHIA	1,076	64	1,392	93	54	283
PIKE	34	6	71	2	17	40
POTTER	4	3	26	2	0	0
SCHUYLKILL	60	10	482	28	36	67
SNYDER	4	2	76	9	15	22
SOMERSET	51	48	369	96	14	42
SULLIVAN	0	0	6	0	0	0
SUSQUEHANNA	4	3	109	4	0	15
TIOGA	19	6	116	2	0	4
UNION	7	3	170	1	0	0
VENANGO	76	4	122	2	0	10
WARREN	50	9	158	9	0	14
WASHINGTON	230	48	997	15	33	212
WAYNE	50	18	144	3	0	35
WESTMORELAND	159	43	1,720	31	197	413
WYOMING	5	6	89	3	0	12
YORK	84	17	1,335	333	135	257
TOTALS	6,890	1,449	42,016	3,751	4,398	8,806

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

Appendix C: Enforcement Actions by County

TOTAL ENFORCEMENT ACTIONS = 566

Orders to Limit Access/Capacity - Statewide Total = 2

Allegheny (1)

- ▶ Autumn Lane Personal Care Home of Monroeville

Philadelphia (1)

- ▶ Stapeley in Germantown

Emergency Relocations - Statewide Total = 7

Allegheny (1)

- ▶ Senior Support Services

Bucks (1)

- ▶ Southampton

Washington (1)

- ▶ Kingdom Manor

Blair (1)

- ▶ McFarland's PCH

Philadelphia (3)

- ▶ Adelpia
- ▶ Layla's Home Health Care
- ▶ Victory Support Services

License Revocations - Statewide Total = 3

Allegheny (1)

- ▶ Autumn Lane PCH of Monroeville

Luzerne (1)

- ▶ A.C.S. Christian Manor

Philadelphia (1)

- ▶ Sweet Haven (Philadelphia)

Non Renewals of License - Statewide Total = 37

Allegheny (4)

- ▶ Bey-Goins PCH
- ▶ Family House
- ▶ McDaniel's PCH
- ▶ The Citadel Residence

Delaware (2)

- ▶ Nova Gardens
- ▶ Renaissance Gardens at Maris Grove

Potter (1)

- ▶ Drakes PCH

Armstrong (1)

- ▶ Russell House Estates

Erie (1)

- ▶ Smith Heritage House

Schuylkill (1)

- ▶ Waterbridge at Pine Grove

Berks (1)

- ▶ The Villa St. Elizabeth

Fayette (1)

- ▶ Jefferson Senior Care

Snyder (1)

- ▶ Colonial Haven

Blair (1)

- ▶ Williamsburg Cove Manor

Fulton (1)

- ▶ Pine Ridge Retirement and AL

Susquehanna (1)

- ▶ Davis PCH

Bucks (1)

- ▶ Chalfont Care Group

Juniata (1)

- ▶ The JAM House

Washington (1)

- ▶ Kingdom Manor

Butler (1)

- ▶ Wofford's Lakewood Manor

Lancaster (2)

- ▶ Moyer PCH
- ▶ Personal Touch AL

Westmoreland (3)

- ▶ George's PCH
- ▶ Hilltop Manor
- ▶ Whitehead PCH II

Cambria (2)

- ▶ Helping Hands Rescue Mission
- ▶ Sonshine Country Manor

Montgomery (2)

- ▶ The Colonnade Senior Living
- ▶ Willow Lake AL

York (2)

- ▶ Paul and Thecla PCH
- ▶ Regency Manor

Cameron (1)

- ▶ Mountain View Manor

Philadelphia (4)

- ▶ Unitarian Universalist
- ▶ Brittany Manor
- ▶ Wilson PCH Bldg. 1
- ▶ Wilson PCH Bldg. 2

Dauphin (1)

- ▶ Loyalton of Harrisburg

License Revocations / Issuance of Provisional Licenses - Statewide Total = 25

Allegheny (2)

- ▶ McKeespointe Lodge
- ▶ Ridgpointe PCH

Armstrong (2)

- ▶ Grey's Colonial Acres PCH
- ▶ Meadow Lake Manor of Sugar Creek Rest

Beaver (1)

- ▶ Campbell's PCH

Berks (1)

- ▶ Stabon Manor

Blair (1)

- ▶ Bellmeade Manor

Bucks (3)

- ▶ Beechwood Center 3
- ▶ Legacy Gardens of Bristol
- ▶ Sierra Oaks of Bensalem

Chester (1)

- ▶ Residences at Chestnut Ridge

Fayette (1)

- ▶ Rest Haven

Lackawanna (1)

- ▶ Elmcroft of Midvalley

Luzerne (2)

- ▶ Forever Yours
- ▶ The Villa at Nanticoke

Northampton (1)

- ▶ Blough Health Care Center

Pike (1)

- ▶ Belle Reve

Philadelphia (3)

- ▶ Christian Life Services
- ▶ Clarke PCH
- ▶ Omni House

Somerset (1)

- ▶ Shaffer's Countryside PCH

Wayne (1)

- ▶ Brookside PCH

Westmoreland (3)

- ▶ Walnut Ridge Memory Care
- ▶ Geri-Care Plus
- ▶ New Alexandria PCH

Illegal Operations - Statewide Total = 27

Allegheny (3)

- ▶ Cedarwood Circle
- ▶ Eldercare at Foxshire
- ▶ Michael's Personal Care Home

Beaver (1)

- ▶ Nahar's Veranda Place

Bucks (3)

- ▶ Park Avenue Manor, Mainstays – 3 actions

Carbon (1)

- ▶ New Visions

Clearfield (1)

- ▶ Spring View Estates

Lycoming (1)

- ▶ Koch PCH

Monroe (1)

- ▶ New Visions

Philadelphia (15)

- ▶ 3226 Oxford Avenue
- ▶ Aloysious Conteh – 3 sites
- ▶ Carela's Personal Care and Assisted Living
- ▶ Elwyn
- ▶ Ernestine Brown
- ▶ Galette Guiteau
- ▶ House of Nehemiah
- ▶ Lofton PCH
- ▶ Mary Beecher
- ▶ Strategy – Jeffery Byard – 2 actions
- ▶ Victor Pugh
- ▶ Victory Support Services

Susquehanna (1)

- ▶ Hart's PCH

Court Filings - Statewide Total = 1

Allegheny (1)

- ▶ Eldercare at Foxshire

Appointment of Master - Statewide Total = 1

Berks (1)

- ▶ The Villa St. Elizabeth

Denials of New Licenses - Statewide Total = 15

Allegheny (1)

- ▶ Saint Mary's Courtyard at Sharpsburg

Beaver (1)

- ▶ Ameen Care Services

Bucks (1)

- ▶ Rivers Edge of Yardley

Carbon (2)

- ▶ New Vision Services
- ▶ Eastern Comfort Assisted Living IV

Indiana (1)

- ▶ Hudak Personal Care Home

Lackawanna (1)

- ▶ Sanderson Manor

Lehigh (1)

- ▶ The Birches of Lehigh Valley

Monroe (1)

- ▶ La Maison de la Vie Partagee, LLC

Philadelphia (1)

- ▶ Northeast Residence

Snyder (1)

- ▶ Grayson View Assisted Living and Memory Care Community

Warren (1)

- ▶ Country Living

York (3)

- ▶ Christview Personal Care
- ▶ Coralie House
- ▶ Edmund PCH

Administrative Fines (Regulation fined) Statewide Total = 170

Class II = 124, Class III = 46

Allegheny (8)

- ▶ American Senior Living Communities, Bldg II
- ▶ Bey-Goins PCH
- ▶ Donahue and Wolford's California Manor
- ▶ Fruend's Mitchell Manor
- ▶ Lincoln Manor – Donahue V
- ▶ The Citadel Residence (2)
- ▶ Washington Commons Personal Care Facility

Armstrong (2)

- ▶ Russell House Estates (2)

Beaver (1)

- ▶ Campbell's PCH

Bedford (2)

- ▶ Rebecca's at Everett (2)

Bradford (1)

- ▶ Kandy French PCH

Bucks (3)

- ▶ Chalfont Care Group (2)
- ▶ Sierra Oaks of Bensalem

Butler (1)

- ▶ Slippery Rock PCH

Cambria (2)

- ▶ Country Living Assisted Living
- ▶ The Village of Nanty Glo

Cameron (1)

- ▶ Mountain View Manor

Clearfield (1)

- ▶ Knickerbocker Villa

Dauphin (1)

- ▶ The Residence – A Senior Living Community at the Jewish Home

Delaware (6)

- ▶ Davis Boarding Home I
- ▶ Nova Gardens (2)
- ▶ Renaissance Gardens of Maris Grove
- ▶ Rose Tree Place (2)

Erie (1)

- ▶ Home Is Where the Heart Is

Fayette (2)

- ▶ Jefferson Senior Care
- ▶ Popovich Home

Greene (1)

- ▶ McDaniel's PCH I

Juniata (1)

- ▶ The JAM House

Lackawanna (4)

- ▶ Green Ridge Assisted Living (3)
- ▶ The Laurels at Mid Valley

Lancaster (2)

- ▶ Moyer PCH
- ▶ Personal Touch Assisted Living

Lawrence (1)

- ▶ Vintage House PCH

Luzerne (4)

- ▶ A.C.S. Christian Manor (2)
- ▶ Davis Manor – South
- ▶ Forever Yours PCH

Lycoming (1)

- ▶ Insinger's Personal Care South

Mercer (1)

- ▶ Crosby's Boarding Home

Montgomery (6)

- ▶ Elm Terrace Gardens
- ▶ Spring Mill Presbyterian Village
- ▶ Springfield Residence
- ▶ The Colonnade Senior Living Community (2)
- ▶ Willow Lake Assisted Living

Montour (1)

- ▶ Delong Green Acres PCH

Northampton (1)

- ▶ Liza's House

Philadelphia (7)

- ▶ Cheltenham Christian Crusade for All People
- ▶ The Inn at the Watermark (2)
- ▶ We Care PCH
- ▶ Wesley Enhanced Living at Stapeley
- ▶ Walnut Manor
- ▶ Woodland Heights

Potter (2)

- ▶ Drake's PCH (2)

Schuylkill (3)

- ▶ Greenwood Hills Estate
- ▶ Waterbridge at Pine Grove
- ▶ White Owl Manor

Snyder (1)

- ▶ Loving Care Nursing Center

Washington (1)

- ▶ Paulin PCH

Wayne (1)

- ▶ Brookside PCH

Westmoreland (2)

- ▶ Hohmann's PCH
- ▶ Nor-Ridge

Provisional Licenses (due to enforcement; not new homes) - Statewide Total = 204
NOTE: Provisional Licenses are issued consecutively from First Provisional to Fourth Provisional

Allegheny

- ▶ Allegheny Valley Residence at Tarentum (P2)
- ▶ American Senior Living Community Bldg 2 (P1)
- ▶ Autumn Lane PC Facility of Bellevue (P1)
- ▶ Autumn Lane PCH of Coraopolis (P1)
- ▶ Autumn Lane PCH of Moon Twp. (P1)
- ▶ Autumn Lane PCH of Robinson Twp. (P1▶ P2)
- ▶ Bey-Goins PCH (P1)
- ▶ Carol Timpani PCH (P1)
- ▶ Cherry Blossom (P2▶ P3)
- ▶ Donahue and Wolford's California Manor (P1)
- ▶ Donahue PCH II (P1)
- ▶ Donahue PCH III – St. Leo's Manor (P1)
- ▶ Freund's Mitchell Manor (P1)
- ▶ Independence Court of Monroeville (P1)
- ▶ K&R Caring Hands (P2)
- ▶ Lincoln Manor – Donahue V (P2▶ P3)
- ▶ Little Sisters of the Poor (P1)
- ▶ Locust Grove Assisted Living Center (P2)
- ▶ M&M PCH (P1▶ P2)
- ▶ McDaniel's PCH I (P1)
- ▶ McKeespointe Lodge (P1▶ P2)
- ▶ Molinaro Manor (P2▶ P3)
- ▶ Ridgpointe PCH (P1)
- ▶ Southwestern PA Veterans Center (P1)
- ▶ Sunrise at Fox Chapel (P2)
- ▶ The Residences at Willow Lane (P1)
- ▶ The Angelus Convalescent Center (P1)
- ▶ Washington Commons PC Facility (P1)
- ▶ Windsor Place of Gibsonia (P1)

Armstrong

- ▶ Grey's Colonial Acres PCH (P1)
- ▶ Meadow Lake Manor of Sugar Creek Rest (P1)
- ▶ Russell House Estate (P3)

Beaver

- ▶ Campbell's PCH (P1)
- ▶ Katera's Kove (P1)
- ▶ Stuarts Sunflower PCH, 40867 (P1)
- ▶ Stuarts Sunflower PCH, 42465 (P1)

Berks

- ▶ Stabon Manor (P1)
- ▶ The Villa St. Elizabeth (P2)

Bedford

- ▶ Carrol's Rest Home (P2)
- ▶ Rebecca's at Everett (P2)
- ▶ Rebecca's PCH (P2)

Blair

- ▶ Autumn Estate (P1)
- ▶ Bellmeade Manor (P1)
- ▶ Olivia Village Assisted Living Residence (P1)

Bradford

- ▶ Kandy French PCH (P1)
- ▶ Smith's PCH (P1)

Bucks

- ▶ Beechwood Center 3 (P1)
- ▶ Legacy Gardens of Bristol (P1)
- ▶ New Seasons at New Britain (P1)
- ▶ Pennsburg Assisted Care (P2)
- ▶ Sierra Oaks of Bensalem (P1▶ P2)

Butler

- ▶ Houtz's PCH (P1▶ P2)
- ▶ Slippery Rock PCH (P1)
- ▶ Tender Loving Care Plus (P1)

Cambria

- ▶ Country Lane Assisted Living (P1)
- ▶ Harmony House Manor (P1)
- ▶ Helping Hands Rescue Mission (P1)
- ▶ Kinney's Meadow View Estate (P1)
- ▶ Presbyterian Home of Greater Johnstown (P1)
- ▶ Sonshine Country Meadows (P3)
- ▶ The Village of Nanty Glo PCH (P1)

Chester

- ▶ The Residences at Chestnut Ridge (P1)

Clearfield

- ▶ Kinckerbocker Villa (P3)

Clinton

- ▶ Fulmer's PCH (P1)

Crawford

- ▶ Carousel House (P1)
- ▶ Compassionate Home Care (P1)
- ▶ Homestead Hearth PCH (P1▶ P2)
- ▶ Peaceful Acres (P1▶ P2)

Dauphin

- ▶ The Residence A Senior Living Community at the Jewish Home (P1)
- ▶ The Scott Home (P2)

Delaware

- ▶ Davis Boarding Home 1 (P1▶ P2)
- ▶ Martin's Run (P1)
- ▶ Nova Gardens (P1)
- ▶ Quadrangle Assisted Living (P3)
- ▶ Rose Tree Place (P1▶ P2)

Erie

- ▶ Home Is Where The Heart Is (P2▶ P3)

Fayette

- ▶ Coville PCH (P1▶ P2)
- ▶ Popovich Home (P1)
- ▶ Rest Haven (P1)
- ▶ Williams Boarding Home (P1)

Greene

- ▶ Good Samaritan PCH (P1)

Indiana

- ▶ Bethany Place (P1)
- ▶ Davis PCH (P1)
- ▶ Deer Haven (P1)
- ▶ Glenwood Convalescent Center (P2)
- ▶ Harmon's PCH (P1▶ P2)
- ▶ Kenbrook PCH (P1)
- ▶ Lynn Haven (P1)
- ▶ Murphy's Melody Mountain Manor (P2)

Lackawanna

- ▶ Elmcroft of Mid Valley (P1)
- ▶ The Laurels at Mid Valley (P1▶ P2)
- ▶ West Side Kozy Comfort Assisted Living (P2)

Lancaster

- ▶ Moyer PCH (P3)
- ▶ Personal Touch Assisted Living (P1)
- ▶ Rheems Nursing and Rehab Center (P1)

Lawrence

- ▶ Vintage House PCH (P1)

Lehigh

- ▶ Victorian Hill Assisted Living Home (P3)

Luzerne

- ▶ A.C.S. Christian Manor (P3)
- ▶ Davis Manor South (P1▶ P2)
- ▶ Forever Yours PCH (P1▶ P2)
- ▶ The Villa at Nanticoke (P1)

Lycoming

- ▶ Insinger's PCH (P1▶ P2)

Mercer

- ▶ Community Counseling Center of Mercer County (P1)
- ▶ Crosby's Boarding Home II (P3▶ P4)

Montgomery

- ▶ Clare Bridge of Montgomery (P1▶ P2)
- ▶ Elm Terrace Gardens (P1▶ P2)
- ▶ Oakbridge Terrace Assisted Living at Normandy Farms (P1)
- ▶ Salisbury Behavioral Health (P1)
- ▶ Senior Suites (P1)
- ▶ Spring Mill Presbyterian Village (P1)
- ▶ Springfield Residences (P3)
- ▶ Sunrise Independent and Assisted Living at Abington (P1)
- ▶ Wynwood of Montgomery (P1)

Montour

- ▶ Delong Green Acres (P1)

Northampton

- ▶ Blough Health Care Center (P1)
- ▶ Canal Side Manor (P1)
- ▶ Canal Side Manor Gingerbread House (P1)
- ▶ Liza's House (P1)
- ▶ The Village at Sullivan Trail (P1)

Provisional Licenses (due to enforcement; not new homes) [continued]

Philadelphia

- ▶ Brittany Manor (P4)
- ▶ Calcutta House, 19460 (P2)
- ▶ Care International Services (P3)
- ▶ Cheltenham Christian Crusade for All People (P2)
- ▶ Christian Life Services (P1)
- ▶ Clarise's PCH (P2)
- ▶ Clarke PCH (P1)
- ▶ Gaudenzia Joy of Living (P4)
- ▶ Hayes Manor (P3)
- ▶ Kaysim Court Manor (P1)
- ▶ La Casa (P3)
- ▶ Omni House (P1)
- ▶ Riverview Home (P1)
- ▶ Roxborough Home for Women (P3)
- ▶ S.E. PA Mental Health Association (P3)
- ▶ Simpson House (P1)
- ▶ The Inn at the Watermark (P1▶P2)
- ▶ Victory Support Services (P2)
- ▶ Walnut Manor (P1)
- ▶ We Care PCH (P1)
- ▶ Wesley Enhanced Living at Stapeley (P1)
- ▶ Wilson's PCH, 13093 (P4)
- ▶ Wilson's PCH, 14021 (P4)
- ▶ Woodland Heights (P1)

Pike

- ▶ Bellereve (P1)

Potter

- ▶ Drake's PCH (P4)

Schuylkill

- ▶ Andsher PCH (P1)
- ▶ Greenwood Hills Estate (P1)
- ▶ Waterbridge at Pine Grove (P3)
- ▶ White Owl Manor (P1)

Somerset

- ▶ Katie Miller PCH (P1)
- ▶ Shaffer's Country Side Manor (P1)

Tioga

- ▶ CARE (P1)

Washington

- ▶ Hixenbaugh's Convalescent Home (P2▶P3)
- ▶ Paulin PCH (P3)
- ▶ Rest Haven PCH I (P1▶P2)

Wayne

- ▶ Brookside PCH (P1)

Westmoreland

- ▶ Bayberry Court (P2)
- ▶ Carmella's House (P1)
- ▶ Crest PCH (P3▶P4)
- ▶ Geri Care Plus (P1)
- ▶ Hohmann's PCH (P1)
- ▶ Juniper Village at Huntingdon Ridge (P1▶P2)
- ▶ New Alexandria PCH (P1▶P2)
- ▶ Nor-Ridge (P3▶P4)
- ▶ Pleasant Ridge Mature Living (P2)
- ▶ Walnut Ridge Memory Care (P1)

York

- ▶ Fair Havens (P1)
- ▶ The Willows PCH (P1)

ENFORCEMENT GLOSSARY:

Appointment of Master – Individual or agency designated by the Department to assume operation of home at operator's expense – 62 P.S. §1057(b)

Court Filing – Action taken pursuant to 62 P.S. §§ 1052, 1053, 1055, 1056, 1057

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

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

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

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

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

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

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)

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