

2017 Annual Report

Bureau of Human Services Licensing

A report on Licensed Personal Care Homes

Contents

Introduction	2
Executive Summary	3
Characteristics of Pennsylvania.....	4
Annual Trends.....	5
Inspections	7
Violations	9
Incidents.....	12
Complaints	13
Enforcement Actions	13
Administrative Fines	14
Waivers.....	15
Training and Technical Assistance.....	16
Workload.....	17
Appendix A	18
Appendix B	20
Appendix C	24

Introduction

Personal care homes provide safe, humane, comfortable and supportive residential settings for adults who do not require the services in or of a licensed long-term care facility, but who do require assistance or supervision with activities of daily living, instrumental activities of daily living, or both. Licensed personal care homes serve four or more adults and provide encouragement and assistance to develop and maintain maximum independence and self-determination.

Through the enforcement of state licensing regulations, the Department of Human Services, Bureau of Human Services Licensing (BHSL) protects the health, safety and well-being of approximately 46,000 vulnerable adults residing in personal care homes. BHSL also encourages the adoption of higher standards and recommends methods of improving care and services by providing technical assistance and consultation to personal care home providers.

The information contained in this report summarizes the BHSL annual efforts. The report describes the characteristics of personal care homes, needs of the individuals served, number and types of inspections completed, number of complaints investigated, enforcement action taken, provision of technical assistance to operators, and other methods used by BHSL to achieve its mission of protecting vulnerable individuals in its licensed settings.

Efforts have been put forth to ensure the reliability of all data including a manual cross-reference of data with system limitations for inspections, violations, incidents, and complaints. The identified data system limitations are opportunities for improvement. The report is produced pursuant to 62 P.S. § 1088 and will be updated and/or republished as necessary.

For this report, a personal care home is referred to as “PCH,” the Department of Human Services is referred to as the “Department,” and the Bureau of Human Services Licensing is referred to as “BHSL.” Unless otherwise noted, the information in this report covers the period of January 1, 2017 through December 31, 2017.

Executive Summary

As of January 3, 2018, there were 1,174 licensed personal care homes in Pennsylvania. Approximately 68% (799) were for-profit and 32% (375) were non-profit.

The total PCH capacity on average in 2017 was approximately 65,000 with the total number of persons served at approximately 46,000. This demonstrates an occupancy rate of approximately 71%. The average maximum capacity of a personal care home was 55.

Residents who are 60 years of age or older made up 90% of all people served in PCHs. Residents who received the state Supplemental Security Income (SSI) PCH supplement comprised up to 13% of all people served. Of the total number of PCHs, 51% served at least one person who received SSI.

BHSL completed 2,553 inspections in 2017. Nearly 38% of all PCHs had more than one inspection during the year.

There were 10,994 regulatory violations found during the inspections, with an average of 7.49 violations with each full licensing inspection.

The most commonly found violations included: improper documentation of medication administration, not following the prescriber's directions when administering medications, and incomplete medical evaluations. (A full listing of the top ten violations can be found beginning on page 9.)

In 2017, BHSL received 1,566 complaints and 29,799 incident reports. Approximately 60% of the complaints required an on-site investigation.

BHSL issued 84 enforcement actions, most of which were provisional (warning) licenses. No homes were closed under an emergency removal order in response to an immediate life safety danger of the residents.

In 2017, BHSL assessed \$160,403 in fines to PCHs that did not properly correct regulatory violations. In accordance with Act 185 Personal Care Homes, collected fines are placed in an equity commitment account used to assist in the relocation of residents and needed basic essentials for PCHs that have closed.

BHSL granted 55 regulatory waivers and denied three. The most common waiver request was relevant to qualifications of direct care staff of which most were related to non-United States high school diplomas.

In 2017, BHSL provided approximately 500 hours of free training to PCH providers. In addition, BHSL awarded five full scholarships for the required 100-hour Administrator Training course to PCHs serving residents who receive SSI.

Characteristics of Pennsylvania

Personal Care Homes and Residents Served

As of January 3, 2018, there were 1,174 PCHs licensed in Pennsylvania, even though new PCHs open and others close periodically.

PCHs vary in size. The maximum capacity is the highest number of residents that can be legally served in the home and is indicated on the PCHs license. The smallest PCH has a minimum capacity of four residents with the largest having a maximum capacity of 268. The average maximum capacity of a PCH is 55.

Just as PCHs open and close throughout the year, the number of residents served in a particular PCH also changes based on admissions and discharges. Ongoing data on the number of residents in PCHs is not collected; however, the Department collects an overall view of the number and type of residents served during the annual inspection process. The following information from January 2018 represents the number of residents and their needs on any given day in calendar year 2017.

Size of Personal Care Homes

Maximum Capacity	Percent of Homes in Size Range
4 – 9 Residents	11%
10 – 29 Residents	24%
30 – 49 Residents	19%
50 – 74 Residents	17%
75 – 99 Residents	12%
100 – 199 Residents	16%
200 or More Residents	1%

Annual Trends

Residents in Pennsylvania Personal Care Homes

PCHs vary in size and population served. Demographic information is collected by BHSL licensing staff during onsite inspections. The following information details the specific populations that were present and served based on age, need, and income.

Total Capacity	65,147
Total Number of Residents Served	44,893
Occupancy Rate (Percentage of Total Capacity Occupied)	69%
Vacancy Rate (Percentage of Total Capacity Vacant)	31%

Percent of Residents with a Dementia-Related Diagnosis	Number of PCHs	Percent of PCHs
None	926	79%
1% - 49%	194	16%
50% - 99%	10	1%
All Residents	44	4%
Total	1,174	100%

Percent of Residents Over 60 Years of Age	Number of PCHs	Percent of PCHs
None	38	3%
1% - 49%	139	12%
50% - 99%	408	35%
All Residents	589	50%
Total	1,174	100%

Percent of Residents Served with Low Income	Number of PCHs	Percent of PCHs
None	595	50%
1% - 49%	293	25%
50% - 99%	208	18%
All Residents	78	7%
Total	1,174	100%

Percent of Residents with Mental Illness	Number of PCHs	Percent of PCHs
None	525	45%
1% - 49%	382	32%
50% - 99%	136	12%
All Residents	131	11%
Total	1,174	100%

Percent of Residents with an Intellectual Disability	Number of PCHs	Percent of PCHs
None	741	63%
1% - 49%	403	34%
50% - 99%	19	2%
All Residents	11	1%
Total	1,174	100%

Aggregate Snapshot of Residents by Age, Need, and Income

Resident Description	Number Served	Percent of Total Served
Total Served	44,893	100%
Residents 60 years of age or older	41,222	92%
Residents with mental illness	6,205	14%
Residents with a dementia-related diagnosis	5,936	13%
Residents with an intellectual disability	1,444	3%
Residents who received the state Supplemental Security Income (SSI) PCH supplement	5,810	13%
Residents who pay privately or who are funded through a source other than SSI supplement	39,083	87%

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

At the time of the 2017 Annual Report, PCHs were located in every Pennsylvania County except Forest. For county-specific information about the number and capacity of PCHs, see Appendix A.

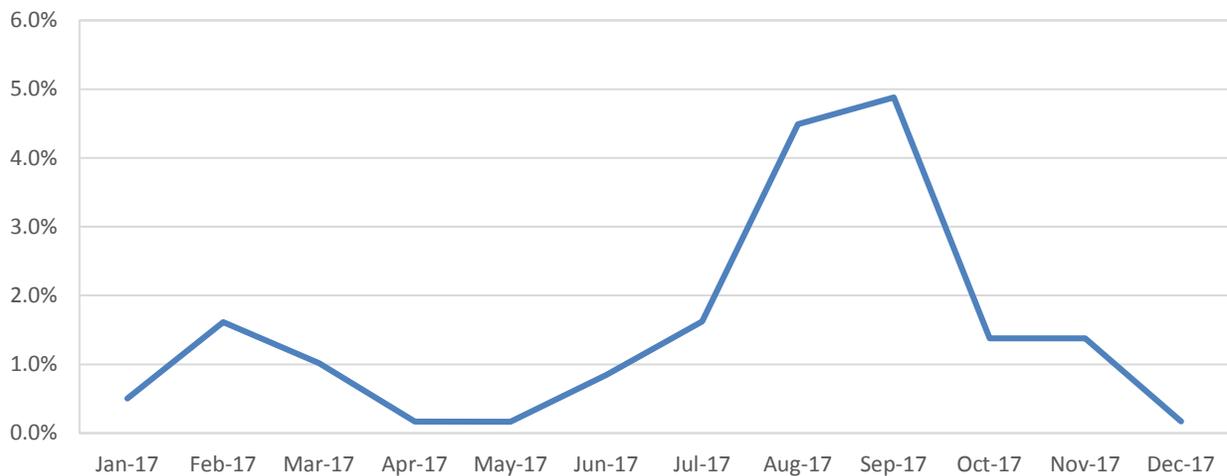
Inspections

BHSL completes three general types of licensing inspections:

- Full Inspections
 - Inspections during which all regulations are measured.
- Partial Inspections
 - Inspections where a portion of the regulations are measured in response to a complaint, a reported incident, or to monitor ongoing compliance of a PCH.
- Initial Inspections
 - Inspections where all of the regulations that can be measured are measured in a new PCH not yet serving residents.

BHSL is required by regulation to conduct at least one unannounced inspection of every licensed PCH every 12 months. In 2017, BHSL completed 2,894 inspections. Approximately 3% of the PCHs had more than one full inspection during the year and 51% of all PCHs inspected had more than one inspection in 2017.

Percentage of Personal Care Homes without an Annual Full Inspection



Number of Inspections Completed

Type of Inspection	Number Completed
Full	1,204
Partial	1,637
Initial	53
All Inspections	2,894

Count of Inspections for Homes that Had at Least One Inspection in 2017

Number of Inspections	Percentage of PCHs
1 Inspection	49%
2 – 5 Inspections	49%
6 – 10 Inspections	2%
Over 10 Inspections	>1%

Violations

PCHs must comply with approximately 500 individual regulatory requirements. When non-compliance is identified during a licensing inspection, a violation of the regulatory requirement is recorded.

The total number of regulatory violations found during inspections conducted in 2017 was 10,994. The average number of violations found per PCH in full inspections conducted in 2017 was 7.49. The table below shows the most frequently cited violations that occurred in calendar year 2017.

Number of Violations Found

Number of Violations Identified During Each Full Inspection	Percentage of Full Inspections
0 Violations	11%
1 – 10 Violations	63%
11 – 30 Violations	25%
31 – 50 Violations	1%
51 – 100 Violations	0%
Over 100 Violations	0%

Ten Most Frequently Cited Violations

Regulation 55 Pa. Code § 2600	Percent of Inspections with Cited Regulatory Violation
185(a) - The home shall develop and implement procedures for the safe storage, access, security, distribution and use of medications and medical equipment by trained staff persons.	14%
187(a) - A medication record shall be kept to include the following for each resident for whom medications are administered: <ol style="list-style-type: none"> (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. 	11%

Regulation 55 Pa. Code § 2600	Percent of Inspections with Cited Regulatory Violation
187(d) - The home shall follow the directions of the prescriber.	11%
85(a) - Sanitary conditions shall be maintained.	10%
<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. 	10%
18 – A home shall comply with applicable Federal, State and local laws, ordinances and regulations.	9%
<p>225(c) - The resident shall have additional assessments as follows:</p> <ol style="list-style-type: none"> (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. 	7%
183(d) Only current prescription, OTC, sample and CAM for individuals living in the home may be kept in the home.	7%

Regulation 55 Pa. Code § 2600	Percent of Inspections with Cited Regulatory Violation
17 - Resident records shall be confidential, and, except in emergencies, may not be accessible to anyone other than the resident, the resident's designated person if any, staff persons for the purpose of providing services to the resident, agents of the Department and the long-term care ombudsman without the written consent of the resident, an individual holding the resident's power of attorney for health care or health care proxy or a resident's designated person, or if a court orders disclosure.	7%
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.	7%

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

Incidents

PCHs are required to report specific incidents to BHSL as found in the regulations Chapter 2600.16. In 2017, BHSL received 29,799 incident reports, approximately three percent of which required further investigation.

Types of Incidents Reported

Type of Incident	Percent Reported
Serious bodily injury or trauma requiring treatment at a hospital	36.7%
Death of a resident	23.4%
Prescription medication error	17.7%
Incident requiring the services of emergency management agency, fire department, or police department	20.5%
Physical or sexual assault of a resident	4.0%
Complaint of abuse, suspected resident abuse, or referral of a complaint of abuse to local authority	2.0%
Violation of a resident's rights	0.9%
Unexplained absence of a resident for 24 hours or more, or any absence of a resident from a secure dementia care unit	1.0%
Emergency such as natural disaster or utility outage	0.5%
Outbreak of a serious communicable disease	1.0%
Misuse of a resident's funds by the home's staff or legal entity	0.6%
Suicide attempt	0.1%
Fire or structural damage to a home	0.1%
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%
Criminal conviction against legal entity, administrator or staff (relating to criminal history background checks)	> 0.1%
Food Poisoning	> 0.1%
Bankruptcy filed by the legal entity	> 0.1%

Note: Percentages do not add up to 100% due to standard rounding principles.

Complaints

BHSL investigates all complaints with the potential of regulatory violations for PCHs. Complaints can be made by anyone at any time, including evenings and weekends. Approximately 60% of the complaints received in 2017 required an on-site investigation. Approximately 1% of the complaints were high-risk, requiring an investigation within 72 hours.

Number of Complaints Received and Investigated

Number of Complaints Received	1,566
Number of Complaints Requiring an On-Site Investigation	933
Percent of Complaints Requiring an On-Site Investigation	60%
Percent of Complaints Where One or More Regulatory Violations Were Identified	49%

Enforcement Actions

Enforcement action is taken in response to a serious life safety condition such as abuse of residents, criminal convictions, serious fire safety risks, resident neglect or abandonment, unsanitary conditions, falsification of documents, failure to seek necessary medical care, failure to provide staff supervision, lack of food or utilities, and building code violations.

Enforcement History

Type of Enforcement Action	2017 Totals
Emergency Relocations	0
License Revocations	5
Nonrenewal of License	4
Denial of Initial License	1
Illegal Operations	1
Court Filings	0
Orders to Limit Access	0
Provisional Licenses Due to Enforcement	62
Fines Issued	11
Court Appointment of Master	0
Total Enforcement Actions	84 (Avg 7 per month)

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

Administrative Fines

Since 2009, the Department has imposed an administrative fine process as an additional enforcement tool to compel regulatory compliance. Throughout 2017, the Department assessed a monetary fine for repeated regulatory violations that were not corrected in a timely manner by PCHs under licensing enforcement action.

Administrative fines are classified as Class I (requiring correction within 24 hours), Class II (requiring correction in five days), or Class III (requiring correction in 15 days). PCHs were issued advanced warning that fines would be issued if violations were not corrected within the allowed timeframes. PCHs that did not correct violations were fined after the correction period ended.

In accordance with Act 185 Personal Care Homes, collected fines are placed in an equity commitment account used to assist in the relocation of residents and needed basic essentials for PCHs that have closed.

Administrative Fines Summary

Summary	2017 Totals
Warnings of Possible Fines	38
Number of PCHs Issued Warnings	38
Number of Fines Issued	11
Number of PCHs Issued Fines	11
Number of Violations With Invoiced Fines	20
- Class I	0
- Class II	11
- Class III	9
Total Fine Amount Assessed	\$160,403

Waivers

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

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

Waiver Determination Summary

More Information Needed/Pending	Waiver Withdrawn	Waiver Not Needed	Granted	Denied	Total
6	0	30	55	3	94

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 (mostly non-US high school diplomas)	53	17	0	28	6	0
22,141(a), 224(a) Documentation of Medical Evaluation and Preadmission Screening forms (all due to wanting to use their own forms/electronic forms instead of using DHS's forms)	9	9	0	0	0	0
64(a)- Administrator training and orientation	8	7	0	0	1	0
16 (d), 22,141(a), 224(a) Documentation of Medical Evaluation and Preadmission Screening forms (all due to wanting to use their own forms/electronic forms instead of using DHS's forms)	4	4	0	0	0	0
22,141(a), 224(a), 231(b) Documentation of Medical Evaluation and Preadmission Screening forms (all due to wanting to use their own forms/electronic forms instead of using DHS's forms)	4	4	0	0	0	0

Training and Technical Assistance

BHSL is committed to the provision of training and technical assistance to PCH providers to support the provision of safe, highly compliant, residential settings.

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

Full scholarships for the required 100-hour Administrator Training course are granted to PCHs serving residents who receive SSI. There were sixteen PCHs that applied for and received the scholarships in 2017. Additionally, a direct care staff training course is available online at no cost to operators.

BHSL also provides training for PCH Administrators and staff. The training provided directly by BHSL is offered free of charge, as is most of the training arranged by BHSL, but not directly provide by BHSL. There were 120 training sessions offered by BHSL totaling nearly 500 hours of free training at multiple locations throughout the commonwealth in 2017. Courses included:

- Prevention of Abuse and Neglect
- Pharmacology in Common Health Conditions
- Diversity and Cultural Awareness in Personal Care Homes
- Accident Prevention and Investigation
- Environmental Concerns and Integrated Pest Management
- Common Medical Emergencies
- Care for Residents with Developmental Disabilities
- Meal Planning and Dietary Restrictions
- Staff Training and Morale
- Plans of Correction
- Medication Safety
- Active Shooter Training
- Interactive Fire Safety
- Interactive Emergency Preparation
- Preventive Skin Care
- Nutrition and Dietary Supervision in Personal Care Homes
- Infection Control and Wound Care
- Understanding Mental Illness
- Blood-borne Pathogens and Hazard Communication
- Diabetes Education
- Occupational Safety and OSHA
- Becoming an Inclusive Home for Serving Protected Classes of Individuals and the LGBTQ Community
- Providing Person-Centered Supports

Workload

In addition to a small component of management and support staff, as of January 2018, BHSL employed 49 PCH licensing inspectors who perform the inspection work described in this report. The volume and distribution of annual workload varies based on the number of licensing actions required, travel time, and the type of inspection required.

Region	Number of Inspectors	Number of Homes	Inspector to Home Workload Ratio
Central	8	259	1:32
Northeast	7	239	1:34
Southeast	4	251	1:63
West	23	425	1:19
Statewide	42	1,174	1:28

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

A new licensing representative receives over 120-hours of training in the first six months of employment. Initial training includes participation in the Department's medication administration program, attendance at administrator training courses, and on-the-job instruction. BHSL also conducts annual training for each licensing representative that is optional to other BHSL staff. Training topics include: inspection policies, PCH regulations, laws of other state agencies, investigation skills, financial administration, abuse prevention and investigation, fire safety, nutrition, program development, resident rights, elder care, mental health services, preventing the spread of communicable diseases, cultural awareness, and medication practices.

Appendix A

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

County	PCHs	Licensed Capacity	# of PCH Residents	# SSI Residents	PCHs with SSI Residents	4-8 Beds	9-29 Beds	30-99 Beds	100+ Beds	Profit	Nonprofit
ADAMS	10	488	301	82	5	1	3	4	2	7	3
ALLEGHENY	127	7,488	5,450	588	54	12	29	60	26	90	37
ARMSTRONG	24	546	398	84	16	7	10	7	-	21	3
BEAVER	18	919	696	113	9	1	6	8	3	17	1
BEDFORD	3	147	116	14	2	-	1	2	-	3	-
BERKS	30	2,212	1,693	255	13	-	6	17	7	25	5
BLAIR	16	875	607	80	7	-	4	10	2	9	7
BRADFORD	6	284	208	41	3	-	2	4	-	5	1
BUCKS	48	2,792	2147	58	12	10	6	22	10	22	26
BUTLER	25	1,894	1,265	73	12	-	4	15	6	14	11
CAMBRIA	28	1,225	846	228	18	-	8	19	1	23	5
CAMERON	1	10	10	-	-	-	1	-	-	-	1
CARBON	7	382	247	7	2	2	2	1	2	6	1
CENTRE	14	658	476	13	5	2	2	9	1	9	5
CHESTER	45	2,575	1,799	96	13	12	5	17	11	33	12
CLARION	4	231	142	29	3	-	-	4	-	1	3
CLEARFIELD	7	383	272	23	6	-	2	4	1	5	2
CLINTON	4	172	122	57	2	1	1	2	-	4	-
COLUMBIA	3	179	132	15	2	-	-	3	-	3	-
CRAWFORD	5	324	213	43	2	-	2	2	1	2	3
CUMBERLAND	23	1,534	980	45	12	6	-	12	5	11	12
DAUPHIN	19	1,180	882	126	12	6	-	10	3	4	15
DELAWARE	31	1,987	1,430	86	12	7	6	9	9	17	14
ELK	2	134	98	7	2	-	-	2	-	-	2
ERIE	27	1,437	834	131	17	8	4	8	7	14	13
FAYETTE	29	883	641	153	18	4	11	14	-	29	-
FOREST	0	0	0	-	-	-	-	-	-	-	-
FRANKLIN	17	919	624	43	8	3	4	7	3	9	8
FULTON	1	38	32	26	1	-	-	1	-	1	-
GREENE	6	135	115	49	5	2	2	2	-	6	-
HUNTINGDON	2	76	61	11	1	-	-	2	-	-	2
INDIANA	25	680	485	169	18	4	8	13	-	22	3
JEFFERSON	9	315	265	73	8	-	3	6	-	7	2

County	PCHs	Licensed Capacity	# of PCH Residents	# SSI Residents	PCHs with SSI Residents	4-8 Beds	9-29 Beds	30-99 Beds	100+ Beds	Profit	Nonprofit
JUNIATA	5	118	104	34	3	1	3	1	-	5	-
LACKAWANNA	19	1,202	925	275	10	-	1	15	2	15	3
LANCASTER	56	3,748	2,575	315	33	5	9	25	17	26	30
LAWRENCE	13	540	364	77	7	1	3	9	-	8	5
LEBANON	19	784	563	87	6	1	5	13	-	11	8
LEHIGH	31	2,279	1,475	58	6	1	7	13	10	21	10
LUZERNE	29	2,011	1,422	206	19	2	5	14	8	23	6
LYCOMING	15	717	406	83	8	1	6	7	1	10	5
MCKEAN	3	173	114	18	3	-	1	1	1	1	2
MERCER	18	851	465	55	10	4	4	7	3	11	7
MIFFLIN	2	167	130	8	1	-	-	2	-	1	1
MONROE	10	530	392	70	6	1	2	6	1	9	1
MONTGOMERY	55	4,437	2,773	46	11	2	7	27	19	32	23
MONTOUR	5	253	182	28	2	-	1	4	-	1	4
NORTHAMPTON	31	2,399	1,455	82	6	3	4	16	8	26	5
NORTHUMBERLAND	17	748	431	179	13	1	9	6	1	16	1
PERRY	2	76	52	9	2	-	1	1	-	1	1
PHILADELPHIA	72	3,032	1,990	732	52	6	36	21	9	46	26
PIKE	3	108	74	-	-	1	-	2	-	3	-
POTTER	1	30	17	3	1	-	-	1	-	-	1
SCHUYLKILL	8	526	374	36	3	-	3	4	1	8	-
SNYDER	1	95	90	-	-	-	-	1	-	1	-
SOMERSET	14	583	368	99	9	-	6	7	1	9	5
SULLIVAN	1	10	7	-	-	-	1	-	-	1	-
SUSQUEHANNA	2	101	91	2	2	-	-	2	-	2	-
TIOGA	5	201	135	23	5	-	1	4	-	2	3
UNION	5	307	199	13	3	-	1	3	1	3	2
VENANGO	7	159	137	53	4	-	5	2	-	2	5
WARREN	6	260	177	29	5	-	4	1	1	1	5
WASHINGTON	20	900	662	120	11	2	5	12	1	17	3
WAYNE	4	138	97	21	2	-	3	1	-	3	1
WESTMORELAND	50	2,345	1,609	152	22	7	11	28	4	43	7
WYOMING	3	87	71	18	3	-	2	1	-	2	1
YORK	26	2,130	1,380	61	10	2	6	9	9	19	7
TOTAL	1,174	65,147	44,893	5,810	578	129	284	562	198	798	375

Appendix B

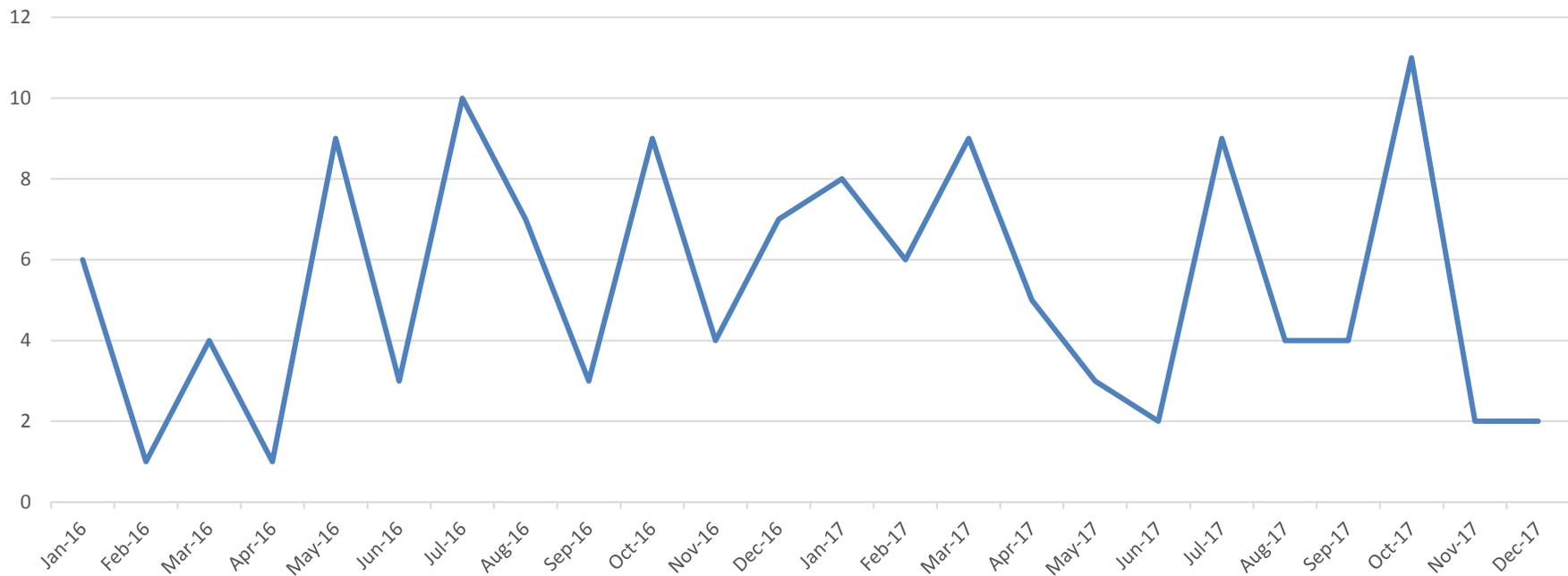
Applications, Inspections, Enforcement, and Facility Information

BHSL received 65 applications for licensure in the 2017 calendar year. Of those submitted, 61% were applications for new PCHs and 39% were applications for a new owner to operate an existing PCH.

Application Status	Count Received in 2017	Percent
Denied	1	2%
Issued	53	82%
Still Pending	1	2%
Other (Not Needed or Withdrawn)	10	15%
TOTAL	65	100%

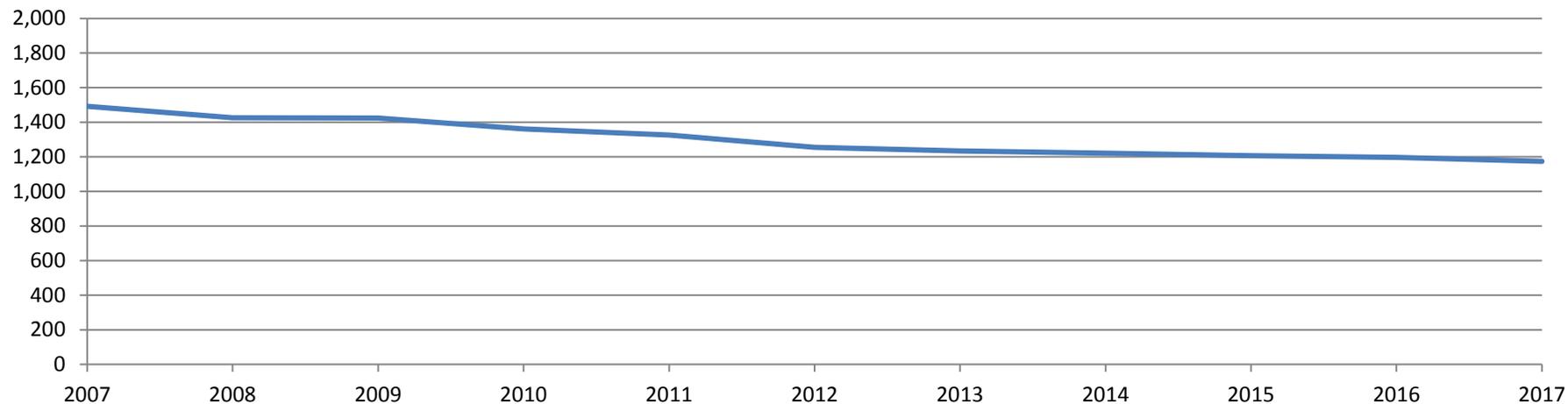
Note: Percentages do not add up to 100% due to standard rounding principles.

Applications Received January 2016 through December 2017

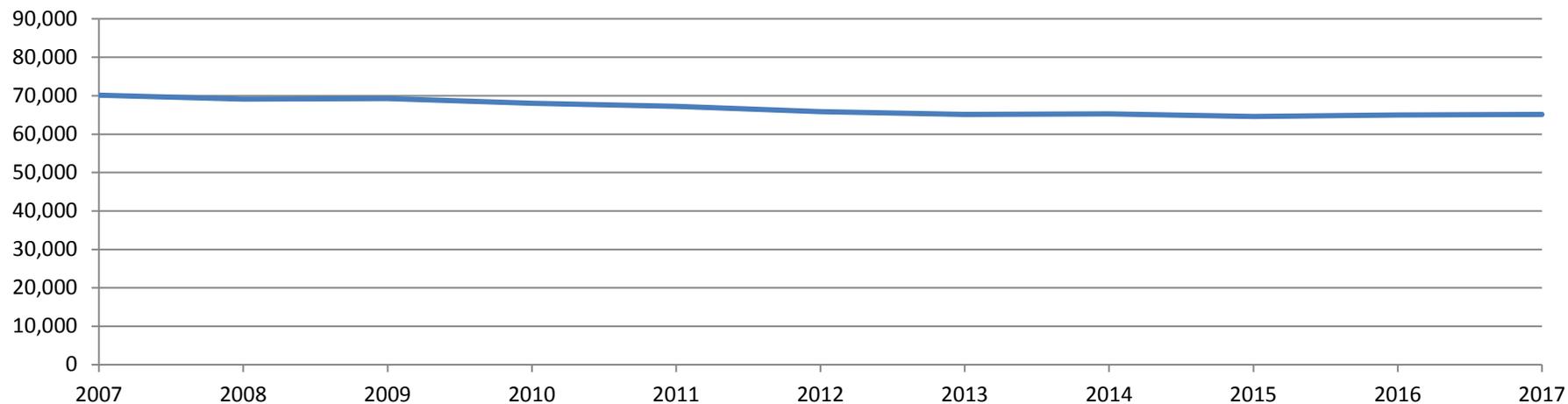


The total number of PCHs in Pennsylvania has been steadily declining. The tables below show the numbers of PCHs and total capacity between 2007 and 2017.

*Total Number of Licensed
Personal Care Homes*



*Total Licensed Capacity of all
Personal Care Homes*



Inspections

The graphs indicate the types of inspections completed and the number of inspections completed in 2017 compared to previous years.

Type of Inspections	Number Completed				
	2013	2014	2015	2016	2017
Full	826	738	566	1,212	1,204
Partial	1,514	1,331	1,198	1,272	1,637
Initial	11	9	17	69	53
All Inspections	2,351	2,078	1,781	2,553	2,894

Number of Inspections	PCHs in Category				
	2013	2014	2015	2016	2017
1 Inspection	54%	60%	55%	62%	49%
2-5 Inspections	43%	37%	42%	37%	49%
6-10 Inspections	3%	3%	3%	1%	2%
Over 10 Inspections	1%	1%	1%	0%	>1%

The total number of violations cited during a full inspection in 2017 has remained relatively consistent over the past 5 years.

Number of Violations Found During Each Full Inspection	Inspections in Category				
	2013	2014	2015	2016	2017
0 Violations	10%	6%	10%	14%	11%
1 - 10 Violations	60%	64%	64%	62%	63%
11 - 30 Violations	27%	28%	25%	23%	25%
31 - 50 Violations	2%	2%	1%	1%	1%
51 - 100 Violations	1%	1%	0%	0%	0%
Over 100 Violations	0%	0%	0%	0%	0%

Complaints and Enforcement Actions

The total number of complaints received against PCHs has steadily increased over the past 5 years.

	2013	2014	2015	2016	2017
Number of Complaints Received	1,230	1,250	1,366	1,339	1,566
Number of Complaints Requiring On-site Investigation	1,059	1,022	767	1,007	933
Percent of Complaints Requiring On-site Investigation	86%	82%	56%	75%	60%
Percent of Complaints Where One or More Regulatory Violations Were Found	55%	50%	28%	37%	49%

Enforcement History, January 2013 - December 2017

Type of Enforcement Action	2013	2014	2015	2016	2017
Emergency Relocations	9	1	2	0	0
License Revocations	7	5	5	0	4
Nonrenewal of License	5	2	10	3	4
Denial of Initial License	3	2	5	0	1
Illegal Operations	10	5	2	2	1
Court Filings	9	0	0	0	0
Orders to Limit Access	3	0	0	0	0
Provisional Licenses Due to Enforcement (not new PCHs)	48	55	46	39	62
Fines	20	20	17	26	11
Court Appointment of Master	2	0	0	0	0
Total Enforcement Actions	116	90	87	70	83
Average Per Month	10 / month	8 / month	7 / month	6 / month	7/month

Appendix C

Licensing Status and Enforcement Actions by County

County	License Status as of January 3, 2018		Cumulative Enforcement Actions for 2017									
	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	-	-	-	-	-	-	-	-	-	-	-
ALLEGHENY	116	11	-	-	1	-	-	-	-	13	4	-
ARMSTRONG	20	4	-	-	-	-	-	-	-	5	-	-
BEAVER	17	1	-	-	-	-	-	-	-	2	-	-
BEDFORD	3	-	-	-	-	-	-	-	-	-	-	-
BERKS	29	1	-	-	-	-	-	-	-	1	-	-
BLAIR	16	-	-	-	-	-	-	-	-	-	-	-
BRADFORD	6	-	-	-	-	-	-	-	-	-	-	-
BUCKS	48	-	-	1	-	-	-	-	-	3	-	-
BUTLER	25	-	-	-	-	-	-	-	-	-	-	-
CAMBRIA	28	-	-	-	-	-	-	-	-	-	-	-
CAMERON	1	-	-	-	-	-	-	-	-	-	-	-
CARBON	6	1	-	-	-	-	-	-	-	-	-	-
CENTRE	13	1	-	-	-	-	-	-	-	2	-	-
CHESTER	44	1	-	-	-	-	-	-	-	1	-	-
CLARION	4	-	-	-	-	-	-	-	-	-	-	-
CLEARFIELD	7	-	-	-	-	-	-	-	-	-	-	-
CLINTON	3	1	-	-	-	-	-	-	-	1	1	-
COLUMBIA	3	-	-	-	-	-	-	-	-	-	-	-
CRAWFORD	4	1	-	-	-	-	-	-	-	1	-	-
CUMBERLAND	23	-	-	-	-	-	-	-	-	1	-	-
DAUPHIN	19	-	-	-	-	-	-	-	-	-	-	-
DELAWARE	30	1	-	-	-	-	-	-	-	3	-	-
ELK	2	-	-	-	-	-	-	-	-	-	-	-
ERIE	27	-	-	-	-	-	-	-	-	-	-	-
FAYETTE	25	4	-	-	-	-	-	-	-	1	1	-

County	License Status as of January 3, 2018		Cumulative Enforcement Actions for 2017									
	Regular Licenses	Provisional Licenses	Emergency Relocations	License Revocations	Nonrenewal of License	Denial of Initial License	Illegal Operations	Court Filings	Orders to Limit Access	Provisional Licenses Issued	Fines	Court Appointment of Master
FOREST	0	-	-	-	-	-	-	-	-	-	-	-
FRANKLIN	17	-	-	-	-	-	-	-	-	-	-	-
FULTON	1	-	-	-	-	-	-	-	-	-	-	-
GREENE	5	1	-	-	-	-	-	-	-	1	-	-
HUNTINGDON	2	-	-	-	-	-	-	-	-	-	-	-
INDIANA	23	2	-	-	-	-	-	-	-	1	-	-
JEFFERSON	9	-	-	-	-	-	-	-	-	-	-	-
JUNIATA	5	-	-	-	-	-	-	-	-	-	-	-
LACKAWANNA	18	-	-	-	-	-	-	-	-	-	-	-
LANCASTER	55	1	-	-	-	-	-	-	-	1	-	-
LAWRENCE	11	2	-	-	-	-	-	-	-	1	-	-
LEBANON	19	-	-	-	1	-	-	-	-	-	-	-
LEHIGH	27	4	-	1	-	-	-	-	-	3	1	-
LUZERNE	29	-	-	-	-	-	-	-	-	-	-	-
LYCOMING	14	1	-	-	-	-	-	-	-	1	-	-
MCKEAN	3	-	-	-	-	-	-	-	-	-	-	-
MERCER	18	-	-	-	-	-	-	-	-	-	-	-
MIFFLIN	2	-	-	-	-	-	-	-	-	-	-	-
MONROE	9	1	-	-	-	-	-	-	-	1	1	-
MONTGOMERY	53	2	-	-	-	1	-	-	-	3	-	-
MONTOUR	5	-	-	-	-	-	-	-	-	-	-	-
NORTHAMPTON	29	2	-	1	-	-	-	-	-	1	-	-
NORTHUMBERLAND	17	-	-	-	-	-	-	-	-	1	-	-
PERRY	2	-	-	-	-	-	-	-	-	-	-	-
PHILADELPHIA	70	2	-	-	-	-	-	-	-	3	-	-
PIKE	3	-	-	-	-	-	-	-	-	-	-	-
POTTER	1	-	-	-	-	-	-	-	-	-	-	-
SCHUYLKILL	7	1	-	-	-	-	-	-	-	1	1	-
SNYDER	1	-	-	-	-	-	-	-	-	-	-	-

County	License Status as of January 3, 2018		Cumulative Enforcement Actions for 2017									
	Regular Licenses	Provisional Licenses	Emergency Relocations	License Revocations	Nonrenewal of License	Denial of Initial License	Illegal Operations	Court Filings	Orders to Limit Access	Provisional Licenses Issued	Fines	Court Appointment of Master
SOMERSET	13	1	-	-	-	-	-	-	-	1	-	-
SULLIVAN	1	-	-	-	-	-	-	-	-	-	-	-
SUSQUEHANNA	2	-	-	-	-	-	-	-	-	-	-	-
TIOGA	5	-	-	-	-	-	-	-	-	-	-	-
UNION	5	-	-	1	-	-	-	-	-	-	-	-
VENANGO	7	-	-	-	-	-	-	-	-	-	-	-
WARREN	6	-	-	-	-	-	-	-	-	-	-	-
WASHINGTON	20	-	-	-	2	-	-	-	-	5	-	-
WAYNE	3	1	-	-	-	-	-	-	-	1	-	-
WESTMORELAND	48	2	-	-	-	-	1	-	-	3	2	-
WYOMING	3	-	-	-	-	-	-	-	-	-	-	-
YORK	26	-	-	-	-	-	-	-	-	-	2	-
TOTAL	1,124	50	0	4	4	1	1	0	0	62	11	0

License Status and Enforcement Glossary

Regular – A document issued to a legal entity permitting it to operate a specific type of facility or agency, at a given location, for a specified period of time, and according to appropriate Departmental program licensure or approval regulations – 55 Pa. Code §20.4, 62 P.S. § 1007

Provisional – A license issued to an operator for a specified period of not more than six months which can be renewed three times, based on substantial but not complete compliance – reference 55 Pa. Code §20.4, 62 P.S. § 1008 (serves as a warning of substantive regulatory violations)

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

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

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

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

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

Court Filing – Action taken pursuant to 62 P.S. §§ 1052, 1053, 1055, 1056, 1057.1(a)

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

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

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

About the Report

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

Contact BHSL for questions on this report:

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

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

1-877-401-8835

The BHSL Operator Support Hotline is available from 9 a.m. – 4 p.m. each commonwealth business day.
If you are a personal care home provider and have a question, comment, or a concern, please call:

1-866-503-3926