

2022 Annual Report

Bureau of Human Services Licensing

A report on Licensed Personal Care Homes

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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 37,745 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, 2022 through December 31, 2022.

Executive Summary

As of January 3, 2022, there were 1,074 licensed personal care homes in Pennsylvania. Approximately 67% (715) were for-profit and 33% (359) were non-profit.

The total PCH capacity on average in 2022 was approximately 63,999 with the total number of persons served at approximately 37,745. This demonstrates an occupancy rate of approximately 59%. The average maximum capacity of a personal care home was 60.

Residents who are 60 years of age or older made up 96% of all people served in PCHs. Residents who received the state Supplemental Security Income (SSI) PCH supplement comprised up to 12% of all people served. Of the total number of PCHs, 45% served at least one person who received SSI.

BHSL completed 2,434 inspections in 2022. Nearly 1% of all PCHs had more than one Full inspection during the year.

There were 19,479 regulatory violations found during the inspections, with an average of 9.5 violations with each full licensing inspection.

The most commonly found violations included: not following the prescriber's directions when administering medications, not reporting incidents or conditions within 24 hours, and developing and implementing procedures for medications and medical equipment. (A full listing of the top ten violations can be found beginning on page 9.)

In 2022, BHSL received 1,715 complaints and 28,745 incident reports. Approximately 65% of the complaints required an on-site investigation.

BHSL issued 55 enforcement actions, most of which were provisional (warning) licenses.

In 2022, BHSL assessed \$1,480 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 30 regulatory waivers and denied 2. 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 2022, BHSL provided approximately 500 hours of free training to PCH providers. In addition, BHSL awarded 11 full scholarships for the required 100-hour Administrator Training course to PCHs serving residents who receive SSI. In 2022, BHSL approved 9 scholarships for Medication Administrator Training Program Trainer course.

Characteristics of Pennsylvania

Personal Care Homes and Residents Served

As of January 3, 2022, there were 1,074 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 4 residents with the largest having a maximum capacity of 250. The average maximum capacity of a PCH is 60.

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 2022 represents the number of residents and their needs on any given day in calendar year 2022.

Size of Personal Care Homes

Maximum Capacity	Percent of Homes in Size Range
4 – 9 Residents	11%
10 – 29 Residents	21%
30 – 49 Residents	18%
50 – 74 Residents	18%
75 – 99 Residents	13%
100 – 199 Residents	18%
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	63,999
Total Number of Residents Served	37,745
Occupancy Rate (Percentage of Total Capacity Occupied)	59%
Vacancy Rate (Percentage of Total Capacity Vacant)	41%

Percent of Residents with a Dementia-Related Diagnosis	Number of PCHs	Percent of PCHs
None	777	72%
1% - 49%	213	20%
50% - 99%	17	2%
All Residents	65	6%
Total	1,074	100%

Percent of Residents Over 60 Years of Age	Number of PCHs	Percent of PCHs
None	48	4%
1% - 49%	81	8%
50% - 99%	348	32%
All Residents	597	56%
Total	1,074	100%

Percent of Residents Served with Low Income	Number of PCHs	Percent of PCHs
None	637	59%
1% - 49%	213	20%
50% - 99%	142	13%
All Residents	82	8%
Total	1,074	100%

Percent of Residents with Mental Illness	Number of PCHs	Percent of PCHs
None	513	48%
1% - 49%	342	32%
50% - 99%	93	8%
All Residents	126	12%
Total	1,074	100%

Percent of Residents with an Intellectual Disability	Number of PCHs	Percent of PCHs
None	733	68%
1% - 49%	317	30%
50% - 99%	14	1%
All Residents	10	1%
Total	1,074	100%

Aggregate Snapshot of Residents by Age, Need, and Income

Resident Description	Number Served	Percent of Total Served
Total Served	37,745	100%
Residents 60 years of age or older	35,261	93%
Residents with mental illness	4,993	13%
Residents with a dementia-related diagnosis	6,565	17%
Residents with an intellectual disability	947	3%
Residents who received the state Supplemental Security Income (SSI) PCH supplement	4,316	11%
Residents who pay privately or who are funded through a source other than SSI supplement	33,429	89%

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

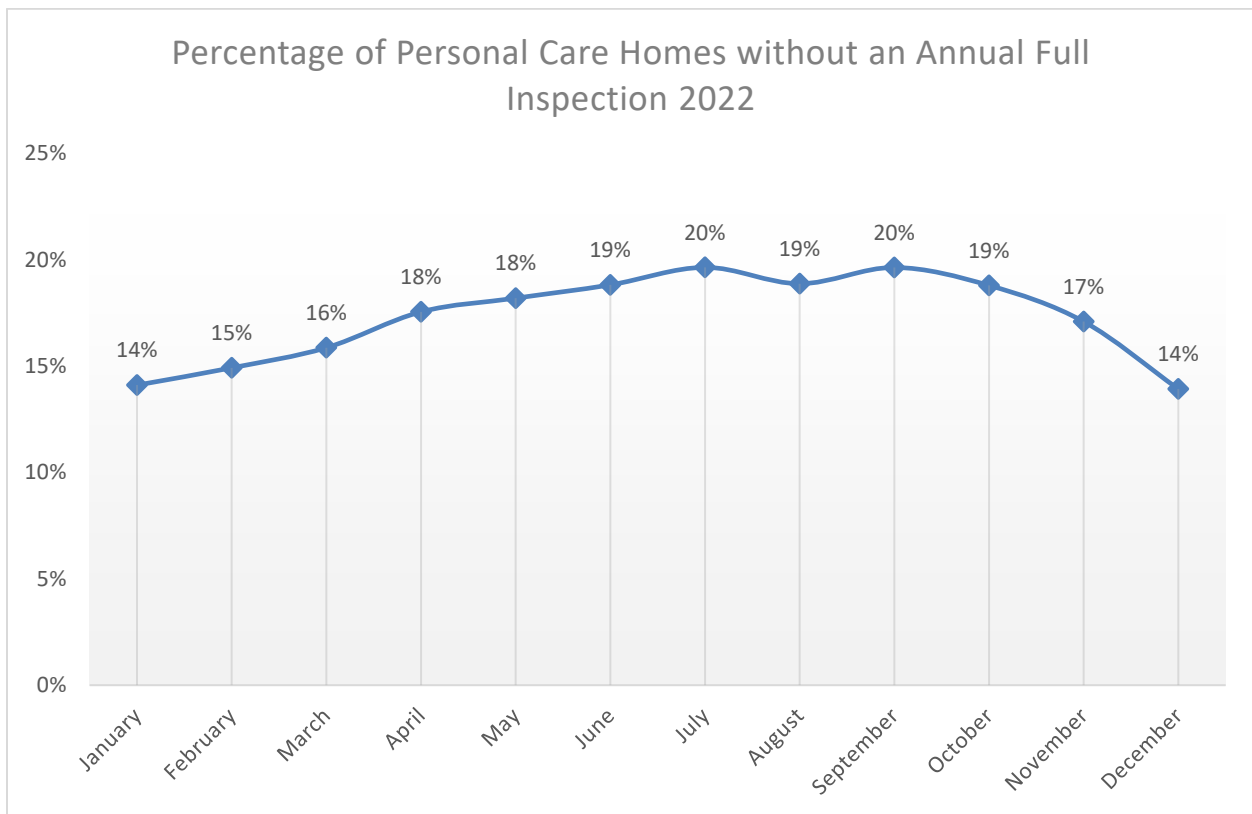
At the time of the 2022 Annual Report, PCHs were located in every Pennsylvania County except Forest, Fulton, and Sullivan. For county-specific information about the number and capacity of PCHs, see Appendix A.

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 2022, BHSL completed 2,434 inspections. Approximately 1% of the PCHs had more than one full inspection during the year and 55% of all PCHs inspected had more than one inspection in 2022.



Number of Inspections Completed

Type of Inspection	Number Completed
Full	950
Partial	1,436
Initial	48
All Inspections	2,434

Count of Inspections for Homes that Had at Least One Inspection in 2022

Number of Inspections	Percentage of PCHs
1 Inspection	45.8%
2 – 5 Inspections	49.5%
6 – 10 Inspections	4.5%
Over 10 Inspections	0.2%

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 2022 was 19,479. The average number of violations found per PCH in full inspections conducted in 2022 was 9.5. The table below shows the most frequently cited violations that occurred in calendar year 2022.

Number of Violations Found

Number of Violations Identified During Each Full Inspection	Percentage of Full Inspections
0 Violations	20%
1 – 10 Violations	56%
11 – 30 Violations	22%
31 – 50 Violations	2%
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.	21%
187(d) - The home shall follow the directions of the prescriber.	18%
<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. 	15%

Regulation 55 Pa. Code § 2600	Percent of Inspections with Cited Regulatory Violation
<p>101(j) – Each resident shall have the following in the bedroom:</p> <ul style="list-style-type: none"> (1) A bed with a solid foundation and fire retardant mattress that is in good repair, clean and supports the resident. A legal entity with a personal care home license for the home as of October 24, 2005, shall be exempt from the requirement for a fire retardant mattress. (2) A chair for each resident that meets the resident's needs. (3) Pillows, bed linens and blankets that are clean and in good repair. (4) A storage area for clothing that includes a chest of drawers and a closet or wardrobe space with clothing racks or shelves accessible to the resident. (5) A bedside table or a shelf. (6) A mirror. (7) An operable lamp or other source of lighting that can be turned on at bedside. (8) If a resident shares a bedroom with other residents, the items specified in paragraphs (4)–(7) may be shared with one other resident. 	12%
<p>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).</p>	12%

Regulation 55 Pa. Code § 2600	Percent of Inspections with Cited Regulatory Violation
<p>187(a) - A medication record shall be kept to include the following for each resident for whom medications are administered:</p> <ul 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. 	12%
85(a) - Sanitary conditions shall be maintained.	11%
42(b) – A resident may not be neglected, intimidated, physically or verbally abused, mistreated, subjected to corporal punishment or disciplined in any way.	10%
141(b.1) – A resident shall have a medical evaluation – at least annually.	9%
187(b) – The information in subsection (a)(13) and (14) shall be recorded at the time the medication is administered.	9%

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 2022, BHSL received 29,485 incident reports, approximately 3% 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	35%
Death of a resident	23%
Outbreak of a serious communicable disease	15%
Prescription medication error	10%
Incident requiring the services of emergency management agency, fire department, or police department	8%
Physical or sexual assault of a resident	4%
Complaint of abuse, suspected resident abuse, or referral of a complaint of abuse to local authority	2%
Violation of a resident's rights	1%
Unexplained absence of a resident for 24 hours or more, or any absence of a resident from a secure dementia care unit	1%
Emergency such as natural disaster or utility outage	.70%
Suicide attempt	.20%
Misuse of a resident's funds by the home's staff or legal entity	.15%
Utility termination notice or an actual service termination	.15%
Fire or structural damage to a home	.10%
Violation of health and safety laws	.06%
Food Poisoning	.01%
Criminal conviction against legal entity, administrator or staff (relating to criminal history background checks)	.01%
Unscheduled closure of the home or relocation of the residents	.01%

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 65% of the complaints received in 2022 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	1,715
Number of Complaints Requiring an On-Site Investigation	1,113
Percent of Complaints Requiring an On-Site Investigation	65%
Percent of Complaints Where One or More Regulatory Violations Were Identified	25%

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	2022 Totals
Emergency Relocations	1
License Revocations	5
Nonrenewal of License	2
Denial of Initial License	0
Illegal Operations	0
Court Filings	0
Orders to Limit Access	1
Provisional Licenses Due to Enforcement	45
Fines Issued	1
Court Appointment of Master	0
Total Enforcement Actions	55 (Avg 4 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 2022, 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	2022 Totals
Warnings of Possible Fines	30
Number of PCHs Issued Warnings	30
Number of Fines Issued	1
Number of PCHs Issued Fines	1
Number of Violations With Invoiced Fines	2
- Class I	0
- Class II	2
- Class III	0
Total Fine Amount Assessed	\$1,480

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
0	1	21	30	2	54

Top Three Regulations for which Waivers were Requested

Regulation 55 Pa. Code § 2600	Total Number of Requests	Granted	Denied	Waiver Not Needed	Outcome Pending	Waiver Withdrawn
2600.54 – Qualifications for direct care staff persons.	22	6	0	16	0	0
2600.64 – Administrator training and orientation.	16	13	2	1	0	0
2600.22/.141/.224 – Use of approved software in lieu of BHSL forms.	11	10	0	1	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 11 PCHs that applied for and received the scholarships in 2022. 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 130 training sessions offered by BHSL totaling nearly 500 hours of free virtual training in 2022. Courses included but not limited to:

- Person-centered Assessments and Support plans
- Introduction to Motivational Interviewing
- Stages of Change and Trauma Informed Care
- Identifying Resident Medical Needs
- Fire Safety Awareness for Personal Care Homes
- Best Practices in Medication Safety and Prevention of Drug Diversion
- Fall Safety and Prevention of Injury
- The Life Story and it's Benefits in Dementia Care
- Behavioral Issues with Dementia
- Best Practices for Care of Patient with Dementia
- Meaningful Activities
- Alternative Paths to Medication Administration
- The Impact of Aging Boomers in the Workplace
- Have Questions About Licensing? Where to Find Answers
- Winter Season Preparation: Infection Prevention and Control in PCH
- Strategies for Ensuring Proper Placement in a PCH
- Documentation Expose
- Working with Residents with Intellectual Disabilities and Mental Health Challenges
- Teaching Strategies
- Infection Control and Wound Care
- Blood-borne Pathogens and Hazard Communication
- Diabetes Education
- End of Life: Hospice and Bridge Care Programs
- Emergency Action and Fire Prevention Plans
- Emergency Management and Business Continuity
- Person Centered Care and Aging in Place
- Walking and Working Surfaces in PCH
- Common Medical Emergencies
- Caregiver Burnout
- Fall Safety and Prevention of Injuries

Workload

In addition to a small component of management and support staff, as of January 2022, BHSL employed 44 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	5	238	1:48
Northeast	9	243	1:27
Southeast	12	250	1:21
West	18	385	1:21
Statewide	44	1,116	1:25

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

A new licensing representative receives over 120-hours of training in the first six months of employment. Initial training includes participation in the Department's medication administration 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	405	228	26	3	2	3	3	2	6	4
ALLEGHENY	114	7449	4080	407	43	10	22	53	29	78	34
ARMSTRONG	21	513	356	78	15	6	8	7	-	17	3
BEAVER	16	1039	463	90	6	2	1	9	4	13	3
BEDFORD	3	152	67	12	2	-	-	3	-	2	1
BERKS	27	2098	1413	167	8	-	5	15	7	21	6
BLAIR	15	892	477	62	8	-	3	10	2	9	6
BRADFORD	7	363	195	49	3	-	2	5	-	6	1
BUCKS	53	3195	1982	70	13	10	7	23	13	26	27
BUTLER	24	1908	1117	26	7	-	4	14	6	15	9
CAMBRIA	26	1026	603	165	16	-	8	18	-	21	5
CAMERON	1	10	6	-	-	-	1	-	-	-	1
CARBON	5	351	201	4	1	1	1	1	2	4	1
CENTRE	15	854	572	7	2	1	2	10	2	11	4
CHESTER	47	3052	1771	42	13	11	4	18	14	34	13
CLARION	4	231	124	19	4	-	-	4	-	1	3
CLEARFIELD	5	321	197	11	4	-	1	3	1	3	2
CLINTON	3	164	99	43	3	-	1	2	-	3	-
COLUMBIA	3	179	125	9	1	-	-	3	-	3	-
CRAWFORD	3	215	138	15	2	-	1	1	1	2	1
CUMBERLAND	20	1511	904	49	7	4	-	10	6	10	10
DAUPHIN	22	1412	772	84	7	6	1	11	4	9	13
DELAWARE	34	2313	1267	84	11	7	6	10	11	19	15
ELK	2	134	71	4	1	-	-	2	-	-	2
ERIE	24	1350	666	111	16	8	2	7	7	11	13
FAYETTE	22	707	468	133	11	3	8	11	-	22	-
FOREST	-	-	-	-	-	-	-	-	-	-	-
FRANKLIN	18	754	430	43	8	3	5	8	2	8	10
FULTON	-	-	-	-	-	-	-	-	-	-	-
GREENE	4	111	89	44	3	1	1	2	-	4	-
HUNTINGDON	3	126	68	23	1	-	-	3	-	1	2
INDIANA	16	552	312	61	9	2	3	11	-	13	3
JEFFERSON	7	282	189	49	5	-	1	6	-	5	2
JUNIATA	5	118	102	26	3	1	3	1	-	5	-
LACKAWANNA	16	1084	683	166	7	-	1	13	2	12	4
LANCASTER	55	3465	2410	270	27	5	9	27	14	26	29
LAWRENCE	10	438	283	49	5	1	3	6	-	5	5

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
LEBANON	18	727	507	66	4	2	4	12	-	11	7
LEHIGH	33	2419	1633	250	9	2	5	15	11	26	6
LUZERNE	24	1687	1020	181	15	2	4	11	7	20	4
LYCOMING	15	759	384	60	6	1	5	8	1	11	4
MCKEAN	3	173	102	11	3	-	1	1	1	1	2
MERCER	14	639	317	32	5	2	3	8	1	6	7
MIFFLIN	2	167	100	5	1	-	-	2	-	1	1
MONROE	8	413	313	31	3	1	2	4	1	7	1
MONTGOMERY	58	4934	2808	40	8	3	6	27	22	36	22
MONTOUR	4	221	126	16	2	-	1	3	-	1	3
NORTHAMPTON	29	2348	1163	57	4	2	2	17	8	24	4
NORTHUMBERLAND	14	700	349	104	9	-	8	5	1	13	1
PERRY	1	65	31	1	1	-	-	1	-	-	1
PHILADELPHIA	55	2703	1521	488	36	6	25	15	9	37	18
PIKE	5	237	110	-	-	2	-	2	1	5	-
POTTER	1	30	16	1	1	-	-	1	-	-	1
SCHUYLKILL	6	463	294	20	1	-	2	3	1	6	-
SNYDER	1	95	48	-	-	-	-	1	-	1	-
SOMERSET	13	549	320	106	10	-	6	6	1	10	3
SULLIVAN	-	-	-	-	-	-	-	-	-	-	-
SUSQUEHANNA	2	101	66	5	2	-	-	2	-	2	-
TIOGA	4	169	78	14	3	-	1	3	-	1	3
UNION	5	307	185	8	1	-	1	3	1	3	2
VENANGO	7	159	128	80	6	-	5	2	-	2	5
WARREN	6	260	151	22	5	-	4	1	1	1	5
WASHINGTON	14	614	392	36	4	1	5	7	1	11	3
WAYNE	3	120	78	-	-	-	2	1	-	2	1
WESTMORELAND	42	2184	1340	137	16	4	9	24	5	34	8
WYOMING	2	65	49	8	1	-	1	1	-	1	1
YORK	25	1917	1188	39	6	2	6	9	8	17	7
TOTAL	1,074	63,999	37,745	4,316	437	114	225	525	210	715	352

Appendix B

Applications, Inspections, Enforcement, and Facility Information

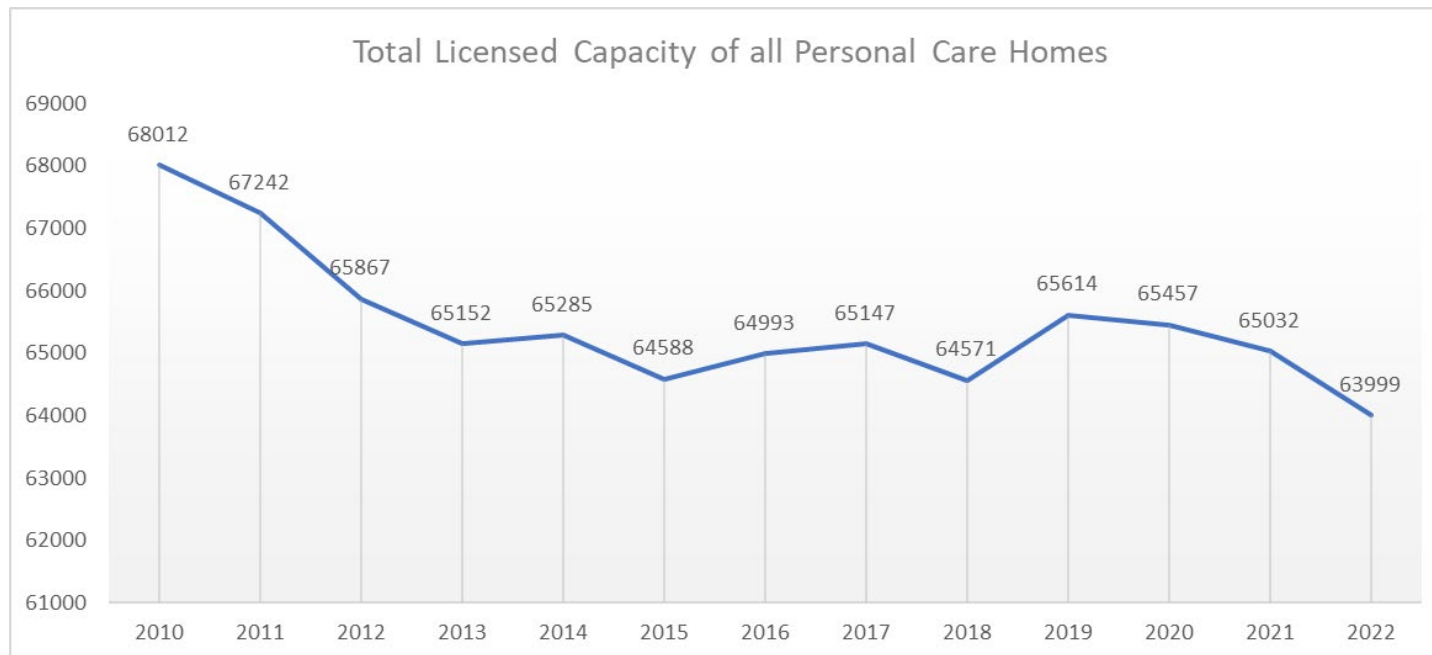
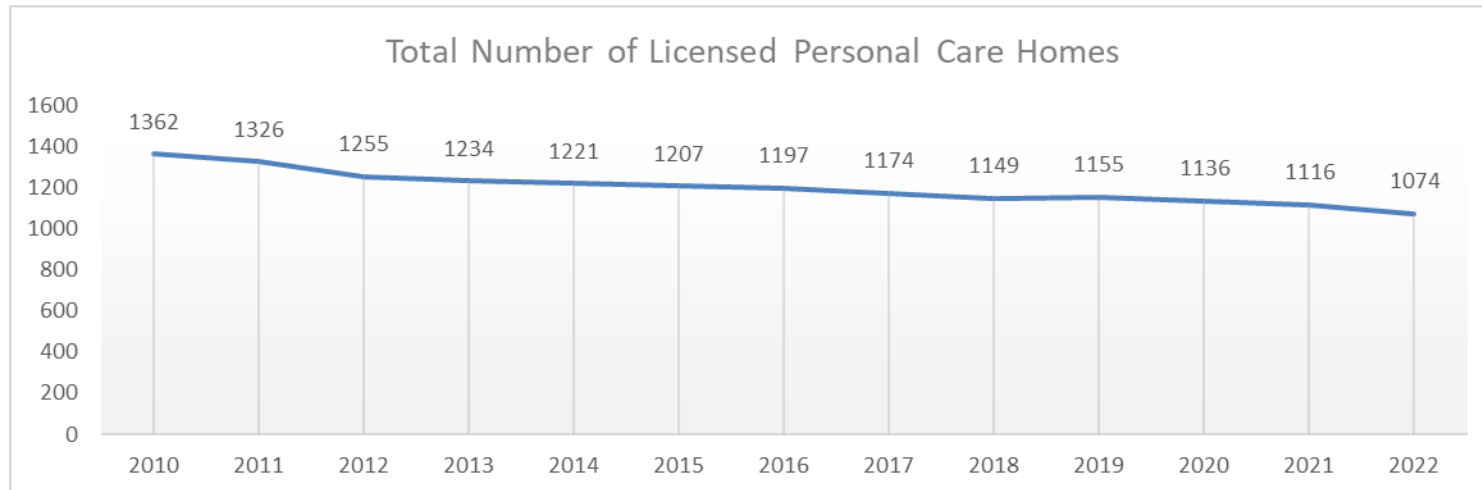
BHSL received 71 applications for licensure in the 2022 calendar year. Of those submitted, 23% were applications for new PCHs and 77% were applications for a new owner to operate an existing PCH.

Application Status	Count Received in 2022	Percent
Denied	2	3%
Issued	25	35%
Still Pending	29	41%
Other (Not Needed or Withdrawn)	15	21%
TOTAL	71	100%

Applications Received January 2022 through December 2022



The total number of PCHs in Pennsylvania has been steadily declining. The tables below show the numbers of PCHs and total capacity between 2010 and 2022.



Inspections

There continues to be a steady decline in the number of PCH inspections consistent with the decrease in the number of PCHs.

Type of Inspections	Number Completed				
	2018	2019	2020	2021	2022
Full	1,014	990	329	992	950
Partial	1,257	1,290	1,647	1,405	1,436
Initial	32	9	0	53	48
All Inspections	2,303	2,289	1,976	2,450	2,434

Number of Inspections	PCHs in Category				
	2018	2019	2020	2021	2022
1 Inspection	46%	48%	33%	44.7%	45.8%
2-5 Inspections	50%	48%	37%	48.6%	49.5%
6-10 Inspections	3%	3%	4%	5.9%	4.5%
Over 10 Inspections	<1%	<1%	<1%	0.7%	0.2%

Relevant to the number of decreasing PCHs and inspections, the total and average number of violations has decreased as well.

Number of Violations Found During Each Full Inspection	Inspections in Category				
	2018	2019	2020	2021	2022
0 Violations	12%	11%	7%	8%	20%
1 - 10 Violations	63%	59%	45%	64%	56%
11 - 30 Violations	23%	24%	37%	26%	22%
31 - 50 Violations	1%	4%	9%	2%	2%
51 - 100 Violations	<1%	2%	2%	<0.1%	0%
Over 100 Violations	0%	<1%	0%	0%	0%

Complaints and Enforcement Actions

The total number of complaints received against PCHs has remained relatively consistent while the total number of enforcement actions continue to decrease.

	2018	2019	2020	2021	2022
Number of Complaints Received	1,555	1,821	1,563	1,447	1,715
Number of Complaints Requiring On-site Investigation	965	1,072	468	1,110	1,113
Percent of Complaints Requiring On-site Investigation	62%	59%	30%	77%	65%
Percent of Complaints Where One or More Regulatory Violations Were Found	63%	53%	37%	30%	25%

Enforcement History, January 2018 - December 2022

Type of Enforcement Action	2018	2019	2020	2021	2022
Emergency Relocations	1	1	1	0	1
License Revocations	5	5	0	7	5
Nonrenewal of License	4	7	2	0	2
Denial of Initial License	0	0	0	0	0
Illegal Operations	1	1	0	0	0
Court Filings	0	0	0	0	0
Orders to Limit Access	0	0	0	0	0
Provisional Licenses Due to Enforcement (not new PCHs)	49	54	34	46	45
Fines	8	9	2	7	1
Court Appointment of Master	0	0	0	0	0
Total Enforcement Actions	68	77	39	60	54
Average Per Month	6 / month	6 / month	3 / month	5 / month	(Avg 4 per month)

Appendix C

Licensing Status and Enforcement Actions by County

County	License Status as of January 3, 2022		Cumulative Enforcement Actions for 2022									
	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	-	-	-	-	-	-	-	1	-	-
ALLEGHENY	123	4	-	1	-	-	-	-	1	15	-	-
ARMSTRONG	21	0	-	-	-	-	-	-	-	1	-	-
BEAVER	20	1	-	-	-	-	-	-	-	1	-	-
BEDFORD	3	0	-	-	-	-	-	-	-	-	-	-
BERKS	29	0	-	-	-	-	-	-	-	-	-	-
BLAIR	16	0	-	-	-	-	-	-	-	1	-	-
BRADFORD	6	0	-	-	-	-	-	-	-	-	-	-
BUCKS	53	0	-	-	-	-	-	-	-	2	1	-
BUTLER	24	0	-	-	-	-	-	-	-	1	-	-
CAMBRIA	25	0	-	-	-	-	-	-	-	-	-	-
CAMERON	1	0	-	-	-	-	-	-	-	-	-	-
CARBON	5	0	-	-	-	-	-	-	-	-	-	-
CENTRE	15	0	-	-	-	-	-	-	-	-	-	-
CHESTER	47	0	-	-	-	-	-	-	-	3	-	-
CLARION	4	0	-	-	-	-	-	-	-	-	-	-
CLEARFIELD	6	0	-	-	-	-	-	-	-	-	-	-
CLINTON	3	0	-	-	-	-	-	-	-	-	-	-
COLUMBIA	3	0	-	-	-	-	-	-	-	-	-	-
CRAWFORD	3	0	-	-	-	-	-	-	-	1	-	-
CUMBERLAND	20	0	-	-	-	-	-	-	-	1	-	-
DAUPHIN	21	0	-	-	-	-	-	-	-	-	-	-
DELAWARE	33	0	-	-	-	-	-	-	-	1	-	-
ELK	2	0	-	-	-	-	-	-	-	-	-	-
ERIE	27	0	-	1	-	-	-	-	-	2	-	-
FAYETTE	24	0	-	1	-	-	-	-	-	7	-	-

County	License Status as of January 3, 2022		Cumulative Enforcement Actions for 2022									
	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	0	-	-	-	-	-	-	-	-	-	-
FRANKLIN	19	0	-	-	-	-	-	-	-	-	-	-
FULTON	1	0	-	-	-	-	-	-	-	-	-	-
GREENE	4	0	-	-	-	-	-	-	-	-	-	-
HUNTINGDON	3	0	-	-	-	-	-	-	-	-	-	-
INDIANA	17	0	-	-	-	-	-	-	-	-	-	-
JEFFERSON	8	0	-	-	-	-	-	-	-	-	-	-
JUNIATA	5	0	-	-	-	-	-	-	-	-	-	-
LACKAWANNA	17	0	-	-	-	-	-	-	-	-	-	-
LANCASTER	55	0	-	-	-	-	-	-	-	-	-	-
LAWRENCE	11	0	-	-	-	-	-	-	-	1	-	-
LEBANON	18	0	-	-	-	-	-	-	-	1	-	-
LEHIGH	35	0	-	-	-	-	-	-	-	-	-	-
LUZERNE	25	0	-	-	-	-	-	-	-	-	-	-
LYCOMING	15	0	-	-	-	-	-	-	-	-	-	-
MCKEAN	3	0	-	-	-	-	-	-	-	-	-	-
MERCER	15	0	-	-	-	-	-	-	-	1	-	-
MIFFLIN	2	0	-	-	-	-	-	-	-	-	-	-
MONROE	8	0	-	-	-	-	-	-	-	-	-	-
MONTGOMERY	58	0	-	-	-	-	-	-	-	1	-	-
MONTOUR	4	0	-	-	-	-	-	-	-	-	-	-
NORTHAMPTON	31	0	-	-	-	-	-	-	-	-	-	-
NORTHUMBERLAND	15	0	1	-	-	-	-	-	-	-	-	-
PERRY	1	0	-	-	-	-	-	-	-	-	-	-
PHILADELPHIA	59	0	-	-	-	-	-	-	-	4	-	-
PIKE	5	0	-	-	-	-	-	-	-	-	-	-
POTTER	1	0	-	-	-	-	-	-	-	-	-	-
SCHUYLKILL	6	0	-	-	-	-	-	-	-	-	-	-
SNYDER	1	0	-	-	-	-	-	-	-	-	-	-

County	License Status as of January 3, 2022		Cumulative Enforcement Actions for 2022									
	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	0	-	1	-	-	-	-	-	-	-	-
SULLIVAN	1	0	-	-	-	-	-	-	-	-	-	-
SUSQUEHANNA	2	0	-	-	-	-	-	-	-	1	-	-
TIOGA	4	0	-	-	-	-	-	-	-	-	-	-
UNION	5	0	-	-	-	-	-	-	-	-	-	-
VENANGO	7	0	-	-	-	-	-	-	-	-	-	-
WARREN	6	0	-	-	-	-	-	-	-	1	-	-
WASHINGTON	18	0	-	1	-	-	-	-	-	3	-	-
WAYNE	3	0	-	-	-	-	-	-	-	-	-	-
WESTMORELAND	42	0	-	-	-	-	-	-	-	7	-	-
WYOMING	3	0	-	-	-	-	-	-	-	-	-	-
YORK	26	0	-	-	-	-	-	-	-	1	-	-
TOTAL	1,116	28	1	5	0	0	0	0	1	58	1	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)

About the Report

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

Contact BHSL for questions on this report:

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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