

Bureau of Human Services Licensing (BHSL)

Overview of Personal Care Home (PCH) and Assisted Living Residences (ALR)

February 05, 2025

Long-Term Services and Supports (LTSS) Subcommittee Meeting

Presented by:

Joshua Hoover, Office of Long-Term Living (OLTL) Division of Communications
Management

Theresa Hartman, BHSL Director

Jill Kachmar, BHSL Regulatory Manager

Ashley Roser, BHSL Regulatory Analyst



Agenda

- BHSL Overview
- PCH/ALR Overview
- Levels of Care Comparison
- Intersection of PCH/ALR and Waiver Services
- BHSL Annual Report
- BHSL Resources



BHSL Overview

- BHSL is responsible for the licensure and regulatory enforcement of PCHs and ALRs in the Commonwealth of Pennsylvania.
- PCHs and ALRs are governed by state regulations
 - PCH - [55 PA. Code Chapter 2600](#)
 - ALR - [55 PA. Code Chapter 2800](#)
- “Protection through Prevention”
 - 5 Regional Offices
 - 100+ staff

PCH/ALR Overview

- **Personal Care Home**

- A premise in which food, shelter and personal assistance or supervision are provided for a period exceeding 24 hours, for four or more adults who are not relatives of the operator, who do not require the services in or of a licensed long-term care facility, but who do require assistance or supervision in activities of daily living (ADL) or instrumental activities of daily living (IADL).

- **Assisted Living Residence**

- Any premises in which food, shelter, assisted living services, assistance or supervision, and supplemental health care services are provided for a period exceeding 24-hours for four or more adults who are not relatives of the operator, who require assistance or supervision in matters such as dressing, bathing, diet, financial management, evacuation from the residence in the event of an emergency, or medication prescribed for self-administration.



PCH/ALR Overview (cont)

- Community-living settings for individuals who require assistance and/or supervision with ADLs and IADLs.
- Not clinical or institutional settings, by design
- Private Pay (no direct Medicare/Medicaid enrollment)
 - Indirect: Residential Habilitation and ALR In-Lieu of Services
- PCH requires no clinical staff
- ALR requires minimal clinical staff
- Staff and administrators are not licensed

Levels of Care Comparison

- **PCH population is primarily older adults with aging-related diagnoses and needs.**
 - PCH settings also serve residents with:
 - Major Neurocognitive Disorders
 - Behavioral Health Diagnoses
 - Intellectual and Developmental Disabilities
 - Brain Injuries
- **ALR population is similar to PCH population.**
 - Some residents have more acute needs
 - Regulatory provisions for in-house supplemental healthcare services
 - Focus on:
 - Aging in place
 - Resident choice and self-determination

▶ Levels of Care Comparison (cont)

ALRs differs from PHCs in:

- **Concept** - Age in place without having to move into the nursing facility when needs increase.
- **Construction** - Larger, individual living units with kitchen capacity and private bathrooms.
- **Care** - Services may be provided (to some extent) that would otherwise be provided in a nursing home.
- **Choice** - More opportunities to exercise decision-making; may opt out of services and have this specified in the contract along with a reduction in fees.

	Personal Care Home	Assisted Living Residence	Long-Term Care Facility (Skilled Nursing Facility)
	<u>DHS Provider Directory:</u> https://www.humanservices.state.pa.us/HUMAN_SERVICE_PROVIDER_DIRECTORY/	<u>DHS Provider Directory:</u> https://www.humanservices.state.pa.us/HUMAN_SERVICE_PROVIDER_DIRECTORY/	DOH Nursing Facility Locator: https://sais.health.pa.gov/commonpoc/nhLocator.asp
Oversight	PA Department of Human Services regulations	PA Department of Human Services regulations	Federal and State Regulations: <ul style="list-style-type: none"> Centers for Medicare & Medicaid Services PA Department of Health
Medical Director	No Medical Director Required	No Medical Director Required	Medical Director must be a licensed physician in PA
Director of Nursing	No Director of Nursing required	No Director of Nursing required	Full-time Registered Nurse with written approval of the Medical Director
Administrator	Not licensed	Not licensed	Licensed through the PA Department of State
Licensed Staff	No licensed staff required	<ul style="list-style-type: none"> 1 licensed nurse in the building or on-call 1 dietician on staff or under contract 	All staff involved in direct care are licensed and/or certified
Direct Care Staff Minimum Qualifications	High School Diploma	High School Diploma	Certified Nursing Assistants
Staffing	<ul style="list-style-type: none"> 1 direct care staff service hour per day per mobile resident 2 direct care staff service hours per day per resident with mobility needs 	<ul style="list-style-type: none"> 1 direct care staff service hour per day per mobile resident 2 direct care staff service hours per day per resident with mobility needs 	*Combination of service hours and staffing ratios: <ul style="list-style-type: none"> 2.87 service hours per resident/ per day Never less than 1 nurse aid per 20 residents, 1 Licensed Practical Nurse per 40 residents, and 1 Registered Nurse per 50 residents overnight. Higher staffing requirements during the day
Medication Administration	Unlicensed Direct Care Staff may administer medications after completing the PA Department of Human Services Medication Administration Training Program. No requirement for trainers to be licensed medical professionals.	Unlicensed Direct Care Staff may administer medications after completing the PA Department of Human Services Medication Administration Training Program. No requirement for trainers to be licensed medical professionals.	Medications are administered by: <ul style="list-style-type: none"> Medical Doctors Registered Nurses Licensed Practical Nurses Nursing Students (under supervision)
Funding/ Payment	Private-Pay *Supplemental Security Income recipients may be eligible for \$639.30/mo Personal Caresupplement to pay towards the provision of care (\$1357.40 for married couples).	Private-Pay *Effective 7/1/2024, limited Assisted Living enrollment for In Lieu of Services (ILOS) for nursing facility diversion or home-transition.	<ul style="list-style-type: none"> Private-Pay Private Insurance Medicare/Medicaid

Intersection of PCH/ALR and Waiver Services

- **ALR - In Lieu of Services (previous presentations)**
- **PCH - Residential Habilitation**
 - Residential Habilitation is a service in both the Community HealthChoices (CHC) and OBRA waivers. Settings must be community-based as well as maintain a home-like environment.
 - Supports that assist participants with acquiring, retaining, and improving the self-help, socialization, and adaptive skills necessary to reside successfully in the community.
 - Services are individually tailored supports that can include activities in environments designed to foster the acquisition of skills, appropriate behavior, greater independence, and personal choice.
 - Can be provided in both licensed and unlicensed settings
 - Licensed settings may not exceed a licensed capacity of eight unrelated individuals.
 - Unlicensed settings have three or fewer individuals.
 - All settings must have Commission on Accreditation of Rehabilitation Facilities (CARF) Community Housing accreditation or CARF Brain Injury Residential Rehabilitation Program (Adult) accreditation.
 - All settings must be community-based as well as maintain a home-like environment.

BHSL Annual Report

- 2023 BHSL Annual Report Issued in August 2024 describes:
 - The characteristics of PCHs and ALRs.
 - The needs of the individuals served.
 - The number and types of inspections completed.
 - The number of complaints investigated.
 - Enforcement action taken.
 - The provision of technical assistance to operators.
 - Other methods used by BHSL to achieve its mission of protecting vulnerable individuals in its licensed settings.
 - BHSL annual reports can be found on the [BHSL reporting page](#).



BHSL Annual Report (cont)

- 2023 Highlights:
 - 1,068 PCH and 67 ALR licenses
 - Decrease in number of PCHs
 - 40 facilities closed
 - 12 facilities opened
 - Increase in the average number of violations cited on annual inspections from 9.5 to 11

BHSL Annual Report (cont)

Licenses by Type and Action	As of January 1, 2023			As of December 31, 2023		
	PCH	ALR	Total	PCH	ALR	Total
Licenses	1068	67	1135	1040	67	1107
Licenses for Profit	719	38	757	697	37	734
Licenses for Profit %	67%	57%	67%	67%	55%	66%
Licenses for Non-Profit	349	29	378	343	30	373
Licenses for Non-Profit %	33%	43%	33%	33%	45%	34%
Licenses Opened (Not SOLE*/COLE**)	X	X	X	10	2	12
Licenses Closed Voluntarily (Not SOLE*/COLE**)	X	X	X	31	2	33
Licenses Closed by the Department	X	X	X	7	0	7

*SOLE – Sale of Legal Entity

**COLE – Change of Legal Entity



BHSL Annual Report

Resident Census	As of December 31, 2023		
	PCH	ALR	Total
Approx. Census	39,190	3,684	42,874
Residents Over 60 Years of Age	36,292	3,498	39,790
Residents with Mental Illness	4,995	73	5,068
Residents with Intellectual Disability	883	16	899

Supplemental Security Income (SSI)	PCH	ALR	Total
Residents Receiving Supplemental Security Income (SSI)	3,908	33	3,941
Residents Not Receiving (SSI)	35,282	3,651	38,933

BHSL Annual Report

Capacity and Rates	As of December 31, 2023		
	PCH	ALR	Total
Total Capacity	62,938	5,646	68,584
Approx. Occupancy Rate	62.3%	65.2%	62.5%
Approx. Vacancy Rate	37.7%	34.8%	37.5%

BHSL Annual Report (cont)

BHSL completes three general types of licensing inspections:

- Full Inspections
 - Inspections during which all regulations are measured.
- Partial Inspections
 - Inspections where a portion of the regulations are measured in response to a complaint, a reported incident, or to monitor ongoing compliance.
- Initial Inspections
 - Inspections where all regulations that can be measured are measured in a New License, New Owner to Operate Existing license, or Sale of Licensed PCH and ALR.

Inspections by Type	As of December 31, 2023		
	PCH	ALR	Total
All License Inspection Summary "LIS" Issued	2,426	128	2,554
Full LIS Issued	853	35	888
Partial LIS Issued	1,533	91	1,624
Initial LIS Issued	40	2	42
Licenses with an Annual LIS Issued	893	37	930



BHSL Annual Report (cont)

Received Complaints	As of December 31, 2023		
	PCH	ALR	Total
Received Complaints	2,135	184	2,319
Received Complaints Requiring On-Site Investigation	PCH	ALR	Total
Count of Received Complaints Requiring On-Site Investigation	1,798	164	1,962
Percent of Complaints Requiring On-site Investigation	84%	89%	85%
Complaint Investigations Identifying Related Regulatory Violations	PCH	ALR	Total
Complaint Investigations Identifying Related Regulatory Violations	703	83	786
Percent Regulatory Violations Identified Related to the Complaint	33%	45%	34%
Complaint Investigations Identifying Unrelated Regulatory Violations	PCH	ALR	Total
Complaint Investigations Identifying Unrelated Regulatory Violations	836	88	924
Percent Regulatory Violations Identified Unrelated to the Complaint	39%	48%	40%
High-risk Complaints	PCH	ALR	Total
Count of High-risk Complaints	17	0	17
Percentage of Complaints Considered High-risk	<1%	0%	<1%



BHSL Resources

Licensing Websites

- [PCH/ALR Home \(pa.gov\)](#)
- ListServ [Join the ListServ](#)

Operator Support Hotline

- Email: ra-pwarheadquarters@pa.gov
- Phone: 866-503-3926



Questions?

