



December 3, 2019

Ms. Heather Gelles  
Executive Director  
I&A Residential Services, Inc.  
1019 Philadelphia Street, Suite 2  
Indiana, Pennsylvania 15701

RE: I&A Residential Services Building A  
111 East Pike Road  
Indiana, Pennsylvania 15701  
Certificate #: 427230

Dear Ms. Gelles:

As a result of the Department's Bureau of Human Services Licensing annual inspection on August 23, 2019, we have found the above facility to be in compliance with 55 Pa. Code Ch. 2600 (relating to Personal Care Homes).

In an effort to improve our licensing processes, the Bureau of Human Services Licensing is soliciting feedback about your recent human services licensing inspection experience. To participate in the online provider survey, launch your web browser and go to [https://www.surveymonkey.com/r/BHSL\\_Inspection](https://www.surveymonkey.com/r/BHSL_Inspection).

The survey is brief and will only take about 5 minutes to complete. Your participation in the survey is completely voluntary and all of your responses will be kept confidential. The responses will be reviewed as part of an aggregate of provider inspection responses. Thank you in advance for providing feedback.

Sincerely,

A handwritten signature in black ink, appearing to read "Kevin Hancock", written over a light blue horizontal line.

Kevin Hancock  
Deputy Secretary  
Office of Long Term Living