



**pennsylvania**  
DEPARTMENT OF HUMAN SERVICES

**Sent via e-mail [divinitymanor@gmail.com](mailto:divinitymanor@gmail.com)  
December 17, 2020**

Ms. Lea B. Sargent  
President/Owner  
Divinity Manor PHC, LLC  
932-34 North 42nd Street  
Philadelphia, Pennsylvania 19104

RE: Divinity Manor  
License #: 138740

Dear Ms. Sargent:

As a result of the Pennsylvania Department of Human Services, Bureau of Human Services Licensing, (Department), licensing inspections on October 7, 13, 14, 19, and 20, 2020 found violations with 55 Pa. Code Ch. 2600 (relating to Personal Care Homes). The enclosed Licensing Inspection Summary (LIS) specifies the violations.

On October 23, 2020 we requested that you complete a plan to correct the violations. On December 9, 2020, we sent an overdue plan of correction letter and requested an acceptable plan of correction be submitted by December 12, 2020. To date, we have not received an acceptable plan to correct the violations; therefore, we have attached a directed plan to correct the violations.

All violations specified on the LIS must be corrected by the dates specified on the report and continued compliance with 55 Pa. Code Ch. 2600 (relating to Personal Care Homes) must be maintained. Failure to implement the plan of correction or failure to maintain compliance may result in a revocation of the license.

If you have any questions, please contact me at 610-301-4812 or [miajohnson@pa.gov](mailto:miajohnson@pa.gov).

Sincerely,

*Mia Johnson*

Mia Johnson  
Human Services Licensing Supervisor

Enclosure  
Licensing Inspection Summary

**Department of Human Services  
Bureau of Human Service Licensing  
LICENSING INSPECTION SUMMARY - PUBLIC**

**Facility Information**

Name: *DIVINITY MANOR* License #: *13874* License Expiration Date: *02/18/2021*  
 Address: *932-34 NORTH 42ND STREET, PHILADELPHIA, PA 19104*  
 County: *PHILADELPHIA* Region: *SOUTHEAST*

**Administrator**

Name: *Stephanie Sargent* Phone: *2152223035* Email:  
*DIVINITYMANOR@GMAIL.COM,*

**Legal Entity**

Name: *DIVINITY MANOR LLC*  
 Address: *932-34 NORTH 42ND STREET, PHILADELPHIA, PA, 19104*  
 Phone: *2152223035* Email: *lea.b.sargent@gmail.com*

**Certificate(s) of Occupancy**

Type: *Other* Date: *09/18/2012* Issued By: *City of Philadelphia, L&I*

**Staffing Hours**

Resident Support Staff: *0* Total Daily Staff: *19* Waking Staff: *14*

**Inspection**

Type: *Partial* Notice: *Unannounced* BHA Docket #:  
 Reason: *Provisional,Monitoring* Exit Conference Date: *10/20/2020*

**Inspection Dates and Department Representative**

*10/07/2020 - On-Site: Dean Gray, Charlotte Wiley*  
*10/13/2020 - Off-Site: Dean Gray*  
*10/14/2020 - Off-Site: Dean Gray*  
*10/19/2020 - Off-Site: Dean Gray*  
*10/20/2020 - Off-Site: Dean Gray*

**Resident Demographic Data as of Inspection Dates**

**General Information**

License Capacity: *30* Residents Served: *19*

**Secured Dementia Care Unit**

In Home: *No* Area: Capacity: Residents Served:

**Hospice**

Current Residents: *0/0*

**Resident Demographic Data as of Inspection Dates (*continued*)**

## Number of Residents Who:

Receive Supplemental Security Income: 19

Are 60 Years of Age or Older: 6

Diagnosed with Mental Illness: 19

Diagnosed with Intellectual Disability: 19

Have Mobility Need: 0

Have Physical Disability: 0

**Inspections / Reviews**

10/07/2020 - Partial

Lead Inspector: *Dean Gray*Follow-Up Type: *Exception*

## 5a1 - DHS Access

**1. Requirements**

2600.

5.a. The administrator or a designee shall provide, upon request, immediate access to the home, the residents and records to:

1. Agents of the Department.

**Description of Violation**

*On 10/07/20, an agent of the Department, requested access to records showing the disbursement of the government stimulus payments. As of 10/20/20 the home has not provided access to these records.*

**Plan of Correction****Directed**

*The administrator will ensure that agents of the Department have immediate access to the home, records, and residents upon request. The home will designate a staff person to act as administrator designee at all times the administrator is not present in the home. The designee will have access to all staff and resident records. The staff schedule will indicate who is acting as administrator designee on all shifts. The administrator will submit the requested documentation to M. Johnson at the Southeast Regional office at [ra-pwarsoutheast@pa.gov](mailto:ra-pwarsoutheast@pa.gov) (<mailto:ra-pwarsoutheast@pa.gov>) or [miajohnson@pa.gov](mailto:miajohnson@pa.gov) (<mailto:miajohnson@pa.gov>) or fax at 610-270-1147.*

**Completion Date:** 12/21/2020

## 25d - Rent Rebate

**1. Requirements**

2600.

25.d. A home may not seek or accept payments from a resident in excess of one-half of any funds received by the resident under the Senior Citizens Rebate and Assistance Act (72 P. S. § § 4751-1—4751-12). If the home will be assisting the resident to manage a portion of the rent rebate, the requirements of § 2600.20 (relating to financial management) may apply. There may be no charge for filling out this paperwork.

**Description of Repeat Violation**

*The home accepted \$400.00 of resident #1's rent rebate benefit. The resident's total rent rebate was \$650.00.*

*Repeat Violation:* 12/12/2019

**Plan of Correction****Directed**

*All financial records for residents who receive rent rebates will be reviewed to ensure each resident received the amount due. The home will disburse amounts due to residents if applicable. Documentation shall be kept in the resident records.*

*11/9/20- Home provided documentation of resident #1 receiving additional money owed.*

**Completion Date:** 12/21/2020

## 42b - Abuse

**1. Requirements**

2600.

42.b. A resident may not be neglected, intimidated, physically or verbally abused, mistreated, subjected to corporal punishment or disciplined in any way.

## 42b - Abuse (continued)

**Description of Repeat Violation**

*On 08/06/20, resident #1 signed a "Receipt of Rent Rebate" stating he received \$250.00 of his rent rebate. The receipt was also signed by staff person A. According to the Pennsylvania Department of Revenue's website, resident #1's rent rebate disbursement was \$650.00 and he should have received at least half of that amount or \$325.00. The home has caused a monetary loss of \$75.00 to the resident resulting in a violation due to financial exploitation.*

*Repeat Violation: 12/12/2019*

**Plan of Correction****Directed**

*All financial records for residents who receive rent rebates will be reviewed to ensure each resident received the amount due. The home will disburse amounts due to residents if applicable. The home will obtain signatures from residents upon the distribution of rent rebates.*

*11/9/20-Home provided documentation of resident #1 receiving additional money owed.*

**Completion Date:** 12/21/2020

## 53g - Financial Management

**1. Requirements**

2600.

53.g. The administrator shall have the ability to maintain or supervise the maintenance of financial and other records.

**Description of Violation**

*The administrator failed to maintain or supervise the maintenance of financial records of the resident's stimulus payments. The listed Administrator staff person B, does not maintain the resident's financial records. The financial records are maintained by staff persons A and C as evidenced by the signatures on the rent rebate receipts and the deferment to staff person C regarding the resident's stimulus payment receipts. When receipts for the stimulus payments were requested on 10/07/20, staff person A told Licensing Representative "you gotta talk to staff person C about that". In a telephone conversation on 10/14/20, staff person C said she would get the records to Licensing Representative by start of business on 10/15/20. As of 10/20/20 records have not been provided.*

**Plan of Correction****Directed**

*The administrator will maintain and supervise the financial records of the home. The administrator will take 3 hours of additional training in training year 2021 to enrich her knowledge of these regulations and strengthen her ability to successfully manage operations at the home.*

**Completion Date:** 12/21/2020

## 103c - Food Protected

**1. Requirements**

2600.

103.c. Food shall be protected from contamination while being stored, prepared, transported and served.

**Description of Violation**

*On 10/07/20 there was an uncovered pitcher of yellow liquid stored in the kitchen refrigerator.*

103c - Food Protected (*continued*)**Plan of Correction****Directed**

*All staff persons involved in food preparation, serving and storage will be educated on the requirement of this regulation. Documentation of education will be kept.*

*The administrator or designee will check the home weekly to ensure food is protected from contamination in accordance with this regulation.*

**Completion Date:** 12/21/2020

## 103e - Left Overs

**1. Requirements**

2600.

103.e. Food served and returned from an individual's plate may not be served again or used in the preparation of other dishes. Leftover food shall be labeled and dated.

**Description of Repeat Violation**

*There was an unlabeled, undated bowl of tuna salad in the kitchen refrigerator.*

*Repeat Violation: 06/13/2019*

**Plan of Correction****Directed**

*All staff persons handling, preparing or storing food items will be educated regarding the safe storage of food items including labeling, dating, storing food in closed or sealed containers and not storing food on the floor.*

*Documentation of education shall be kept. A designated staff person will check all food storage areas daily including refrigerators and freezers to ensure all food items are labeled, dated, stored in closed or sealed containers and that food is not stored on the floor.*

**Completion Date:** 12/21/2020

## 103i - Outdated Food

**1. Requirements**

2600.

103.i. Outdated or spoiled food or dented cans may not be used.

**Description of Violation**

*There were three large dented cans of applesauce observed on the storage shelves in the basement. An opened, undated and unlabeled pitcher of yellow liquid was found in the kitchen refrigerator. Multiple undated cartons of eggs were found in the kitchen refrigerator and basement freezer. Two bags of undated french fries were found in the basement freezer. A package of meat, identified as ham, was found in the kitchen freezer without a date. A package of chicken was found in the kitchen freezer without a date.*

*Repeat Violation: 12/12/2019, 06/13/2019, et al.*

**Plan of Correction****Directed**

*A designee shall check all food storage areas daily including refrigerators and freezers to ensure all food items are labeled and dated and there are no dented cans. Any dented cans, outdated or spoiled food will be disposed of.*

**Completion Date:** 12/21/2020