

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

September 23, 2025

[REDACTED]
COMMUNITY SERVICES GROUP INC
[REDACTED]

RE: COMMUNITY SERVICES GROUP
PERSONAL CARE HOME
176 SR 901
COAL TOWNSHIP, PA, 17866
LICENSE/COC#: 22669

[REDACTED]

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 08/05/2025 of the above facility, we have determined that your submitted plan of correction is fully implemented. Continued compliance must be maintained.

Please note that you are required to post this Licensing Inspection Summary at your facility in a conspicuous location.

Sincerely,

[REDACTED]

cc: Pennsylvania Bureau of Human Service Licensing

Facility Information

Name: COMMUNITY SERVICES GROUP PERSONAL CARE HOME **License #:** 22669 **License Expiration:** 12/13/2025

Address: 176 SR 901, COAL TOWNSHIP, PA 17866

County: NORTHUMBERLAND **Region:** NORTHEAST

Administrator

Name: [REDACTED] **Phone:** [REDACTED] **Email:** [REDACTED]

Legal Entity

Name: COMMUNITY SERVICES GROUP INC

Address: [REDACTED]

Phone: [REDACTED] **Email:** [REDACTED]

Certificate(s) of Occupancy

Type: R-4 **Date:** 10/05/2006 **Issued By:** Coal Township

Staffing Hours

Resident Support Staff: 0 **Total Daily Staff:** 13 **Waking Staff:** 10

Inspection Information

Type: Partial **Notice:** Unannounced **BHA Docket #:**
Reason: Incident **Exit Conference Date:** 08/05/2025

Inspection Dates and Department Representative

08/05/2025 - On-Site: [REDACTED]

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: 16 **Residents Served:** 13

Secured Dementia Care Unit

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

Hospice

Current Residents: 0

Number of Residents Who:

Receive Supplemental Security Income: 13 **Are 60 Years of Age or Older:** 5
Diagnosed with Mental Illness: 13 **Diagnosed with Intellectual Disability:** 0
Have Mobility Need: 0 **Have Physical Disability:** 0

Inspections / Reviews

08/05/2025 Partial

Lead Inspector: [REDACTED] **Follow-Up Type:** POC Submission **Follow-Up Date:** 09/04/2025

09/16/2025 - POC Submission

Submitted By: [REDACTED] **Date Submitted:** 09/22/2025
Reviewer: [REDACTED] **Follow-Up Type:** POC Submission **Follow-Up Date:** 09/23/2025

Inspections / Reviews *(continued)*

09/18/2025 POC Submission

Submitted By: [REDACTED]

Date Submitted: 09/22/2025

Reviewer: [REDACTED]

Follow Up Type: Document Submission Follow Up Date: 09/22/2025

09/23/2025 Document Submission

Submitted By: [REDACTED]

Date Submitted: 09/22/2025

Reviewer: [REDACTED]

Follow Up Type: Not Required

15b - Supervisor Plan

1. Requirements

2600.

15.b. If there is an allegation of abuse of a resident involving a home's staff person, the home shall immediately develop and implement a plan of supervision or suspend the staff person involved in the alleged incident.

Description of Violation

On [REDACTED] it was reported that Staff person A made comments to staff about wanting to spit in Resident [REDACTED]'s food. It was also reported that Staff person A was being extra loud when trying to wake Resident [REDACTED] to correct the usage of a medical device. Staff person A would also deny the Resident [REDACTED] additional juice or milk (but would offer water). The resident was not being treated with dignity and respect. The staff person was immediately suspended until an investigation was completed by the facility on [REDACTED] when the home brought the staff member back with a plan of supervision. The home did not develop the plan of supervision in conjunction with the Department or receive approval of the plan of supervision before bringing the staff person back to work.

Plan of Correction

Accept [REDACTED] - 09/18/2025)

On August 5, 2025, the inspector informed us that a supervision plan for the employee's return had to be submitted and approved prior to their return to work. The inspector received the plan on August 5, 2025 and submitted it for approval. Following a clarification from the state, it was determined that the plan must be submitted for approval if their investigation is not yet complete.

To ensure future compliance, the Program Director notified the other Personal Care Home team supervisors of this requirement on September 17, 2025. Moving forward, a supervision plan will be submitted to the licensing office before any employee returns from a suspension related to abuse or neglect.

Licensee's Proposed Overall Completion Date: 09/17/2025

Implemented [REDACTED] - 09/23/2025)

42c - Treatment of Residents

2. Requirements

2600.

42.c. A resident shall be treated with dignity and respect.

Description of Violation

On [REDACTED] it was reported that Staff person A made comments to other staff indicating they wanted to spit in Resident [REDACTED], food. It was also reported that Staff person A, when dealing with Resident [REDACTED] was being extra loud when trying to wake the resident or correcting the position of a medical device and denying the resident additional juice or milk (but offering water). Staff person A removed the resident's walker and placed it in a supply closet. This resident was not treated with dignity and respect.

On [REDACTED] Resident [REDACTED] was calling Resident [REDACTED] 'stupid.' Resident [REDACTED] and Resident [REDACTED] were separated. Resident [REDACTED] was visibly more anxious than normal. Resident [REDACTED] told staff B that Resident [REDACTED] 'needed to [REDACTED] and knew [REDACTED] needed to [REDACTED] Resident [REDACTED] told Staff person B they did feel like Resident [REDACTED] would 'hit them.' This is the second time Resident [REDACTED] made a threat of physical harm to Resident [REDACTED] as noted in Incident investigation [REDACTED]

Repeat Violation [REDACTED]

42c Treatment of Residents (continued)

Plan of Correction**Accept** [REDACTED] - 09/16/2025)

When the suspected abuse was reported for staff Person A [REDACTED] was immediately suspended on [REDACTED] and an internal investigation was initiated.

After the investigation was completed, the staff person returned to work on 7/29/25 under the conditions that [REDACTED] complete additional training, complete a probationary period, complete mandatory EAP sessions, and meet with [REDACTED] supervisor weekly to review [REDACTED] progress.

On 8/5/25 and 8/12/25 the assistant program director reported to the program director that staff person A has made vast improvements already, has completed [REDACTED] training and started [REDACTED] EAP sessions.

The assistant program director will continue to meet with staff person A weekly throughout [REDACTED] probation period.

On 8/1/25 when staff were made aware of resident number [REDACTED] remarks they were separated and staff ensured both residents safety. The assistant program director spoke with both residents to get their side of the story. After continued comments and communication a 302 was petitioned for resident [REDACTED] and upheld to where [REDACTED] was transferred to a hospital in Philadelphia.

On 8/7/25 resident [REDACTED] bedroom was moved to a different hallway to provide distance between the residents for when resident # [REDACTED] returned.

On 8/21/25 an assessment was done on resident number [REDACTED] before [REDACTED] discharge back to the home. The program director reviewed residents rights with [REDACTED] and how [REDACTED] should treat [REDACTED] housemates.

On 8/22/25 resident [REDACTED] returned back to the home and a crisis plan was completed with [REDACTED] and another review of resident rights.

Licensee's Proposed Overall Completion Date: 09/05/2025

Implemented [REDACTED] - 09/23/2025)