

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

December 2, 2025

[REDACTED]
CHRISTIAN RESIDENTIAL OPPORTUNITIES & SOCIAL SERVICES, INC.
[REDACTED]

RE: CHRISTIAN RESI. OPP. & SOCIAL
SVCS. (C.R.O.S.S., INC.)
712 PINOLA ROAD
SHIPPENSBURG, PA, 17257
LICENSE/COC#: 34426

[REDACTED],

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 10/23/2025, 10/24/2025, 10/31/2025, 11/03/2025 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: CHRISTIAN RESI. OPP. & SOCIAL SVCS. (C.R.O.S.S., INC.) **License #:** 34426 **License Expiration:** 06/14/2026
Address: 712 PINOLA ROAD, SHIPPENSBURG, PA 17257
County: FRANKLIN **Region:** CENTRAL

Administrator

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

Legal Entity

Name: CHRISTIAN RESIDENTIAL OPPORTUNITIES & SOCIAL SERVICES, INC.
Address: [REDACTED]
Phone: [REDACTED] **Email:** [REDACTED]

Certificate(s) of Occupancy

Type: C-3 SP **Date:** 09/02/1992 **Issued By:** Labor and Industry

Staffing Hours

Resident Support Staff: 0 **Total Daily Staff:** 6 **Waking Staff:** 5

Inspection Information

Type: Partial **Notice:** Unannounced **BHA Docket #:**
Reason: Complaint **Exit Conference Date:** 11/03/2025

Inspection Dates and Department Representative

10/23/2025 - On-Site: [REDACTED]
10/24/2025 - Off-Site: [REDACTED]
10/31/2025 - Off-Site: [REDACTED]
11/03/2025 - Off-Site: [REDACTED]

Resident Demographic Data as of Inspection Dates

General Information			
License Capacity: 7		Residents Served: 6	
Secured Dementia Care Unit			
In Home: No	Area:	Capacity:	Residents Served:
Hospice			
Current Residents: 0			
Number of Residents Who:			
Receive Supplemental Security Income: 4		Are 60 Years of Age or Older: 1	
Diagnosed with Mental Illness: 0		Diagnosed with Intellectual Disability: 6	
Have Mobility Need: 0		Have Physical Disability: 0	

Inspections / Reviews

10/23/2025 Partial
Lead Inspector: [REDACTED] **Follow-Up Type:** POC Submission **Follow-Up Date:** 11/24/2025

Inspections / Reviews (*continued*)

11/24/2025 POC Submission

Submitted By: [REDACTED]

Date Submitted: 12/01/2025

Reviewer: [REDACTED]

Follow Up Type: POC Submission

Follow Up Date: 12/01/2025

12/01/2025 POC Submission

Submitted By: [REDACTED]

Date Submitted: 12/01/2025

Reviewer: [REDACTED]

Follow Up Type: Document Submission Follow Up Date: 12/05/2025

12/02/2025 Document Submission

Submitted By: [REDACTED]

Date Submitted: 12/01/2025

Reviewer: [REDACTED]

Follow Up Type: Not Required

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.

Description of Violation

On [REDACTED] Resident [REDACTED] stated Staff Member A has yelled at [REDACTED] Resident [REDACTED] reported feeling safe but did not like it when [REDACTED] was yelled at by Staff Member A. Resident [REDACTED] reported Staff Member A has taken food away from [REDACTED] Resident [REDACTED] stated [REDACTED] does not eat breakfast or brush [REDACTED] teeth in the morning if [REDACTED] does not get up in time. Resident [REDACTED] stated Staff Member A has yelled at [REDACTED] about [REDACTED] apple juice, not getting up in time, for coughing, for using essential oils, for eating snacks and for not moving or eating fast enough. Resident [REDACTED] also stated Staff Member A has pushed [REDACTED] on more than one occasion. The resident stated this happened approximately within the last couple of months and there were times where Staff Member A pushed the resident with two hands. Resident [REDACTED] witnessed Staff Member A pushing Resident [REDACTED]s on [REDACTED] shoulder right after Resident [REDACTED] moved into the home.

On [REDACTED] Resident [REDACTED] reported that some time earlier that week (between [REDACTED] and [REDACTED] Staff Member A yelled at Resident [REDACTED] saying the resident would have to get rid of some of [REDACTED] games before more could be purchased. Resident [REDACTED] stated [REDACTED] "cried and cried and cried" and then said [REDACTED] "bawled tears." Resident [REDACTED] reported that Resident [REDACTED] is yelled at every morning by Staff Member A. Resident [REDACTED] stated when Staff Member A is working "I am down and hopeless, ". Resident [REDACTED] stated [REDACTED] feels better when Staff Member D comes in.

On [REDACTED], Staff Member C reported to Staff Member B when they had arrived at the home for their shift on [REDACTED]. Resident [REDACTED] approached Staff Member C to talk. Staff Member A then yelled at Resident [REDACTED] to not talk to Staff Member C. Later that morning, Staff Member C heard Staff Member A say, "One of these days the accusations will be true, I would not hit [resident [REDACTED] but I dream about it." Staff Member C stated Staff Member A made this statement in an area where residents could hear the comment.

Staff Member C has heard Staff Member A yell at Residents [REDACTED] [REDACTED] [REDACTED] and [REDACTED] Staff Member C witnessed Staff Member A yell "We do not get upset!" at Resident [REDACTED] Staff Member C has witnessed Staff Member A yell at Resident [REDACTED] for being too slow with getting [REDACTED] compression hose on and has yelled at Resident [REDACTED] about [REDACTED] CPAP machine. Staff Member C has witnessed Staff Member A yelling at Resident [REDACTED] when [REDACTED] coughs staff person A. Staff Member C said at one time Resident [REDACTED] was taking extra time and coughing at dinner on a weeknight, and Staff Member A came out of their attached apartment and yelled, "It is my time off, I don't want to hear that sound right now!". Staff Member C has witnessed Staff Member A taking plate away from Resident [REDACTED] when [REDACTED] was eating slowly. Staff Member C also stated there was a time when Resident [REDACTED] was crying when [REDACTED] told Staff Member C that Staff Member A had yelled at [REDACTED]

Staff Member D stated Staff Member A was targeting Resident [REDACTED] more than other residents by yelling at [REDACTED] and being controlling of [REDACTED] Staff Member D stated Staff Member A was not allowing Resident [REDACTED] to take a water bottle to church. Staff Member D stated Staff Member A has yelled at Resident [REDACTED] for not getting up, for coughing, and for eating slowly. Staff Member D recalled at an unknown date and time, Staff Member A told Resident [REDACTED] they did not care if the resident got [REDACTED] buttocks cleaned or not. Staff Member D stated Staff Member A yelled at Resident [REDACTED] the resident's bedroom and all of the other residents, who were in the kitchen, heard it. Staff Member D was unsure of the exact date or time but stated all of the residents "stood still and were quiet." Staff person D reported staff person A used words, dirty words, when talking to the residents that staff person D would not repeat. Staff person D has witnessed

42b Abuse (continued)

Staff Member A take Resident [REDACTED]'s dinner away from [REDACTED]

Staff Member B reported Resident [REDACTED] usually sits in the van closest to the exit of the van which required [REDACTED] to move when other residents needed to exit the van. Resident [REDACTED] is the last to be dropped off during the week to [REDACTED] day program. It was offered to Resident [REDACTED] the seating arrangement be switched so Resident [REDACTED] would be seated in the back of the van because [REDACTED] was last to leave the van in the mornings. Staff Member B stated this "greatly upset" Resident [REDACTED] who was crying and inconsolable. Staff Member B stated when Resident [REDACTED] finally calmed down, Resident [REDACTED] stated [REDACTED] would get in trouble and yelled at by Staff Member A because Residents [REDACTED] and [REDACTED] would not be sitting in the correct seats in the van.

Staff Member A was suspended as a result of these incidents. Staff Members B, C, and D confirmed there has been a change in all of the residents' behavior since Staff Member A's suspension. Staff Members B, C, and D state Resident [REDACTED] has been more engaged, eating with other residents, is getting up in time and participating in the activities in the home which is a significant change from [REDACTED] previous behavior.

Plan of Correction

Accept ([REDACTED] - 12/01/2025)

On 10/23/25 Staff Member A was suspended for two weeks. When Staff Member A returned on 11/6/25 [REDACTED] was terminated due to the outcome of the investigation.

On 11/17, 11/19 and 11/20 training was conducted between Grace Home's Administrator and all the current staff at Grace Home. The purpose of this training was to review RCG 2600 code 42.b This also included an intended focus on residents' rights regarding food access, appropriate verbiage and tone when engaging with residents. Also reviewed at these trainings was RCG 2600 code 15.A which outlines what steps are required when there is a report of abuse with any of the residents of Cross. The training included all the required agencies to report to and the internal document to complete when submitting an abuse report. In addition to this training, the required steps to take when submitting a rights violation that includes an allegation of abuse, are posted in the staff office in clear site.

Cross also implemented a new policy detailing how residents can indicate what their preferred seating would be on the van and that it's the responsibly of the staff to assist in that request.

Attached is the termination notice for staff member A.

Attached is the rights violation training with the staff.

Attached is a picture of the posted information in the staff office.

Attached is the internal document that was reviewed for staff to complete when filing an abuse report.

Attached is the new policy for seating on the van.

For an on going monitoring Cross has implemented a monthly Resident Satisfaction and Support Interview. Each month the homes Administrator or House Parent will conduct a Satisfaction and Support Interview with each resident of the home. These interviews will give each resident the opportunity to express any concerns they have, express any support they may need and share their current satisfaction with their living environment.

If any resident expresses any concerns, additional support requested in any area or comments (both positive and/or negative) in regard to their living environment that will be documented on a separate form.

42b Abuse (continued)

Once all the resident interviews for the month have been completed, then the Administrator or House Parent will sign off that they have been completed and follow up with any issues or concerns that were expressed during these interviews.

Attached is the Monthly Resident Satisfaction and Support Checklist
Attached is the Support and Satisfaction Survey Form

Licensee's Proposed Overall Completion Date: 12/05/2025

Implemented ([REDACTED] - 12/02/2025)