

Texas Health and Human Services Commission Annual Report Regarding Long-term Care Regulation

As Required by THSC §242.005

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Executive Summary

The Health and Human Services Commission's (HHSC) Long-term Care Regulation (LTCR) program regulates facilities, agencies, programs, and individual providers of long-term care services in Texas. Texas Health and Safety Code §242.005 requires HHSC to prepare an annual report on the operation and administration of its responsibilities under Chapter 242. This report describes the regulation of nursing facilities and other entities that provide long-term care and has been prepared to meet the reporting requirement of Texas Health and Safety Code §242.005.

This report provides data on the number of providers licensed and/or certified, LTCR surveys, inspections, and investigations of these providers, and enforcement actions taken against providers for failing to comply with applicable health and safety standards.

Through an array of longer-term initiatives, LTCR also has been working to continually improve its quality, consistency, efficiency, and accountability as it carries out these regulatory responsibilities. Many of these initiatives are described in this report. However, in March 2020, the department had to prioritize resources to launch a coordinated effort to confront the COVID-19 virus, which was first reported in a Texas nursing facility on March 19, 2020.

As this report reflects, LTCR is facing unprecedented workload increases due to COVID-19, while continuing with specific efforts to help reduce the spread of COVID-19 in long-term care facilities, with the understanding that nursing facility residents are particularly vulnerable to the virus.

Many COVID-19 initiatives have been accomplished or remain ongoing, including:

- Development of webinar trainings and continually updated guidance to providers on COVID-19 response; standing, twice-weekly calls with provider associations.
- LTCR participation on Rapid Response Teams to assist facilities in securing critical resources such as staffing, testing, or infection control assistance.
- LTCR participation on teams providing technical assistance and direct instruction to nursing facilities on infection control practices.

- Creation and dissemination of specialized, focused infection control surveys at all 1,220 nursing facilities statewide to assess practices and address deficiencies to mitigate viral spread.
- Development of multiple strategies to reallocate resources to address COVID-19 related backlogs in routine regulatory work, such as recertification surveys.

Separate from COVID-19 activities, this report also details the continuation of LTCR's long-term improvement initiatives as part of HHSC transformation, including:

- Efforts to improve the consistency of survey practices statewide, including participation in a Long-term Care Facilities Council, so that regulated entities are surveyed or investigated similarly across the state.
- Strengthening of Quality Assurance
- Reorganizing and strengthening enforcement efforts by establishing a centralized, independent team to improve consistency and transparency in actions taken against providers for failure to comply.

Additionally, LTCR is working with the 87th Legislature to address staffing needed to reduce workload backlogs as a result of COVID-19 and to clarify HHSC's authority to conduct fingerprint-based background checks for certified nurse aides (CNA). CNAs serve as frontline staff, providing direct care to residents in nursing facilities.

HHSC believes all of these efforts are essential to its mission of protecting the health and safety of the hundreds of thousands of individuals receiving services in regulated long-term care settings statewide.

1. Introduction

The Regulatory Services Division (RSD) LTCR program's mission is to protect the health and safety of the more than 1 million older Texans and those with disabilities who need services and supports to lead dignified, independent, and productive lives. To continue fulfilling these critical functions in a state with a fast-growing older population, LTCR is evaluating the best approach to address resource needs, including requesting additional front-line staff positions to resolve workload backlogs due to COVID-19.

The LTCR program regulates facilities, agencies, programs, and individual providers of long-term care services through:

- Regularly scheduled inspections and surveys
- Complaint and incident investigations, most of which are conducted on-site
- Follow-up visits to ensure compliance
- Enforcement actions
- Other contacts required for carrying out state and federal licensure or certification responsibilities, such as telephone monitoring
- Investigating allegations of abuse, neglect, and exploitation involving individuals receiving long-term care (LTC) services

The following LTC facilities, agencies, and programs must be licensed or, if exempt from licensure, certified by the state and comply with licensure rules or federal certification requirements to operate in Texas:

- Assisted living facilities (ALFs)
- Day activity and health services facilities (DAHS)
- Home and Community-based Services (HCS) waiver providers (certified, exempt from licensure)
- Home and community support services agencies (HCSSAs)
- Intermediate care facilities for individuals with an intellectual disability or related condition (ICFs/IID)

- Nursing facilities (NFs)
- Prescribed pediatric extended care centers (PPECCs)
- Texas Home Living (TxHmL) waiver providers (certified, exempt from licensure)

The LTCR program also conducts the following activities and programs related to the administration of professionals who work in LTC facilities:

- Nursing facility administrator licensing and investigations
- Medication aide permitting
- Nurse Aide Training and Competency Evaluation Program
- Nurse aide certification
- Employee Misconduct Registry maintenance

2. Background

According to the U.S. Census Bureau, in 2018 there were an estimated 3.5 million people in Texas age 65 and older; they made up approximately 12.3 percent of the total Texas population of 28.7 million. This group is one of the fastest-growing populations in Texas. By 2050, this group is expected to grow to more than 15 million. (Data source: U.S. Census 2018 Estimates and Texas State Data Center, University of Texas at San Antonio)

By 2050, Texans age 65 and older will comprise 17.4 percent of the total Texas population. According to a demographer with the U.S. Census Bureau, "The aging of baby boomers means that within just a couple decades, older people are projected to outnumber children for the first time in U.S. history." As the older adult population increases, Texas will need more health and human services and supports for older residents, their caregivers, and communities (Aging Texas Well Plan 2018-2019).

Most older Texans live in one of the 25 metropolitan areas in Texas. The 77 metro area counties contain 83 percent of the population age 60 and older. The remaining 17 percent of the older adult population lives in 177 rural counties. Sixty-eight rural counties have a population density of less than seven people per square mile; less than 1 percent of Texans age 60 and older live in these less densely populated counties. (Source: Texas State Plan on Aging 2015-2017)

Thirty-nine percent of Texans age 65 and older (1.2 million) have one or more disabilities. Certain population groups are more likely to experience disability than others. Disability is more common among women than among men age 75 and older. This may be reflected by the fact that many more women than men live to be this age.

In Texas, the growth of the aging population and increased longevity will mean a marked increase in the number of people age 85 and older. In 2010, the population age 85 and older was 305,000; by 2050, this population is expected to increase more than 400 percent to 1.6 million people. This segment of the population will increase from 1.2 percent to 2.8 percent of the total state population. Rates of disability and serious chronic illness tend to increase with age, and the projected rapid increase in the size of this population is expected to increase the need for long-term services and supports. (Source: Texas Demographic Center Aging in Texas)

3. Trends in Long-term Care

Complaints and Incidents

To protect the health and safety of individuals receiving long-term care services, the LTCR Complaint and Incident Intake (CII) department fields and triages complaints about providers as well as incidents reported by providers. CII assigns these complaints and incidents a priority level and sends them to the LTCR Survey Operations team, which goes into the field to investigate within prescribed timeframes based on the severity of the situation. While the workload of LTCR Survey Operations staff for comprehensive licensure surveys is predictable, the number of complaints and incidents is highly variable and has a significant impact on workloads.

Due to COVID-19, the number of complaints and incidents that LTCR has investigated in calendar year 2020 and into calendar year 2021 has spiked, with a major number of these investigations ranked as Priority 1 complaints or incidents. These are the situations that pose the most immediate risk to resident health and safety, and they must be investigated on-site within 24 hours of receipt of the allegation.

Priority 1 complaints and incidents in NFs alone increased from 1,068 between March 2019 and February 2020 – the full calendar year before the pandemic began – to 3,386 between March 2020 and January 2021.

This increase precipitated by COVID-19 came in the wake of already increasing workloads. For example, in FY 2020, the overall number of complaints had increased 54.5 percent since FY 2013 (8,157 to 12,589), while the number of incidents increased 80 percent in the same period (10,741 to 19,377).

For ALFs, the number of both complaints and incidents also has increased since FY 2013 by 149 percent, with a six-year high in complaints in FY 2020 (1,956 to 3,548, an 81 percent increase since FY 2013) and a six-year increase in incidents in FY 2020 (1,096 to 4,056, a 270 percent increase since FY 2013).

Visits and Contacts

The number of visits and contacts that LTCR Survey Operations has with facilities, agencies, and other LTC providers is affected by the number of providers, the

number of complaints and incidents, and the availability of staff to complete the work. The COVID-19 pandemic vastly increased the number of visits and contacts with providers.

The total number of facility contacts and visits has increased by 39 percent (or 7,412 visits) in FY 2020 (26,311 visits) compared to FY 2018 (18,899 visits). The increase from FY 2018 to FY 2020 can be noted in both state licensed-only providers and federally certified providers. In FY 2020, LTCR made the following number of visits:

15,641 NF visits (11,496 in FY 2018) 3,657 ICF/IID visits (2,333 in FY 2018) 5,997 ALF visits (4,236 in FY 2018) 910 DAHS visits (661 in FY 2018) 2,900 HCSSA visits (4,500 in FY 2018)

Facility Capacity and Occupancy

Along with the aging population, Texas has seen an increasing need for long-term care services, particularly ALFs. The number of ALFs has increased by 8.1 percent since 2016. NFs, ICFs/IID, and DAHS facilities decreased during this same period. HHSC also licensed its first PPECC facility in 2018 and now has five licensed PPECC facilities serving children with high medical needs.

ALFs continue to be the fastest-growing segment of long-term care in Texas. In state fiscal year (FY) 2020, Texas had 2,028 ALFs (79,978 beds) compared to 1,864 (67,647 beds) in FY 2016. This trend reflects the fact that more consumers are choosing ALFs as an alternative to NF care, in part because residents might need assistance with activities of daily living but not the continual access to medical care that NFs provide. The increase in ALFs also might be a function of providers obtaining ALF licenses to care for very diverse populations, including residents with higher medical needs than historically served in this program.

In FY 2020, the occupancy rate for ICFs/IID overall was 62 percent. When the occupancy data for ICFs/IID is broken down between the state-operated state supported living centers (SSLCs) versus private and community-based facilities, SSLCs have a much lower occupancy rate (43.9 percent compared to 83.7 percent for private ICFs). Of the 794 ICFs/IID, 463 are at 100 percent occupancy.

As advocates encouraged individuals to transition from institutional ICF settings to community-based settings, the Texas Legislature in the early 1990s imposed a restriction on new licenses for ICFs/IID. With an occupancy rate of 84 percent in private and community operated facilities, some stakeholders have expressed

interest in increasing ICF/IID capacity, which translated into a bill/rider related to reallocation of ICF/IID Medicaid beds in the 2019 legislative session.

NFs have seen a decrease in occupancy since FY 2016, from 67.4 percent in 2016 to 57.1 percent in FY 2020. The current pandemic might have further impacted the occupancy data, due to the number of residents admitted to hospitals or who either declined to reside in a NF or passed away in a NF due to COVID-19.

Enforcement Data

A key part of the LTCR program's responsibilities is to take appropriate enforcement actions when providers fail to comply with applicable federal and state statutes and regulations. This includes making recommendations to the Centers for Medicare and Medicaid Services (CMS) on appropriate amounts of a Civil Money Penalty (CMP) to issue against a provider for failure to comply with federal regulations. Since CMS makes final determinations on CMP amounts to be assessed, LTCR will defer to CMS to provide this data.

In FY 2018, the state enforcement data in this report showed HHSC imposed 64 administrative penalties for NFs and assessed 17 administrative penalties. In FY 2020, 74 such administrative penalties were imposed, and four were assessed. (Definitions of imposed and assessed can be found in the enforcement tables further in this report.)

For HCSSAs, 812 administrative penalties were imposed by HHSC in FY 2018 compared to 955 imposed in FY 2020.

4. Initiatives, Projects, COVID-19 Response

As noted previously in this report, the LTCR program strives to continually improve on measures of quality, consistency, efficiency, and accountability, LTCR has undertaken a variety of initiatives to improve the service it provides to consumers receiving services, providers, and other stakeholders. Many of these efforts focus on improving survey and enforcement processes so that regulated entities are treated fairly and consistently across the state, while being held accountable to provide quality care to the individuals they serve.

LTCR has worked extensively on activities specific to HHSC's COVID-19 response in addition to the long-standing initiatives that have been ongoing for the department.

COVID-19 Response

Rapid Response Teams

Recognizing the vulnerability of NF residents to the COVID-19 virus, LTCR and the Department of State Health Services (DSHS) – in close collaboration with local health and emergency officials, the Texas Division of Emergency Management (TDEM), and other entities – continue to provide these facilities with critical, on-site support via Rapid Response Teams, which were launched in April 2020.

Rapid Response Teams include HHSC surveyors, DSHS infection control epidemiologists, TDEM staff, and others. These teams help NFs obtain personal protective equipment (PPE) and COVID-19 testing, address staffing shortages, and provide other critical supports, such as on-site disinfection and assessment of infection control practices. These teams have conducted more than 1,837 visits as of mid-January 2021.

Special Infection Control Assessments

Other on-site response work LTCR survey staff conducted included participating in *Special Infection Control Assessments* in NFs to identify concerns and provide immediate recommendations to facility leadership on best practices and mitigation. LTCR's ensured these recommendations complied with all state licensure and federal regulations. These teams were launched in early June 2020 and conducted nearly 1,000 on-site visits before this initiative ended in July.

COVID-19 Testing

In May 2020, Governor Abbott announced an initiative to conduct *comprehensive COVID-19 testing* of residents and staff in all 1,220 NFs in Texas. HHSC coordinated with DSHS, TDEM, and local officials statewide to carry out this testing. HHSC surveyors went on-site to assist with this process and ensure facilities complied with regulations to protect resident health and safety while testing was underway. Thanks to this extensive coordination and cooperation, this testing effort was successfully completed one month later on June 11, 2020.

Long-term Care Visitation

For the first five months of the pandemic, LTCR was required to issue emergency rules that restricted non-essential visitors from entering Texas' long-term care facilities to protect a population that remains very vulnerable to the virus. Understanding the emotional toll these restrictions took on residents and their loved ones, LTCR was moving toward relaxing visitation requirements when Texas saw its surge in COVID-19 cases in the summer of 2020. As a result, it was late September 2020 before LTCR was able to announce that residents could designate up to two essential caregivers each – be it a family member, friend, or other individual – to provide them with hands-on, direct care.

Facilities are required to ensure these caregivers are screened and fully trained to follow all infection control procedures, including proper use of PPE. LTCR is pleased to report that these ongoing essential caregiver visits have been conducted safely in long-term care facilities statewide and have made a meaningful difference in the lives of residents and their families.

LTCR also continues to allow facilities that meet certain requirements to offer general visitation, where physical distancing and other infection control requirements must be maintained between the resident and the visitor.

To assist facilities in meeting visitation requirements, HHSC's Regulatory Services Division also administered a program that approved federal funding to NFs to purchase equipment to facilitate visitation, such as plexiglass barriers for indoor visits or tents to make outdoor visits more comfortable.

Communication with Providers

While LTCR has long relied on multiple channels to communicate regularly with the providers it regulates, its efforts ramped up significantly during COVID-19 to include:

- Twice weekly calls with industry associations to ensure updated, critical LTCR messages are being pushed out to their provider members.
- Hundreds of LTCR guidance communications and trainings, including provider letters, webinars, alerts, and emergency rules, and temporary suspensions of regulatory requirements to give providers the flexibility they need to respond to COVID-19. More specifically, LTCR has:
 - Issued comprehensive response plans for nursing facilities and other longterm care providers, which are continually updated as guidance changes on both the state and federal level.
 - Hosted weekly webinars with long-term providers and then posted content on the HHSC COVID-19 provider website page for those unable to participate in real time.
 - Posted updated FAQs for providers as state and federal guidance changes.
 - Provided ongoing training to providers on topics such as infection control, the proper use of PPE, and other prevention efforts.

Regulatory Flexibilities for Providers

To give providers the flexibility they needed to respond to this fast-moving pandemic, LTCR issued temporary suspensions of normal regulatory requirements.

For NF providers facing critical staffing challenges due to the pandemic, LTCR suspended certain requirements to make it easier for them to hire certified nurse aides, who are the front-line staff providing direct care to residents. For example, LTCR temporarily allowed second-year certified nurse aide students to work before taking their final comprehensive exam, so long as they demonstrated competency to facility staff and were properly supervised. Prospective nurse aides also were granted approval to take their clinical and skills training online instead of in the customary classroom setting.

Vaccination Distribution

LTCR is requiring NFs, ALFs, and private ICFs to report the number of residents and staff who received vaccinations for COVID-19 to help the state ensure appropriate distribution of the vaccine. HHSC issued a survey to these providers so they could

submit this information and is contacting facilities that have not reported within required timeframes.

While DSHS remains the lead agency on vaccine distribution, LTCR coordinated closely with DSHS and other partners to assist in getting residents and staff in long-term care facilities vaccinated. This effort included outreach to NFs and their provider associations, encouraging them to sign up for the federal Pharmacy Partnership Program, through which pharmacy staff went on-site to conduct vaccination clinics for residents and staff.

Enforcement Consistency

In FY 2020, HHSC's Regulatory Services Division stood up a separate department to make more independent, objective decisions regarding enforcement actions against providers that demonstrated more serious failure to comply with state and federal regulations. By removing these decisions from specific program areas, enforcement determinations have become more consistent and transparent across the Regulatory Services Division, including LTCR.

In making its determinations, this unit of specially trained enforcement professionals takes findings from surveyors in the field and assesses their scope and severity using a standardized penalty matrix. The scope summarizes how many residents the violation affected, while the severity is the level of risk it posed to their health or safety. The administrative penalty imposed against a provider is therefore based on specific ranges found within this scope and severity matrix, which allows for more consistent, fair imposition of these penalties against providers.

This unit also now reviews all recommendations regarding state administrative penalties to be issued against a provider; previously it only reviewed high level penalties. This new approach, again, is to ensure improved consistency in imposing these penalties regardless of the amount.

In March 2021, and based on statute from the 84th legislative session, administrative penalties can now be imposed on providers in the HCS and Texas Home Living Medicaid waiver program, which will expand the number of enforcement actions LTCR can take against these providers. As with other LTCR programs, this unit will make these determinations using the approach described above, including the use of a penalty matrix to assess a violation's scope and severity.

Quality Assurance

In 2020, the LTCR Quality Assurance Department significantly expanded into five units to better monitor and support LTCR teams, providers, and individuals receiving long-term care services. These five teams are:

Compliance and Oversight: Uses analytic tools to review and analyze LTCR program survey and investigation processes and results. This promotes improvements to meet state and federal performance standards and to ensure compliance with regulation and LTCR policy.

Special Investigations Unit: Performs investigations, reinvestigations, internal investigations, and Nursing Facility Administrator (NFA) investigations to ensure independent oversight and accountability, quality, and accuracy within LTCR teams and among providers.

QA Provider Investigations Unit: Conducts reviews of all active provider investigations into allegations of abuse, neglect, or exploitation involving residents receiving long-term care services. This unit provides timely, constructive feedback to LTCR investigative teams to support consistent, quality investigations statewide and to promote continual process improvement.

Complex Case Specialist Unit: Conducts special projects, including handling of the appeals process, comparative analysis, and investigation consultations. This team also leads LTCR efforts to create statewide consistency in process and training for the teams investigating allegations of abuse, neglect, and exploitation.

Regional Quality Assurance Unit: Ensures that surveyors and investigators apply state and federal regulations and requirements consistently and efficiently across all long-term care programs. Consistent application also helps hold facilities accountable for maintaining a higher quality care to the individuals they serve. This is the newest of these five teams, having come online on December 1, 2020.

Texas Unified Licensure Information Portal (TULIP)

In 2019, LTCR began preliminary work to update its online licensing system to add a portal for credentialing certain professionals who work in long-term care settings. This expansion will enhance efficiency by phasing out the current paper application process and allow nursing facility administrators, certified nurse aides, and medication aides to conduct all credentialing activities online. LTCR's goal is to implement this system upgrade by Aug. 31, 2021.

5. Statutory Policy Recommendation

Clarifying Authority for CNA Fingerprint Checks

Current criminal background checks required for nurse aides and medication aides are Texas Department of Public Safety (DPS) name-based checks, which provide only an initial, snap-shot view of an individual's criminal history. Requiring the use of FBI fingerprint-based checks with a "rap back" service will allow HHSC to receive ongoing notifications of any criminal history nationwide, including arrests, prosecutions, and convictions, and eliminate the need for a facility to conduct name-based background checks on a nurse aide or another employee before and after hiring.

HHSC received funding in the 86th legislative session in response to an exceptional item in the agency's Legislative Appropriations Request for 2020-2021. Based on these additional resources, HHSC submitted a letter of intent to DPS to begin the process of FBI fingerprinting. However, after a legal review, DPS determined that HHSC does not have explicit statutory authority as the licensing agency for certified nurse aides. A legislative initiative to clarify this statutory authority is being pursued in the 2021 legislative session. Moving from name-based to fingerprint-based background checks will directly enhance health and safety protections for long-term care residents receiving direct care from these professionals.

6. Conclusion

HHSC and LTCR leadership remain committed to streamlining regulatory practices, reducing duplicative regulation, limiting unnecessary expenditures, and prioritizing the use of technology and innovation. This is particularly critical given the demands facing providers, consumers, and state agencies during the COVID-19 crisis, which brought unprecedented challenges to an already fast-changing health and human services environment.

A key part of this effort is to continue focusing on quality improvement. For providers, this means further developing LTCR quality assurance programs to improve operations, compliance with regulations, and services to clients. For HHSC, it means continuing efforts both within LTCR and other areas of the agency to assist providers in their path toward continual improvement. Texas continues to make significant strides on key measures of quality, including a major reduction in the inappropriate use of antipsychotic medications in NFs, and HHSC believes it is vital to maintain this momentum.

To achieve this vision of transformation and improvement, LTCR intends to employ many of the tactics and strategies developed during the COVID-19 pandemic, such as quicker, closer communication and collaboration with advocates, providers, families, and other important stakeholders. Working together, LTCR pledges to continue pursuing innovations to achieve our shared goal of better protecting the health and safety of our most vulnerable Texans.

Appendix A: List of Acronyms

Acronym	Full Name
ADL	Activities of daily living
ALF	Assisted living facility
АР	Administrative penalty
CFC	Consumer First Choice
CFR	Code of Federal Regulations
CII	Complaint and Incident Intake
СМР	Civil money penalty
CMS	Centers for Medicare and Medicaid Services
CNA	Certified Nurse Aide
DADS	Department of Aging and Disability Services
DAHS	Day activity and health services
DFPS	Department of Family and Protective Services
DPS	Department of Public Safety
FY	Fiscal year
НАВ	Habilitation
НВ	House Bill

Acronym	Full Name
HCS	Home and Community-based Services
HCSSA	Home and community support services agencies
HHSC	Health and Human Services Commission
HRC	Human Resources Code
HSC	Health and Safety Code
IA	Imposing authority
ICF/IID	Intermediate care facility for individuals with an intellectual disability or related condition
IJ	Immediate jeopardy/Immediate threat (IT)
IR	Informal reconsideration
LAR	Legally Authorized Representative
LSC	Life Safety Code
LTC	Long-term care
NF	Nursing facility
NFA	Nursing facility administrator
NFPA	National Fire Protection Association
OAG	Office of the Attorney General
OASIS	Outcome and Assessment Information Set

Acronym	Full Name
OSC	Opportunity to show compliance
PAS	Personal attendant services
PDP	Personal development plan
PPECC	Prescribed pediatric extended care center
RN	Registered Nurse
RSD	Regulatory Services Division
S&C	Survey and certification
Sec	Section
SB	Senate Bill
SSLC	State supported living center
TAC	Texas Administrative Code
TGC	Texas Government Code
THRC	Texas Human Resources Code
тос	Texas Occupations Code
TULIP	Texas Unified Licensure Information Portal
TxHmL	Texas Home Living
WS&C	Waiver survey and certification

Appendix B: Overview of Complaint and Incident Intakes

Complaints

A complaint allegation is an assertion that a requirement of state licensure or federal regulation has been violated and can come directly from individuals or residents, family members, health care providers, advocates, law enforcement, or other state agencies. A complaint allegation can be oral or written.

Incidents

An incident is an official notification to HHSC from a provider that the physical or mental health or welfare of a resident has been or might be adversely affected by mistreatment, neglect, or abuse. These reports also include injuries of unknown source and exploitation or misappropriation of consumer or resident property.

Priority Assignment

LTCR's Complaint and Incident Intake (CII) team evaluates each complaint and incident based on its unique circumstances and assigns priorities for investigation accordingly. When timeliness is crucial to the health and safety of a resident(s), such as in a situation of heating or air conditioner equipment failure, alleged staff walkout, etc., an investigation can be initiated immediately by telephone, regardless of the priority code assignment. After the initial contact, each complaint is assigned a priority. These priorities are as follows:

Facility 24-hour

Immediate response by regulatory investigators is warranted because a provider allegedly created or allowed a present and ongoing situation in which the provider's noncompliance with one or more requirements of licensure or certification has failed to protect residents from abuse, neglect, or mistreatment or has caused, or is likely to cause, serious injury, harm, impairment or death to a resident. Immediate jeopardy is assigned one of the following priorities:

- On-or-before 24 hours (all provider types except HCSSA)
- On-or-before 2 working days (HCSSA only)

Facility 14-day – applies to all LTC provider types except HCSSAs

This priority applies when the present or ongoing threat of continued abuse, neglect, or mistreatment has been removed. The resident is no longer in imminent danger; however, the provider's alleged noncompliance with one or more requirements of licensure or certification might have or has a high potential to cause harm that affects a resident's mental, physical, or psychosocial status and is of such consequence that a rapid response by LTCR is indicated. There is evidence or suspicion that system(s) failure contributed to or brought on the threat. Usually, specific rather than general information (e.g., descriptive identifiers, individual names, date, time, location of occurrence, description of harm) will factor into the assignment of this level of priority.

Facility 45-day – applies to HCSSAs with accreditation from deemed agencies with CMS regional office (RO) authorization, as well as non-deemed agencies

This priority applies when the provider's alleged noncompliance with one or more requirements of licensure or certification has a low potential for more than minimal harm or resulted in physical, mental, or psychosocial harm that did not directly affect resident health and safety and functional status. This priority can also be assigned for alleged violations of regulations that do not directly affect resident health and safety.

Facility 30-day – non-immediate jeopardy; applies to DAHS and PPECC

This priority applies when a provider's alleged noncompliance with one or more requirements of licensure or certification has caused, or may cause, harm that is of limited consequence and does not significantly impair individuals' mental, physical, and/or psychosocial status.

Next on-site – applies to all provider types except DAHS and PPECC

The next on-site investigation can be conducted from the day the intake is received until the provider's next health inspection. Allegations may assert that one or more of the following exist:

• Individuals/residents have been harmed. Potential for no more than minimal harm

- Individuals/residents did not experience significant discomfort or impairment in their mental or physical status
- There has been no known negative outcome for individuals/ residents, and there is low potential for more than minimal harm
- Alleged violations that do not directly impact individuals'/residents' health and safety

Intakes prioritized as next on-site can be conducted during:

- Health survey inspection/licensure inspection
- Priority 1 investigation
- Priority 2 investigation
- On-site follow-up
- Status check

Non-immediate Jeopardy (Priority 4) (Low)

This priority applies when there has been no known negative individual/resident outcome with potential for more than minimal harm. The alleged violations do not directly impact individual/resident health and safety.

Next On-site – applies to all provider types

Allegations may assert that one or more of the following exist:

- Individuals/residents have been harmed with a potential for no more than minimal harm.
- Individuals/residents did not experience significant discomfort or impairment in their mental or physical status.
- There has been no known negative outcome for individuals/residents, and there is low potential for more than minimal harm.
- Alleged violations that do not directly impact individuals'/residents' health and safety.

Intakes prioritized as Next On-site can be conducted during:

- Health survey inspection/licensure inspection
- Priority 1 investigation
- Priority 2 investigation
- On-site follow-up
- Status check

Professional Review

A provider who has cause to believe the physical or mental health or welfare of a resident has been or may be adversely affected by mistreatment, neglect, or abuse must self-report to CII immediately upon learning of the alleged conduct or conditions. This notice could include injuries of unknown source and exploitation or misappropriation of resident property.

CII staff assign a professional review priority when a provider self-reports an incident and the provider's oral report indicates that the provider's immediate corrective action is reasonably likely to ensure that abuse, neglect, mistreatment, or injury to the resident will not occur again, or at least not while the provider conducts its investigation and professional quality assurance staff reviews the provider's written investigation report.

Based on review of the provider investigation report, if further investigation is warranted to assess whether the provider's abuse prohibition policies ensure compliance with regulatory requirements, the professional review unit will send notification to regulatory regional staff to schedule an on-site investigation.

Regional Off-site Review

An incident (and/or complaint) that does not warrant an on-site investigation may be given an off-site administrative review. LTCR staff can perform an off-site administrative review (e.g., written/verbal communication with a facility or review of documentation) to determine whether further action is necessary. For example, an on-site survey may not be required if there is sufficient evidence that the facility does not have continuing noncompliance and the alleged event occurred before the last standard survey. LTCR may review the information during the next on-site visit.

Financial (Medicaid Facilities Only)

These investigations involve complaint allegations related to a Medicaid-certified provider's failure to appropriately manage resident trust funds or applied income, or failure to reimburse prorated refunds due to a resident when the resident is admitted to a Medicaid bed or has been discharged.

Withdrawn

A complaint report filed with CII is withdrawn at the request of the complainant, except when harm to a resident alleged.

No Action Necessary

CII determines it has no jurisdiction to investigate a complaint or incident, or a report to another agency, board, or entity is required.

Appendix C: Assisted Living Facility (ALF) and Unlicensed Facility

Assisted Living Facility and Unlicensed Facility Actions

The tables in this appendix contain information relating to Texas Health and Safety Code, Title 4, Subtitle B, Chapter 247, Assisted Living Facilities, facility actions and unlicensed facility actions, by category, for fiscal year (FY) 2020.

Administrative Penalties

Basis for Imposing

LTCR can assess an administrative penalty against a person who:

- Violates this Texas Health and Safety Code Chapter 247 or a rule, standard, or order adopted under this chapter or a term of a license issued under this chapter.
- Makes a false statement, that the person knows or should know is false, of a material fact:
- On an application for issuance or renewal of a license or in an attachment to the application.
- With respect to a matter under investigation by the regulatory agency.
- Refuses to allow a representative of the department to inspect:
- A book, record or file required to be maintained by an ALF.
- Any portion of the premises of a facility.
- Willfully interferes with the work of a representative of the regulatory agency or the enforcement of Texas Health and Safety Code Chapter 247.
- Willfully interferes with a representative of the regulatory agency preserving evidence of a violation of Texas Health and Safety Code Chapter 247 or a rule, standard, or order adopted under this chapter or a term of a license issued under this chapter.

- Fails to pay a penalty assessed under Texas Health and Safety Code Chapter 247 before the 30th day after the date the assessment of the penalty becomes final.
- Fails to notify the regulating agency of a change of ownership before the effective date of the change of ownership.

Imposed

An action can be recommended by:

- The regional survey or investigation team and supported during enforcement review.
- The regional or state office regulatory staff, considering the survey or investigation findings or evaluating the facility's history or performance.

State regulatory staff impose the action when the administrative penalty recommendation has been reviewed and confirmed by state office. The facility is formally notified of the administrative penalty citation and the penalty amount. Additionally, the notice includes information about the appeal process available to the facility.

Assessed

Penalties assessed are the final actions after the appeal process has been completed (or an agreement to settle has been reached) and a final amount has been decided, or if the person charged consents to the penalty or does not respond in a timely manner to the notice of the penalty. The facility is notified of the amount to be paid and the date payment is due. A lump sum payment or a monthly payment plan can be agreed upon during the appeal or settlement process.

Injunctive/Other Relief and Civil Penalty Referrals

The regulating agency can refer a licensed or unlicensed ALF to the Office of the Attorney General (OAG) or district attorney or county attorney under Texas Health and Safety Code Chapter 247. When a case is resolved through settlement, a portion of the payment is designated a civil penalty and normally deposited to general revenue. The OAG receives the portion designated as attorney fees and costs.

Although there may be several survey or investigative visits to the same ALF resulting in civil penalty recommendations, the recommendations are generally consolidated into one case when referred to the OAG.

A civil penalty can be awarded if an ALF violates a licensing rule and LTCR determines the violation threatens resident health and safety, or if the ALF is operating without a license.

Amelioration of Violations

In certain situations, the HHSC executive commissioner can allow, in lieu of demanding payment of an administrative penalty, the use (under the agency's supervision) of any portion of the penalty to ameliorate the violation or to improve services (other than administrative services) in the ALF affected by the violation.

Trusteeships

LTCR, through the OAG, can petition a court of competent jurisdiction for the involuntary appointment or appointment by agreement of a trustee to operate an ALF if one or more of the following conditions exist:

- The ALF is operating without a license.
- The ALF's license has been suspended or revoked.
- License suspension or revocation procedures against a ALF are pending and an imminent threat to the health and safety of the residents exists.
- An emergency presents an immediate threat to the health and safety of residents.
- The ALF is closing (whether voluntarily or through an emergency closing order), and arrangements for relocation of the residents to other licensed institutions have not been made before closure.

Emergency Suspension and Closing Orders

LTCR will suspend an ALF's license or order an immediate closing of all or part of the ALF if:

- The agency finds that the ALF is operating in violation of the licensure rules.
- The violation creates an immediate threat to the health and safety of a resident.

The order suspending a license or closing a part of an ALF is either immediately effective on the date the license holder receives written notice, or on a later date specified in the order. This suspension can occur simultaneously with any other enforcement provision available to HHSC. The order is effective for 10 days.

Denial of License

LTCR can deny an ALF's license when the ALF does not meet licensure rules.

More specifically, it can deny an ALF's license if an ALF:

- Violates Texas Health and Safety Code Chapter 247 or the rules adopted under it in a repeated or substantial manner.
- Aids, abets, or permits a substantial violation of the rules.
- Fails to submit required information and documents needed to complete the application process or provides false or fraudulent information.
- Fails to pay certain fees.
- Has had a license revoked, has been debarred or excluded from the Medicare or Medicaid program, has a court injunction prohibiting the applicant or manager from operating an ALF, has been subject to certain enforcement actions, has a criminal conviction, has an unsatisfied judgment, has been evicted or has had a license suspended.
- Committed any act described by Texas Health and Safety Code §247.0451(a)(2)-(6).
- Has violated Texas Health and Safety Code §247.021.
- Any controlling person subject to refusal or denial as described in Texas Administrative Code, Title 26, Part 1, Chapter 560, Denial or Refusal of License.

Revocation of License

The regulating agency can revoke a facility's license for a violation of Texas Health and Safety Code Chapter 247 or a rule adopted under this chapter.

More specifically, it can revoke a license when the license holder:

Violates Texas Health and Safety Code §247.0451(a)(2)-(6).

- Violates Texas Health and Safety Code Chapter 247 or the rules adopted under it in a repeated or substantial manner.
- Submits false or misleading statements on an application.
- Uses subterfuge or other evasive means to obtain a license.
- Conceals a material fact or fails to disclose a material fact on a license application.
- Violates Texas Health and Safety Code §247.021.

Assisted Living Facility Administrative Penalties

Region	City	Facility ID	Facility	Visit Exit Date	Imposed	Date Imposed	Assessed	Balance Due
01	SWEETWATER	000501	HOYT PLACE	07/02/2019	\$300.00	12/19/2019		\$0.00
01	CANYON	101051	HUDSON HOUSE CANYON INC	07/08/2020	\$2,000.00	07/22/2020		\$2,000.00
02	EARLY	030226	ALDERSGATE ENRICHMENT CENTER INC		\$3,250.00	01/24/2020		\$0.00
02	WICHITA FALLS	000840	ARBOR HOUSE		\$2,000.00	01/06/2020		\$0.00
02	MIDLAND	000323	BROOKDALE MIDLAND	09/26/2019	\$300.00	02/21/2020		\$0.00
02	WICHITA FALLS	000861	BROOKDALE MIDWESTERN	05/30/2019	\$5,000.00	12/04/2019		\$0.00
02	ODESSA	105510	ORCHARD PARK OF PERMIAN BASIN	09/19/2019	\$300.00	01/15/2020		\$0.00
02	MINERAL WELLS	105535	SERENITY ESTATES LLC	05/15/2020	\$2,000.00	08/28/2020		\$2,000.00
02	EL PASO	050023	THE ARK	05/14/2020	\$2,500.00	05/14/2020		\$0.00
02	GRANBURY	000569	THE OAKS OF GRANBURY	01/10/2020	\$7,000.00	06/12/2020		\$0.00
02	WINTERS	000388	WINTERS ASSISTED LIVING	06/04/2019	\$450.00	11/19/2019		\$0.00
03	DALLAS	103315	ANGEL HANDS	11/15/2019	\$2,000.00	03/12/2020		\$0.00
03	PLANO	106352	Anthology of Plano	09/08/2019	\$3,000.00	01/15/2020		\$0.00
03	DESOTO	105465	A-VICTORIAN'S PLACE	09/17/2019	\$3,500.00	01/06/2020		\$3,500.00
03	PLANO	106731	BADER HOUSE OF PLANO	09/23/2019	\$3,000.00	12/11/2019	\$2,400.00	\$0.00
03	SHERMAN	030070	BROOKDALE WILLOWS SHERMAN	08/12/2020	\$3,000.00	08/26/2020		\$3,000.00
03	IRVING	010313	Cedar Crest of Irving, LLC	07/02/2019	\$500.00	01/10/2020		\$0.00
03	CEDAR HILL	000300	CEDAR HILLS SENIOR LIVING	06/26/2019	\$300.00	01/13/2020		\$0.00

Region	City	Facility ID	Facility	Visit Exit Date	Imposed	Date Imposed	Assessed	Balance Due
03	FORT WORTH	100982	FLEURDLEYS INC	10/17/2019	\$2,000.00	03/12/2020		\$0.00
03	GRAPEVINE	101961	GRAND BROOK MEMORY CARE OF GRAPEVINE	12/04/2019	\$350.00	02/27/2020		\$0.00
03	ARLINGTON	030336	LEGACY LIVING AT ARLINGTON	08/10/2019	\$1,900.00	12/12/2019		\$1,500.00
03	PLANO	103239	NORTH TEXAS PERSONAL CARE HOMES INC	09/20/2019	\$3,000.00	12/03/2019		\$0.00
03	CARROLLTON	106316	OXFORD GLEN AT CARROLLTON	12/20/2019	\$2,500.00	03/16/2020		\$0.00
03	ALLEN	030385	Sparks Loving care Home	07/24/2019	\$2,250.00	12/09/2019		\$0.00
03	FORT WORTH	105780	The Auberge at Benbrook Lake - A Memory Care Community	09/05/2019	\$3,000.00	11/22/2019		\$0.00
03	ROWLETT	107055	THE OAKS AT LIBERTY GROVE	02/21/2020	\$2,100.00	08/06/2020		\$2,100.00
03	WESTWORTH VILLAGE	106056	The Westmore Senior Living	08/15/2019	\$2,500.00	12/12/2019		\$0.00
04	TYLER	000331	ATRIA COPELAND	09/25/2019	\$2,000.00	01/13/2020		\$0.00
04	NAPLES	103419	BLUEBONNET ELITE ASSISTED LIVING	12/09/2019	\$2,750.00	06/27/2020		\$2,750.00
04	ATHENS	106524	CP 02 (TX) LLC	03/06/2019	\$750.00	01/13/2020		\$0.00
04	JEFFERSON	030353	CYPRESS PLACE	11/08/2019	\$350.00	07/22/2020		\$0.00
04	DE BERRY	030363	HAPPY ACRES PERSONAL CARE	05/18/2020	\$3,000.00	08/21/2020		\$3,000.00
04	MARSHALL	030355	MSHC REUNION INN ASSISTED LIVING LLC	06/12/2020	\$3,750.00	06/29/2020		\$3,750.00
04	BEAUMONT	106780	OAKRIDGE ASSISTED LIVING HOME	06/13/2020	\$2,500.00	08/13/2020		\$2,500.00
04	BEAUMONT	105185	PELICAN BAY	06/29/2020	\$3,000.00	08/12/2020		\$3,000.00

Region	City	Facility ID	Facility	Visit Exit Date	Imposed	Date Imposed	Assessed	Balance Due
04	TERRELL	030406	ROSEHAVEN RETIREMENT INN	08/03/2019	\$3,000.00	12/03/2019		\$0.00
04	HAWKINS	010219	THE GARDENS AT HAWKINS ALC	10/24/2018	\$6,000.00	06/26/2020		\$6,000.00
05	ROUND ROCK	030013	A TOUCH OF HOME	07/09/2019	\$7,000.00	11/22/2019		\$7,000.00
05	SAN MARCOS	000743	BROOKDALE SAN MARCOS SOUTH	10/04/2019	\$1,500.00	10/14/2019		\$0.00
05	PFLUGERVILLE	105483	GRACELAND SENIOR LIVING	05/01/2019	\$350.00	09/03/2019		\$0.00
05	LEANDER	106164	LEGACY AT CRYSTAL FALLS	10/07/2019	\$3,000.00	12/20/2019		\$0.00
05	BRYAN	106931	PARC AT TRADITIONS	08/17/2019	\$7,500.00	10/24/2019		\$0.00
05	AUSTIN	104336	PAVILION AT GREAT HILLS	01/02/2020	\$400.00	07/09/2020		\$400.00
05	AUSTIN	106821	Silverado Barton Springs	01/18/2020	\$4,000.00	04/07/2020		\$0.00
05	CEDAR PARK	106075	SUNDANCE AT BRUSHY CREEK	12/04/2019	\$250.00	04/22/2020		\$0.00
06	CONROE	104479	Above And Beyond Assisted Living	02/09/2019	\$400.00	11/04/2019		\$400.00
06	HOUSTON	105181	Addington Place of Meyerland	07/25/2019	\$500.00	02/25/2020		\$500.00
06	HUMBLE	104020	AUTUMN GROVE - HUMBLE	05/15/2019	\$1,300.00	09/11/2019		\$0.00
06	HOUSTON	105482	AUTUMN LEAVES OF MEMORIAL CITY	02/07/2019	\$2,000.00	09/03/2019		\$0.00
06	SHENANDOAH	106594	AVANTI SENIOR LIVING AT VISION PARK	11/12/2019	\$4,000.00	07/03/2020		\$0.00
06	HOUSTON	010301	Bedford Residence Assisted Living	03/16/2020	\$7,500.00	03/30/2020		\$7,500.00
06	HOUSTON	030371	BEST PERSONAL CARE FACILITY	10/24/2019	\$10,750.00	05/15/2020		\$10,750.00
06	HOUSTON	000678	BROOKDALE CHAMPION OAKS	09/04/2019	\$1,000.00	09/18/2019		\$0.00
06	HOUSTON	030389	BROOKDALE SPRING SHADOWS	01/31/2020	\$700.00	06/24/2020		\$0.00

Region	City	Facility ID	Facility	Visit Exit Date	Imposed	Date Imposed	Assessed	Balance Due
06	HOUSTON	030389	BROOKDALE SPRING SHADOWS	12/11/2019	\$1,000.00	07/06/2020		\$0.00
06	HOUSTON	100460	BROOKDALE WILLOWBROOK PLACE	01/27/2020	\$1,000.00	03/03/2020		\$0.00
06	RICHMOND	106184	CLAYTON OAKS LIVING	08/24/2019	\$3,000.00	09/10/2019		\$0.00
06	CONROE	106926	HARMONY ASSISTED LIVING INC.	11/12/2019	\$2,500.00	07/03/2020		\$0.00
06	CONROE	105730	HEARTIS CONROE	12/07/2018	\$400.00	06/22/2020		\$0.00
06	HOUSTON	000994	KHS HOSPITALITY LLC	04/05/2019	\$200.00	06/22/2020		\$200.00
06	HOUSTON	000332	LIMBE HOUSE	03/22/2019	\$8,000.00	10/15/2019		\$0.00
06	HOUSTON	100066	MALLOW PLACE	11/14/2019	\$100.00	07/03/2020		\$0.00
06	HOUSTON	105854	MILESTONE PERSONAL CARE INC.	02/20/2020	\$4,000.00	04/23/2020		\$4,000.00
06	HOUSTON	101881	PINNACLE LIVING CENTER INC	02/22/2019	\$500.00	01/14/2020		\$0.00
06	EL LAGO	030020	PSALM 23 HOMECARE	09/20/2019	\$3,500.00	07/01/2020		\$3,500.00
06	EL LAGO	030020	PSALM 23 HOMECARE	12/05/2019	\$600.00	07/06/2020		\$300.00
06	SPRING	102984	RAFIKIHOMES UCGP LLC	08/14/2019	\$2,000.00	09/12/2019	\$1,500.00	\$1,500.00
06	CONROE	000429	SOMERSET	11/01/2018	\$250.00	06/22/2020		\$250.00
06	KATY	102834	SUNRISE OF CINCO RANCH	12/19/2018	\$300.00	02/26/2020		\$0.00
06	LEAGUE CITY	010237	THE COTTAGES AT CLEAR LAKE I	11/07/2019	\$1,250.00	07/03/2020		\$1,250.00
06	PASADENA	000563	THE PINE TREE OF PASADENA LLC	02/20/2020	\$600.00	07/10/2020		\$0.00
06	BAYTOWN	030032	THE WATERFORD AT BAYTOWN	03/16/2020	\$200.00	03/30/2020		\$200.00
06	PEARLAND	100756	TRINITY OAKS OF PEARLAND	09/04/2019	\$3,000.00	10/17/2019		\$0.00
06	KATY	105724	VERANDA HOUSE ASSISTED LIVING - KATY	09/06/2019	\$4,000.00	09/20/2019		\$0.00

Region	City	Facility ID	Facility	Visit Exit Date	Imposed	Date Imposed	Assessed	Balance Due
06	KATY	105724	VERANDA HOUSE ASSISTED LIVING - KATY	01/08/2019	\$100.00	06/26/2020		\$100.00
07	SAN ANTONIO	105931	BROOKS HOME FOR SENIORS	05/04/2020	\$5,000.00	06/16/2020		\$5,000.00
07	SAN ANTONIO	000652	Camino Real Senior Living	10/05/2019	\$1,500.00	10/17/2019		\$0.00
07	SAN ANTONIO	101026	FAITH HOME	05/04/2020	\$2,500.00	08/25/2020		\$2,500.00
07	HARLINGEN	000721	Golden Palms Rehabilitation and Retirement	06/04/2020	\$600.00	08/25/2020		\$0.00
07	SAN ANTONIO	050192	IHCS RESIDENTIAL	05/15/2020	\$500.00	08/25/2020		\$500.00
07	RAYMONDVILLE	106946	LA JARRA RANCH MEMORY CARE	04/29/2020	\$1,500.00	07/24/2020		\$1,500.00
07	SAN ANTONIO	105623	SEASON'S ALZHEIMERS AND ASSISTED CARE	05/11/2020	\$2,000.00	08/24/2020		\$2,000.00
07	SAN ANTONIO	010230	ST MARYS ASSISTED LIVING INC	05/06/2020	\$2,500.00	08/25/2020		\$2,500.00
07	SAN ANTONIO	105156	STARLIGHT HOMES ASSISTED LIVING	06/13/2019	\$350.00	03/20/2020		\$350.00
07	PORT LAVACA	102951	TRINITY SHORES OF PORT LAVACA	12/11/2019	\$4,000.00	12/18/2019		\$0.00
TOTAL					\$196,200.00		\$3,900.00	\$87,300.00

85 Total assisted living facility administrative penalties imposed.

Notes:

1. The imposed column is the total amount of penalty after the state has reviewed and confirmed the administrative penalty citation and amount. This is the amount due and payable if there is no alternative amount resulting from an appeal held or settlement agreement reached.

- 2. The assessed column is the amount of penalty due after the appeal process has been completed (or an agreement to settle has been reached) and a final amount has been decided, or if the person charged consents to the penalty or does not respond timely to the notice of the penalty.
- 3. The balance column is the amount of penalty the facility owes. These amounts do not necessarily reflect the final amount the facility may owe. The amounts can change based on a hearing or negotiated settlement. An administrative penalty with a negative balance may indicate an overpayment or that the penalty was rescinded after payment.

Assisted Living Facility Injunctive/Other Relief and Civil Penalty Referrals to the Office of the Attorney General

HHSC did not refer any ALFs to the OAG for injunctive/other relief and civil penalties for FY 2020.

Unlicensed Facility Injunctive/Other Relief and Civil Penalty Referrals to the Office of the Attorney General

Region	City	Facility ID or CR No.	Owner Initials	Date Referred	Status
3	GRAND PRAIRIE	105721	ТВ	12/16/19	Open
3	GRAND PRAIRIE	293383	KEL	01/06/20	Open
3	PLANO	103683 103687 104572	DG	01/03/20	Open
6	CROSBY	309158 288629	FC	04/22/20	Open
6	MISSOURI CITY	294388	НТЈ	11/25/19	Open
6	HITCHCOCK	105967	VG	11/22/19	Open
6	HOUSTON	303172 303169 307882	MT	04/22/20	Open
6	HOUSTON	102064	GS	06/23/20	Open
6	HOUSTON	299313	PT	11/21/19	Open

9 Total unlicensed facility injunctive/other relief and civil penalty referrals to the Office of the Attorney General.

Assisted Living Facility Amelioration of Violations

HHSC made no decisions on ameliorations for ALFs in FY 2020.

Assisted Living Facility Trusteeships Ordered

HHSC did not order any trustees placed in ALFs for FY 2020.

Assisted Living Facility Emergency Suspension and Closing Orders

HHSC did not issue any emergency suspension and closing orders related to ALFs for FY 2020.

Assisted Living Facility License Denials and Revocations

Region	City	License No	Application No.	Facility	Action	Action Date
03	FORT WORTH		APP-0000086020	OPEN HEARTS HOME CARE	Deny Initial	12/19/2019
03	PLANO	147798	APP-0000178399	GENERATIONS ASSISTED LIVING	Deny Renewal	01/22/2020
04	DAYTON	145487		DAYTON-TARKINGTON CARE CENTER	Revocation	12/05/2019
04	KICKAPOO		APP-0000147251	FRANKSTON ASSISTED LIVING AND MEMORY CARE	Deny Initial	11/14/2019
05	GLENN HEIGHTS	145240	APP-0000148569	IN MILORD HANDS	Deny Renewal	07/21/2020
06	WALLER	148395		V S BROWN HOUSE	Revocation	07/16/2020
07	MARION	146483	APP-0000178826	MARION HOUSE	Deny Initial	11/26/2019
07	SAN ANTONIO	146062	APP-0000154571	HAVENS INN	Deny Renewal	01/22/2020

8 Total assisted living facility license denials and revocations.

Assisted Living Facility All Intakes by Priority and Region

Intake Priority	01	02	03	04	05	06	07	Total
Facility 24-hour	50	81	379	103	252	342	238	1445
Facility 14-day	89	138	742	196	454	563	395	2578
Facility 30-day	0	0	0	0	0	1	0	1
Facility 45-day	0	0	1	0	0	0	0	1
Next On-site	60	225	674	311	384	450	528	2632
Professional Review	4	13	75	22	33	38	25	210
Regional Off-site Review	17	43	230	61	96	133	72	652
Withdrawn	2	0	9	5	4	5	12	37
No Action Necessary	1	2	15	4	12	6	8	48
Total	223	502	2125	702	1235	1538	1278	7604

Assisted Living Facility Complaints by Priority and Region

Complaint Priority	01	02	03	04	05	06	07	Total
Facility 24-hour	12	30	157	41	100	148	107	595
Facility 14-day	39	54	395	97	211	304	213	1314
Facility 30-day	0	0	0	0	0	1	0	1
Facility 45-day	0	0	1	0	0	0	0	1
Next On-site	28	163	325	228	182	248	383	1557
Professional Review	0	0	2	0	0	1	0	3
Regional Off-site Review	1	0	13	5	3	8	7	37
Withdrawn	1	0	9	5	4	4	12	35
No Action Necessary	0	0	3	0	1	1	0	5
Total	81	247	905	376	501	715	722	3548

Assisted Living Facility Incidents by Priority and Region

Incident Priority	01	02	03	04	05	06	07	Total
Facility 24-hour	38	51	222	62	152	194	131	850
Facility 14-day	50	84	347	99	243	259	182	1264
Next On-site	32	62	349	83	202	202	145	1075
Professional Review	4	13	73	22	33	37	25	207
Regional Off-site Review	16	43	217	56	93	125	65	615
Withdrawn	1	0	0	0	0	1	0	2
No Action Necessary	1	2	12	4	11	5	8	43
Total	142	255	1220	326	734	823	556	4056

Unlicensed Facility Complaint Intakes by Priority and Region

Intake Priority	01	02	03	04	05	06	07	Total
Facility 24-hour	0	0	0	0	0	5	1	6
Facility 14-day	0	1	0	1	0	1	0	3
Next On-site	0	3	6	5	8	21	5	48
No Action Necessary	0	0	1	0	0	0	0	1
Total	0	4	7	6	8	27	6	58

Appendix D: Credentialing Programs

Credentialing Program Activity

LTCR operates the following programs related to the administration and operation of long-term care facilities during fiscal year (FY) 2020

- Nursing facility administrator licensing and investigation
- Medication aide permits
- Nurse Aide Training and Competency Evaluation
- Nurse aide certification
- Employee Misconduct Registry

Credentialing Program Counts by Fiscal Year

Credentialing Program	FY 2018	FY 2019	FY 2020
Licensed nursing facility administrators	2,174	2,205	2,166
Active medication aides	9,746	10,550	7,261
Approved Nurse Aide Training and Competency Evaluation Programs (facility-based)	302	293	324
Approved Nurse Aide Training and Competency Evaluation Programs (not facility-based)	595	574	575
Active certified nurse aides listed on the Nurse Aide Registry	114,920	113,881	102,564

Nursing Facility Administrator Program

Activity	Action	FY 2018	FY 2019	FY 2020
New licenses	Issued	159	137	139
License renewals (1)	Renewed	1,015	950	1045
Provisional licenses	Issued	33	33	31
Referrals (2)	Received	161	4	3
Complaints against nursing facility administrators (3)	Received	1	60	35

Activity	Action	FY 2018	FY 2019	FY 2020
New sanctions against administrator license	Imposed	69	51	37
Nursing facility administrators required sanctions	Fulfilled	89	10	8
Administrative penalties	Assessed	1	156	86
National Association of Boards of Examiners of Long-term Care Administrators exams	Administered	139	117	135
State exams	Administered	156	127	142

Notes:

- 1. Nursing facility administrators are licensed for two years.
- 2. Nursing facility administrators are automatically referred to the regulatory professional credentialing enforcement unit for investigation when substandard quality of care or an immediate jeopardy is identified at a Medicaid- or Medicare-certified facility during their tenure.
- 3. Complaints received from the public.

Medication Aide Program

Activity	Action	FY 2018	FY 2019	FY 2020
New medication aide permits	Issued	1,197	1,140	470
Testing dates at schools	Scheduled	163	9,410	60
Initial exams	Administered	1,441	3,212	494
Retest dates	Scheduled	292	99	23
Permits	Renewed	9,222	9,410	6,816
Complaints	Received	2	5	1
Sanctions	Imposed	7	5	0

Nurse Aide Training and Competency Evaluation Program (NATCEP)

Activity	Action	FY 2018	FY 2019	FY 2020
New NATCEPs	Approved	134	157	114
NATCEPs	Renewed	177	126	86
NATCEPs withdrawn from participation	Withdrew	132	103	122
Competency Evaluation Programs	Approved	238	156	102

Nurse Aide Registry

Activity	Action	FY 2018	FY 2019	FY 2020
New nurse aides to program	Added	16,412	16,097	9,965
Nurse aides removed from active status	Removed	26,694	27,042	29,657
Nurse aides from expired status to active status	Returned	62,993	33,309	35,808
New misconduct referrals received/ processed	Processed	51	43	46
Employee misconduct cases	Dismissed	11	2	2
Employee misconduct cases	Revoked	47	38	40
Client contacts made by mail	Contacted	48,387	55,774	57,815
Public inquiries	Received	0	0	0
Client contacts made by telephone	Contacted	102,291	103,848	55,164
Client contacts made by email*	Contacted			13,521

Note:

^{*} Due to the pandemic, the call center was offline as of 03/20/2020. Data reflects email contacts from 03/23/2020 to 08/31/2020.

Employee Misconduct Registry

Activity	Action	FY 2017	FY 2018	FY 2019
New employee misconduct referrals	Processed	65	39	21
New unlicensed facility employees to the registry	Added	110	47	18
New unlicensed HCSSA, HCS or ICF/IID employees to the registry	Added	261	180	72

Appendix E: Day Activity and Health Services (DAHS) Facility

Day Activity and Health Services Facility Actions

The tables in this appendix contain information relating to Texas Human Resources Code, Title 6, Chapter 103, Day Activity and Health Services, facility actions, by category, for fiscal year (FY) 2020.

Administrative Penalties

Basis for Imposing

LTCR can assess an administrative penalty against a person who:

- Violates Texas Human Resources Code Chapter 103; a rule, standard or order adopted under this chapter; or a term of a license issued under this chapter.
- Makes a false statement, that the person knows or should know is false, of a material fact:
 - On an application for issuance or renewal of a license or in an attachment to the application.
 - ▶ With respect to a matter under investigation by the regulatory agency.
- Refuses to allow a representative of the agency to inspect:
 - ▶ A book, record, or file required to be maintained by a DAHS facility.
 - Any portion of the premises of a DAHS facility.
- Willfully interferes with the work of a representative of the agency or the enforcement of Texas Human Resources Code Chapter 103.
- Willfully interferes with a representative of the agency preserving evidence of a violation of Texas Human Resources Code Chapter 103 or a rule, standard, or order adopted under this chapter or a term of a license issued under this chapter.

- Fails to pay a penalty assessed under Texas Human Resources Code Chapter 103 before the 30th day after the date the assessment of the penalty becomes final.
- Fails to notify the agency of a change of ownership before the effective date of the change of ownership.

Imposed

An action can be recommended by:

- The regional survey or investigation team and supported during enforcement review.
- Regional or state office staff, considering the survey or investigation findings or evaluating the DAHS facility's history and performance.

LTCR imposes the action when the administrative penalty recommendation has been reviewed and confirmed by state office staff. The DAHS facility is formally notified of the administrative penalty citation and the penalty amount. Additionally, the notice includes information about the appeal process available to the DAHS provider.

Assessed

Penalties assessed are the final actions after the appeal process has been completed (or an agreement to settle has been reached) and a final amount has been decided, or if the person charged consents to the penalty or does not respond in a timely manner to the notice of the penalty. The provider is notified of the amount to be paid and the date payment is due. A lump-sum payment or a monthly payment plan may be agreed upon during the appeal or settlement process.

Injunctive or Other Relief Referrals to the Office of the Attorney General

Injunctive or other relief cases are referred to the OAG for action if the regulating agency finds a violation that creates an immediate threat to resident health and safety, or the DAHS facility is operating without a license.

Emergency Suspension and Closing Orders

LTCR will suspend a DAHS facility's license or order an immediate closing of all or part of the DAHS facility if:

- The agency finds that the DAHS facility is operating in violation of the licensure rules.
- The violation creates an immediate threat to the health and safety of a resident.

The order suspending a license or closing a part of a DAHS facility is immediately effective on the date the license holder receives written notice or on a later date specified in the order. This suspension of a license may occur simultaneously with any other enforcement provision available to the agency. The order is valid for 10 days.

Denial of License

The regulating agency can deny a DAHS facility's license when the DAHS facility substantially fails to comply with certain rule requirements or the license holder aids, abets, or permits substantial violation of the rules; fails to provide required information or provides false or fraudulent information; fails to pay certain fees; the license holder has operated a DAHS facility that has been decertified or had its contract terminated, has been subject to sanctions, has a criminal conviction, has an unsatisfied final judgment, or has been evicted or had its license suspended; or any controlling person is subject to denial or refusal of a license as described in Texas Administrative Code, Title 26, Part 1, Chapter 560, Denial or Refusal of License.

Revocation of License

LTCR can revoke the license of a license holder who violates the rules or standards for licensing required by Texas Human Resources Code Chapter 103.

The agency also can revoke a license if the licensee submitted false or misleading statements in the application for license, used subterfuge or other evasive means to obtain a license, or concealed a material fact or failed to disclose information that would have been the basis to deny a license.

The revocation of a license can occur simultaneously with any other enforcement provision.

Day Activity and Health Services Facility Administrative Penalties

Region	City	Facility ID	Facility	Visit Exit Date	Imposed	Date Imposed	Assessed	Balance Due
02	EL PASO	105912	ROKA ADULT DAY HEALTH CARE SERVICES		\$5,300.00	09/11/2019		\$5,300.00
06	HOUSTON	105881	ODYSSEY TLC ADULT DAY CENTER INC	11/19/2019	\$300.00	07/03/2020		\$300.00
07	BROWNSVILLE	103725	BROWNSVILLE ADULT DAY CARE CENTER	02/04/2019	\$3,800.00	02/18/2020		\$0.00
07	EDINBURG	003444	LA PALMA #3 ADULT DAY CARE	11/21/2019	\$1,200.00	03/05/2020		\$0.00
07	LAREDO	107152	VILLAGE CENTER ADULT DAYCARE INC	08/30/2019	\$44,550.00	02/13/2020		\$44,550.00
Totals					\$55,150.00		\$0.00	\$50,150.00

5 Total day activity and health services administrative penalties imposed.

Notes:

- 1. The imposed column is the total amount of penalty after the state has reviewed and confirmed the administrative penalty citation and amount. This is the amount due and payable if no alternative amount results from an appeal or if no settlement agreement reached.
- 2. The assessed column is the amount due after the appeal process has been completed (or an agreement to settle has been reached) and a final amount and due date have been decided, or the person accepts the determination by the regulating agency or fails to respond to the notice letter in a timely manner.
- 3. The balance column is the amount of penalty the HCSSA owes. These amounts do not necessarily reflect the final amount the HCSSA may owe. The amounts can change based on a hearing or negotiated settlement.

Day Activity and Health Services Facility Injunctive or Other Relief Referrals to the Office of the Attorney General

HHSC did not refer any DAHS facilities to the OAG for injunctive/other relief for FY 2020.

Day Activity and Health Services Facility Emergency Closing Orders

HHSC did not issue any emergency closing orders for DAHS facilities for FY 2020.

Day Activity and Health Services Facility License Denial and Revocation

Region	City	License No.	Application No.	Facility	Action	Action Date
04	LIVINGSTON		APP- 0000147035	LISA'S HELPING HANDS ADULT DAY CENTER	Deny Initial	11/12/2019
06	SHARPSTOWN		APP- 0000147991	AAMANI HCS INC	Deny Initial	09/18/2019

² Total day activity and health services facility license denials and revocations.

Day Activity and Health Services Facility All Intakes by Priority and Region

Intake Priority	01	02	03	04	05	06	07	Total
Facility 24-hour	2	7	5	1	2	3	117	137
Facility 14-day	0	13	6	0	6	11	94	130
Facility 30-day	7	11	8	2	1	17	180	226
Next On-site	1	4	3	0	0	3	21	32
Professional Review	0	2	1	0	0	0	3	6
Regional Off-site Review	2	2	0	0	0	2	7	13
Withdrawn	0	0	0	0	1	0	1	2
No Action Necessary	1	2	0	0	0	0	5	8
Totals	13	41	23	3	10	36	428	554

Day Activity and Health Services Facility Complaints by Priority and Region

Complaint Priority	01	02	03	04	05	06	07	Total
Facility 24-hour	1	1	3	0	0	1	41	47
Facility 14-day	0	6	5	0	0	10	64	85
Facility 30-day	5	6	5	2	1	15	152	186
Next On-site	1	1	2	0	0	1	10	15
Withdrawn	0	0	0	0	1	0	0	1
Totals	7	14	15	2	2	27	267	334

Day Activity and Health Services Facility Incidents by Priority and Region

Incident Priority	01	02	03	04	05	06	07	Total
Facility 24-hour	1	6	2	1	2	2	76	90
Facility 14-day	0	7	1	0	6	1	30	45
Facility 30-day	2	5	3	0	0	2	28	40
Next On-site	0	3	1	0	0	2	11	17
Professional Review	0	2	1	0	0	0	3	6
Regional Off-site Review	2	2	0	0	0	2	7	13
Withdrawn	0	0	0	0	0	0	1	1
No Action Necessary	1	2	0	0	0	0	5	8
Totals	6	27	8	1	8	9	161	220

Appendix F: Home and Community Support Services Agency (HCSSA)

Home and Community Support Services Agency Actions

The tables in this appendix contain information relating to Texas Health and Safety Code, Title 2, Subtitle G, Chapter 142, Home and Community Support Services, agency actions, by category for fiscal year (FY) 2020.

Administrative Penalties

Basis for Imposing

An administrative penalty can be assessed against a person who violates requirements of Texas Health and Safety Code Chapter 142 or Texas Administrative Code, Title 26, Part 1, Chapter 558, Licensing Standards for Home and Community Support Service Agencies, or Texas Occupations Code, Title 3, Subtitle A, Chapter 102, Solicitation of Patients.

Imposed

LTCR imposes the action when the administrative penalty recommendation has been reviewed and confirmed by state office. The HCSSA is formally notified of the administrative penalty citation and the penalty amount. Additionally, the notice includes information about the appeal process available to the agency.

Assessed

Penalties assessed are the final actions after the appeal process has been completed (or an agreement to settle has been reached) and a final amount and due date have been decided, or the person accepts the determination by the LTCR or fails to respond to the notice letter in a timely manner. The HCSSA is notified of the amount to be paid and the date payment is due. A lump-sum payment or a monthly payment plan can be agreed upon during the appeal or settlement process.

Denials of License Application

LTCR can deny a license for any of the reasons specified in Texas Administrative Code, Title 26, §558.21 (relating to denial of an application for a license), such as:

- Failure to comply with the statute.
- Failure to comply with the licensure requirements.
- Knowingly aiding, abetting, or permitting another person to violate the statute or licensure requirements.
- Failure to meet the criteria for a license established in Texas Administrative Code Title 26 §558.11 (relating to criteria and eligibility for licensing).

Denials of License Renewal

LTCR also can deny the application to renew a license of an existing HCSSA.

Expirations of License (in Lieu of Enforcement Actions)

Instead of pursuing additional enforcement actions, LTCR can choose to allow a HCSSA to let its license expire.

Immediate Suspensions

The suspension of a HCSSA license can be on an emergency basis. The suspension is effective immediately and is in effect until lifted. The agency is provided an opportunity for a hearing no later than seven days after the effective date of the suspension.

Surrenders of License (in Lieu of Enforcement Actions)

LTCR can offer an agency the option to surrender its license, instead of receiving additional enforcement actions.

License Revocations

The regulating agency can revoke a license issued to an applicant or agency if the applicant or agency:

• Fails to comply with any provision of Texas Health and Safety Code Chapter 142.

- Fails to comply with any provision of Texas Administrative Code Title 26, Chapter 558.
- Engages in conduct that violates Texas Occupations Code Chapter 102.

Home and Community Support Services Agency Administrative Penalties

Region	City	License Number	Agency	Visit Exit Date	Imposed	Date Imposed	Assessed	Balance
01	AMARILLO	016005	AMA RUBY SLIPPERS CARE INC	11/20/2019	\$500.00	02/26/2020		\$0.00
01	LUBBOCK	015024	AVEANNA HEALTHCARE	10/29/2019	\$750.00	02/12/2020		\$0.00
01	BALLINGER	014917	BALLINGER HOME HEALTH INC	09/20/2019	\$750.00	02/12/2020		\$0.00
01	LUBBOCK	016950	BEYONDFAITH HOSPICE OF LUBBOCK LLC	09/23/2019	\$4,500.00	02/12/2020		\$0.00
01	LUBBOCK	013786	BRIGHTSTAR HEALTHCARE	03/06/2020	\$500.00	04/27/2020		\$0.00
01	LUBBOCK	009509	CALVERT HOME HEALTH CARE LLC	03/04/2020	\$650.00	04/27/2020		\$0.00
01	LUBBOCK	001401	CAPROCK HOME HEALTH SERVICES INC	02/10/2020	\$500.00	04/27/2020		\$0.00
01	AMARILLO	002118	CAPROCK HOME HEALTH SERVICES INC	08/28/2019	\$750.00	10/24/2019		\$0.00
01	ABILENE	002242	CAPROCK HOME HEALTH SERVICES INC	02/14/2020	\$500.00	04/27/2020		\$0.00
01	ABILENE	002242	CAPROCK HOME HEALTH SERVICES INC	09/19/2019	\$750.00	11/14/2019		\$0.00
01	WICHITA FALLS	017180	CARETEAM OF WICHITA FALLS	11/05/2019	\$500.00	02/12/2020		\$0.00
01	AMARILLO	009669	CHILDREN'S HOME HEALTHCARE	10/09/2019	\$500.00	11/14/2019		\$0.00
01	SNYDER	001523	COGDELL HOME HEALTH AND HOSPICE	08/15/2019	\$1,750.00	02/26/2020		\$0.00
01	LUBBOCK	008819	COMFORT KEEPERS #411	07/15/2019	\$500.00	02/26/2020		\$0.00
01	SAN ANGELO	012503	COMFORT KEEPERS #767	10/14/2019	\$500.00	11/14/2019		\$0.00

Region	City	License Number	Agency	Visit Exit Date	Imposed	Date Imposed	Assessed	Balance
01	AMARILLO	010011	DELCORP HOME HEALTH SERVICES INC	02/21/2020	\$1,000.00	04/27/2020		\$0.00
01	LUBBOCK	002112	DIRECT HEALTH CARE INC	08/07/2020	\$1,400.00	08/26/2020		\$0.00
01	ELECTRA	001997	ELECTRA MEMORIAL HOSPITAL HOME HEALTH SERVICES	07/25/2019	\$1,000.00	02/12/2020		\$1,000.00
01	AMARILLO	016954	ENCOMPASS HEALTH HOSPICE	09/18/2019	\$2,000.00	02/12/2020		\$0.00
01	AMARILLO	014910	EPIC PEDIATRIC THERAPY	10/16/2019	\$500.00	12/11/2019	\$500.00	\$0.00
01	SPEARMAN	002215	HANSFORD HOSPICE	01/08/2020	\$1,100.00	02/26/2020		\$0.00
01	AMARILLO	019211	High Plains Home Care Assistance	03/11/2020	\$500.00	04/27/2020		\$0.00
01	AMARILLO	019211	High Plains Home Care Assistance	01/28/2020	\$3,000.00	03/11/2020		\$0.00
01	AMARILLO	015882	HIGH PLAINS SENIOR CARE	10/23/2019	\$1,500.00	02/12/2020		\$0.00
01	GRANBURY	018234	HOME INSTEAD SENIOR CARE	03/05/2020	\$1,000.00	04/27/2020		\$0.00
01	LUBBOCK	001878	HOSPICE OF LUBBOCK INC	01/21/2020	\$2,000.00	03/11/2020		\$0.00
01	MIDLAND	015049	HOSPICE OF WEST TEXAS	08/15/2019	\$1,000.00	10/10/2019		\$1,000.00
01	AMARILLO	007787	INTERIM HEALTHCARE OF AMARILLO	11/25/2019	\$750.00	02/26/2020		\$0.00
01	LUBBOCK	007788	INTERIM HEALTHCARE OF WEST TEXAS LLC	08/22/2019	\$2,000.00	02/12/2020		\$0.00
01	ABILENE	011268	Jordan Health Services, a Part of the Elara Caring Network	11/05/2019	\$1,250.00	02/12/2020		\$0.00
01	ABILENE	018608	KINDRED AT HOME	10/15/2019	\$500.00	12/11/2019		\$0.00
01	ABILENE	018608	KINDRED AT HOME	03/06/2020	\$1,000.00	04/27/2020		\$0.00

Region	City	License Number	Agency	Visit Exit Date	Imposed	Date Imposed	Assessed	Balance
01	LUBBOCK	005035	KINDRED HOSPICE	09/12/2019	\$2,500.00	02/12/2020		\$0.00
01	LUBBOCK	005035	KINDRED HOSPICE	08/01/2019	\$750.00	11/06/2019		\$0.00
01	AMARILLO	012961	KINDRED HOSPICE	07/25/2019	\$1,500.00	02/12/2020		\$0.00
01	AZLE	009670	MAIN STREET HOMECARE	01/31/2020	\$500.00	04/27/2020		\$500.00
01	SEMINOLE	008511	MEMORIAL HOSPICE	02/21/2020	\$3,000.00	04/27/2020		\$3,000.00
01	WICHITA FALLS	017942	NO PLACE LIKE HOME SENIOR CARE SERVICES	11/20/2019	\$500.00	02/26/2020		\$0.00
01	ODESSA	014654	NURSEX HOME HEALTH SERVICES LLC	07/26/2019	\$1,500.00	02/12/2020		\$0.00
01	AMARILLO	014415	OPEN HEART HOSPICE	03/11/2020	\$5,050.00	04/27/2020		\$0.00
01	ABILENE	007334	OUTREACH HOME CARE	10/10/2019	\$500.00	12/11/2019	\$500.00	\$0.00
01	ANDREWS	003115	PERMIAN REGIONAL MEDICAL CENTER HOME HEALTH	08/07/2019	\$1,250.00	02/12/2020		\$0.00
01	CLARENDON	018848	ROADRUNNER HOMECARE	08/21/2019	\$500.00	02/12/2020		\$0.00
01	CRANE	002412	RURAL HOME HEALTH INC	11/07/2019	\$2,500.00	02/12/2020		\$0.00
01	SEYMOUR	002793	SEYMOUR HOSPITAL HOME HEALTH	02/06/2020	\$1,500.00	03/30/2020		\$0.00
01	DECATUR	007938	SOLARIS HOSPICE INC	03/18/2020	\$1,600.00	05/07/2020		\$0.00
01	DECATUR	007938	SOLARIS HOSPICE INC	09/09/2019	\$750.00	11/06/2019		\$0.00
01	STEPHENVILLE	004548	STEPHENS HEALTH CARE INC	03/26/2020	\$500.00	05/07/2020		\$0.00
01	WEATHERFORD	014700	SYNERGY HOMECARE DFW	04/13/2020	\$500.00	04/27/2020		\$500.00

Region	City	License Number	Agency	Visit Exit Date	Imposed	Date Imposed	Assessed	Balance
01	LUBBOCK	014547	SYNERGY HOMECARE OF LUBBOCK	07/12/2019	\$600.00	09/26/2019		\$0.00
01	ODESSA	003467	TEXAS HOME HEALTH	10/16/2019	\$1,250.00	02/12/2020		\$0.00
01	ODESSA	003467	TEXAS HOME HEALTH	03/04/2020	\$500.00	04/27/2020		\$0.00
01	AMARILLO	008662	Texas Home Health	08/13/2019	\$500.00	02/12/2020		\$0.00
01	AMARILLO	011386	THE BASICS AT JAN WERNER	07/09/2019	\$500.00	02/12/2020		\$0.00
01	GRANBURY	016078	THE HELP	08/27/2019	\$750.00	10/24/2019		\$750.00
01	LUBBOCK	017836	THRIVE SKILLED PEDIATRIC CARE	11/19/2019	\$750.00	02/26/2020		\$0.00
01	MIDLAND	017931	TRIPPLE C HEALTH SYSTEMS INC	02/12/2020	\$1,500.00	04/27/2020		\$1,500.00
01	STANTON	019181	TruLite Home Care	07/18/2019	\$750.00	02/12/2020		\$0.00
01	ODESSA	016239	TWO HEARTS HOME HEALTH	07/03/2019	\$1,000.00	02/12/2020		\$0.00
01	ABILENE	011817	VISITING ANGELS	10/17/2019	\$750.00	12/11/2019	\$750.00	\$0.00
01	MIDLAND	015342	VISITING ANGELS	10/24/2019	\$1,250.00	01/06/2020		\$0.00
01	AMARILLO	016709	VISITING ANGELS	06/18/2019	\$750.00	09/04/2019	\$750.00	\$0.00
01	WICHITA FALLS	001943	WICHITA HOME HEALTH SERVICE INC	02/27/2020	\$500.00	04/27/2020		\$0.00
01	GRAHAM	001773	YOUNG COUNTY HOME HEALTH CARE	08/08/2019	\$1,500.00	02/12/2020		\$0.00
02	EL PASO	018208	1ST CARE HOME HEALTH AGENCY	08/01/2019	\$4,450.00	11/06/2019		\$0.00
02	EL PASO	015717	ABUNDANT LIVING HOME HEALTH	06/24/2020	\$500.00	07/14/2020		\$0.00
02	EL PASO	011021	AMAZING GRACE SYSTEMS HOMEHEALTH	08/01/2019	\$1,950.00	09/26/2019		\$0.00

Region	City	License Number	Agency	Visit Exit Date	Imposed	Date Imposed	Assessed	Balance
02	EL PASO	016448	AMERICAN ARCH HOMEHEALTH & PERSONAL ASSISTANCE CARE AGENCY LLC	10/16/2019	\$1,750.00	12/11/2019	\$1,750.00	\$0.00
02	EL PASO	015320	ANGELES DE EL PASO HOME HEALTH INC	07/02/2019	\$1,000.00	10/10/2019		\$0.00
02	EL PASO	014695	ANGELS 2 YOU HOME HEALTH	05/22/2019	\$750.00	09/12/2019		\$750.00
02	EL PASO	018219	ASHLEY HOME HEALTH AGENCY LLC	06/18/2019	\$2,900.00	09/26/2019	\$2,320.00	\$2,320.00
02	EL PASO	014797	AVEANNA HEALTHCARE	06/21/2019	\$750.00	09/26/2019		\$0.00
02	EL PASO	014797	AVEANNA HEALTHCARE	06/07/2019	\$600.00	09/04/2019		\$0.00
02	EL PASO	014046	CAMINO DE SALUD HOME CARE	11/13/2019	\$1,500.00	01/21/2020		\$0.00
02	EL PASO	002251	CAPROCK HOME HEALTH SERVICES INC	11/21/2019	\$500.00	02/26/2020		\$0.00
02	EL PASO	018495	CHOICE HOME HEALTHCARE	02/18/2020	\$600.00	04/27/2020		\$0.00
02	EL PASO	015398	GRAND VIEW HOME HEALTH	10/31/2019	\$1,500.00	12/11/2019	\$1,200.00	\$0.00
02	EL PASO	011677	GUARDIAN ANGEL HOME HEALTHCARE SERVICES	01/09/2020	\$1,500.00	03/11/2020		\$0.00
02	EL PASO	017918	NUEVO HOGAR HOME CARE PROVIDERS	09/25/2019	\$750.00	12/11/2019	\$750.00	\$0.00
02	EL PASO	016432	SHIELD OF GRACE HOME HEALTHCARE LLC	12/05/2019	\$500.00	02/26/2020		\$0.00
02	EL PASO	002026	SUN CITY HOME CARE INC	05/09/2019	\$1,500.00	09/04/2019		\$0.00
02	EL PASO	002026	SUN CITY HOME CARE INC	06/18/2020	\$500.00	07/30/2020		\$0.00

Region	City	License Number	Agency	Visit Exit Date	Imposed	Date Imposed	Assessed	Balance
02	EL PASO	012385	URGENT CARE HOME HEALTH INC	06/14/2019	\$600.00	09/26/2019		\$0.00
02	EL PASO	016357	US NATIONAL PERSONAL CARE	05/30/2019	\$500.00	09/12/2019		\$0.00
02	EL PASO	013723	VALLE DEL SOL PRIMARY HOME CARE	07/25/2019	\$1,750.00	10/03/2019		\$0.00
02	EL PASO	019186	Wisdom Tree Personal Assistance Services	06/11/2019	\$1,750.00	09/12/2019		\$0.00
03	RICHARDSON	017043	1 GUARDIAN ANGELS SERVICES	12/12/2019	\$2,000.00	03/30/2020		\$0.00
03	GARLAND	015989	1ADVOCATE HOME HEALTH	07/24/2019	\$500.00	10/10/2019		\$0.00
03	DUNCANVILLE	006886	A ONE PLUS HOME HEALTH CARE AGENCY LLC	02/11/2020	\$2,500.00	04/14/2020		\$0.00
03	DALLAS	015943	ABASI HOME HEALTHCARE INC	07/17/2019	\$750.00	09/12/2019		\$0.00
03	DALLAS	011616	ACAPPELLA IN HOME CARE	06/06/2019	\$3,500.00	09/12/2019		\$0.00
03	GRAND PRAIRIE	018724	AETNA HOME CARE & MANAGEMENT INC	12/16/2019	\$1,500.00	02/12/2020		\$0.00
03	DALLAS	008015	AHEALTHSTAR MEDICAL SERVICES INC	11/07/2019	\$2,150.00	01/21/2020		\$2,150.00
03	WYLIE	008958	ALBERT HOME HEALTH AGENCY INC	07/31/2019	\$3,000.00	10/24/2019		\$3,000.00
03	ROCKWALL	018226	ALKRIST HOME HEALTH INC	08/12/2019	\$3,000.00	12/04/2019		\$3,000.00
03	DALLAS	018610	ALL WEATHER FRIENDS FOR SENIORS	11/18/2019	\$500.00	01/21/2020		\$500.00
03	ARLINGTON	007345	ALLSTAR HEALTHCARE INC	11/12/2019	\$0.00	01/21/2020		\$0.00
03	RICHARDSON	016378	ALLY HOME HEALTH	01/14/2020	\$3,300.00	03/30/2020		\$0.00

Region	City	License Number	Agency	Visit Exit Date	Imposed	Date Imposed	Assessed	Balance
03	ARLINGTON	011684	ALPHA HEALTHCARE SERVICES	08/01/2019	\$650.00	09/26/2019		\$0.00
03	DALLAS	012982	ALTRUIST HOME HEALTH CARE INC	09/30/2019	\$3,000.00	12/04/2019		\$0.00
03	BEDFORD	016153	AMADA SENIOR CARE INC	09/25/2019	\$2,500.00	12/11/2019	\$2,500.00	\$0.00
03	MESQUITE	018335	AMBAZONE HOME HEALTH LLC	09/23/2019	\$500.00	11/06/2019		\$500.00
03	DECATUR	010041	ANGELS CARE HOME HEALTH	04/02/2020	\$500.00	05/07/2020		\$0.00
03	GRAND PRAIRIE	018762	APPLE RENAL CARE LLC	10/10/2019	\$9,000.00	01/21/2020		\$0.00
03	DALLAS	012034	ARIEL AMANA HEALTHCARE INC	12/05/2019	\$750.00	02/12/2020		\$0.00
03	LEWISVILLE	011112	ASPEN HEALTHCARE SERVICES INC	12/10/2019	\$500.00	02/26/2020		\$500.00
03	ALLEN	018656	ASSISTING HANDS EAST PLANO	11/20/2019	\$1,000.00	01/21/2020		\$1,000.00
03	DALLAS	011457	AUGUSTINE HOME HEALTH CARE	08/28/2019	\$750.00	10/24/2019		\$0.00
03	DALLAS	003322	AUTISM TREATMENT CENTER INC	06/25/2019	\$1,450.00	09/26/2019		\$0.00
03	GARLAND	016834	AUTUMN WOODS HOSPICE	10/18/2019	\$1,200.00	02/12/2020		\$0.00
03	DALLAS	015022	AVEANNA HEALTHCARE	10/14/2019	\$3,000.00	12/11/2019	\$3,000.00	\$0.00
03	FORT WORTH	015023	AVEANNA HEALTHCARE	11/21/2019	\$0.00	01/21/2020		\$0.00
03	FLOWER MOUND	016505	BAYLOR SCOTT & WHITE INSTITUTE FOR REHABILITATION- HOME HEALTH	10/18/2019	\$500.00	10/30/2019		\$0.00
03	DALLAS	009081	BENEFICIAL HOME HEALTH CARE SERVICES INC	11/05/2019	\$2,000.00	02/26/2020		\$0.00

Region	City	License Number	Agency	Visit Exit Date	Imposed	Date Imposed	Assessed	Balance
03	DALLAS	017858	BLISSFUL HOSPICE AND PALLIATIVE CARE LLC	08/28/2019	\$500.00	09/10/2019		\$0.00
03	ARLINGTON	016846	BRIDGES CARE SERVICES OF ARLINGTON LP	11/26/2019	\$600.00	02/12/2020		\$600.00
03	FORT WORTH	017033	Bridgeway Health Services	01/17/2020	\$500.00	03/11/2020		\$0.00
03	DALLAS	011871	CALVARY HOME HEALTH AGENCY INC	02/21/2020	\$750.00	06/01/2020		\$750.00
03	DALLAS	009183	CANDID HOME HEALTH CARE SERVICES LLC	09/13/2019	\$500.00	12/04/2019		\$0.00
03	DALLAS	011076	CARETOUCH SERVICES INC	06/26/2020	\$500.00	07/30/2020		\$500.00
03	RICHARDSON	014581	CARING SENIOR SERVICE OF NE DALLAS	04/16/2020	\$600.00	05/07/2020		\$0.00
03	CEDAR HILL	008997	CHARISMA HOME HEALTHCARE	12/11/2019	\$3,500.00	02/12/2020		\$0.00
03	ROWLETT	012740	CHESTHER HOME HEALTH SERVICES INC	12/11/2019	\$1,500.00	01/21/2020		\$0.00
03	MANSFIELD	016517	CKD HOMECARE SERVICES	11/13/2019	\$1,500.00	02/12/2020		\$0.00
03	LEWISVILLE	011521	CLASSIC HOME HEALTH CARE SERVICES INC	11/21/2019	\$1,500.00	02/12/2020		\$1,500.00
03	GARLAND	015813	CLASSIC LIFE HOME HEALTH CARE LLC	09/25/2019	\$3,000.00	01/21/2020		\$0.00
03	IRVING	013951	COMFORT HOSPICE	11/20/2019	\$750.00	01/21/2020		\$0.00
03	DALLAS	015697	DALLAS HORIZON HOME HEALTH AGENCY LLC	12/11/2019	\$2,600.00	03/30/2020		\$2,600.00

Region	City	License Number	Agency	Visit Exit Date	Imposed	Date Imposed	Assessed	Balance
03	RICHARDSON	018253	DEFAITH HOME HEALTH AGENCY INC	07/26/2019	\$5,750.00	10/24/2019		\$5,750.00
03	DALLAS	009249	DELTA HOME HEALTH CARE	10/17/2019	\$3,850.00	01/21/2020		\$1,924.00
03	IRVING	009062	DELTACARE HOME HEALTH SERVICES LLC	02/05/2020	\$750.00	03/30/2020		\$0.00
03	FORT WORTH	004154	DISABILITY SERVICES OF THE SOUTHWEST INC	09/13/2019	\$500.00	12/04/2019		\$0.00
03	GRAND PRAIRIE	013312	E E CORNERSTONE HOME HEALTH INC	08/01/2019	\$500.00	10/10/2019		\$0.00
03	GRAND PRAIRIE	013312	E E CORNERSTONE HOME HEALTH INC	06/26/2019	\$500.00	09/26/2019		\$0.00
03	MANSFIELD	017984	EAGLE HOME HEALTHCARE SERVICES	01/28/2020	\$3,000.00	04/14/2020		\$0.00
03	BRIDGEPORT	017542	Elara Caring	06/18/2019	\$1,550.00	09/26/2019		\$0.00
03	GRAPEVINE	015002	ELITE NURSING HOME HEALTHCARE LLC	06/26/2020	\$2,900.00	07/30/2020		\$2,900.00
03	PLANO	018117	EMERALD CHOICE HOME CARE SOLUTIONS	05/22/2019	\$1,500.00	09/12/2019	\$1,000.00	\$0.02
03	ARLINGTON	018428	ENCOMPASS HEALTH HOME HEALTH	07/12/2019	\$650.00	09/26/2019		\$0.00
03	GARLAND	012183	ENVISION HOME HEALTH CARE LLC	11/21/2019	\$750.00	01/21/2020		\$0.00
03	SACHSE	013463	EXTEEM HOME HEALTH SERVICES INC	08/20/2019	\$0.00	09/26/2019		\$0.00

Region	City	License Number	Agency	Visit Exit Date	Imposed	Date Imposed	Assessed	Balance
03	DESOTO	009557	FERRELL HOMECARE LLC	09/30/2019	\$1,950.00	12/11/2019	\$1,950.00	\$1,625.00
03	DALLAS	018547	FREE SPIRIT COMPANION CARE	09/23/2019	\$500.00	11/06/2019		\$500.00
03	FRISCO	018798	FRISCO LAKES HEALTHCARE LLC	02/10/2020	\$1,500.00	04/14/2020		\$1,500.00
03	DALLAS	012288	GOODWILL HEALTHCARE SERVICES	08/15/2019	\$2,600.00	11/06/2019		\$0.00
03	RICHARDSON	016227	GRACIOUS HEALTH AND HOSPICE INC.	12/10/2019	\$1,500.00	02/26/2020		\$0.00
03	FARMERS BRANCH	016883	GRANDCARE HOME HEALTH LLC	08/07/2019	\$1,500.00	10/24/2019		\$0.00
03	DALLAS	016493	GREEN HILLS HOSPICE LLC	09/27/2019	\$500.00	02/12/2020		\$0.00
03	FRISCO	018539	HANDS OF COMPASSION HEALTH CARE	10/15/2019	\$3,000.00	12/04/2019		\$0.00
03	DALLAS	012637	HEALING POOL INC	10/16/2019	\$1,000.00	01/21/2020		\$1,000.00
03	FRISCO	015091	HEALTHCARE TRANSITIONS LLC	09/23/2019	\$5,000.00	12/04/2019		\$5,000.00
03	ROCKWALL	009275	HEART OF TEXAS HOME HEALTHCARE SERVICES INC	10/09/2019	\$1,000.00	12/11/2019	\$1,000.00	\$1,000.00
03	DALLAS	012285	HEBRON HEALTH CARE SERVICES INC	01/30/2020	\$1,950.00	04/14/2020		\$1,950.00
03	DALLAS	012285	HEBRON HEALTH CARE SERVICES INC	01/16/2020	\$1,000.00	03/30/2020		\$1,000.00
03	DALLAS	016637	HOME CARE BOOK	01/31/2020	\$1,500.00	04/27/2020		\$0.00
03	DALLAS	014481	HOME HEALTH COMPANIONS	09/26/2019	\$500.00	12/04/2019		\$0.00

Region	City	License Number	Agency	Visit Exit Date	Imposed	Date Imposed	Assessed	Balance
03	DALLAS	015647	HOMEWATCH CAREGIVERS OF PLANO LEWISVILLE & GREATER NORTH DALLAS	09/24/2019	\$500.00	12/04/2019	\$400.00	\$0.00
03	DALLAS	014491	HOUR FAMILY	04/22/2019	\$350.00	10/10/2019		\$0.00
03	ROWLETT	011169	IMANUEL HEALTH SERVICES	11/14/2019	\$1,000.00	02/12/2020		\$0.00
03	PLANO	016110	INHOME WHOLISTICARE AND WELLNESS NORTH LLC	12/10/2019	\$1,500.00	02/26/2020		\$1,500.00
03	MANSFIELD	014582	JAMES-STHER HOME HEALTH INC	04/24/2019	\$500.00	09/26/2019		\$500.00
03	FARMERS BRANCH	009321	JCARE HOME HEALTH AGENCY LLC	07/30/2019	\$1,750.00	10/24/2019		\$0.00
03	GARLAND	018154	JESSE HEALTHCARE SERVICES LLC	06/13/2019	\$1,500.00	09/12/2019		\$0.00
03	PLANO	012159	JOAB HOMEHEALTH SERVICES	07/25/2019	\$1,900.00	11/06/2019		\$0.00
03	RICHARDSON	018210	KALIBRA HOME CARE LLC	08/01/2019	\$1,500.00	11/06/2019		\$1,500.00
03	FORT WORTH	018615	KLARUS HOME CARE	01/28/2020	\$0.00	04/27/2020		\$0.00
03	ARLINGTON	019307	Laurent Home Health	01/23/2020	\$500.00	03/30/2020		\$0.00
03	GARLAND	011143	LEONE HOMEHEALTH CARE AGENCY INC	07/17/2019	\$1,500.00	10/10/2019		\$0.00
03	DALLAS	015425	LIFESPAN HOME HEALTH	08/06/2019	\$650.00	10/10/2019		\$0.00
03	CARROLLTON	017204	LIFEWAY HOSPICE	01/07/2020	\$500.00	03/30/2020		\$500.00
03	ARLINGTON	019178	Lone Star Hospice Care LLC	10/31/2019	\$1,500.00	02/12/2020		\$0.00
03	ARLINGTON	019178	Lone Star Hospice Care LLC	08/16/2019	\$1,500.00	10/24/2019		\$0.00

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03	PLANO	018273	MONARCH SENIOR SOLUTIONS LLC	06/19/2019	\$1,000.00	09/12/2019		\$1,000.00
03	DALLAS	012813	NEW HEIGHTS HEALTHCARE AGENCY	11/18/2019	\$4,750.00	02/26/2020		\$0.00
03	DALLAS	012813	NEW HEIGHTS HEALTHCARE AGENCY		\$0.00	02/26/2020		\$0.00
03	GRAND PRAIRIE	012538	NEWPORT HOME HEALTH AGENCY	11/25/2019	\$3,000.00	02/12/2020		\$0.00
03	GARLAND	014345	NICON HOME HEALTHCARE AGENCY	08/05/2019	\$7,750.00	10/10/2019		\$7,750.00
03	GARLAND	018418	NOLASHANDS LLC	07/31/2019	\$500.00	09/26/2019		\$0.00
03	ARLINGTON	019250	Nurse Next Door Arlington South	05/27/2020	\$800.00	07/14/2020		\$0.00
03	RICHARDSON	019098	OMNICURE PLUS HOME HEALTHCARE	07/01/2019	\$2,250.00	10/24/2019		\$0.00
03	DUNCANVILLE	010776	ORIENT HOME CARE SERVICES INC	10/10/2019	\$2,250.00	12/11/2019	\$2,250.00	\$2,250.00
03	MESQUITE	013011	OSGOOD HOME CARE	06/21/2019	\$3,000.00	09/26/2019		\$0.00
03	GARLAND	012049	PRAISE HOME HEALTH AGENCY	07/08/2019	\$750.00	09/26/2019		\$0.00
03	DALLAS	014671	PREMA HOME CARE AGENCY	05/22/2019	\$750.00	09/12/2019		\$0.00
03	CEDAR HILL	015866	PRESTON WOOD PEDIATRICS LLC	07/18/2019	\$2,000.00	02/26/2020		\$0.00
03	DALLAS	016865	PRILEO HOME CARE	07/17/2019	\$500.00	10/24/2019		\$0.00
03	FRISCO	015422	PROGENESIS HEALTHCARE INC	08/22/2019	\$2,250.00	11/06/2019		\$0.00
03	MANSFIELD	016053	QUALITY FIRST SENIOR CARE	09/30/2019	\$400.00	02/12/2020		\$0.00

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03	ARLINGTON	012154	REDICARE HOME HEALTH SERVICES INCORPORATED	02/26/2020	\$2,000.00	05/07/2020		\$2,000.00
03	FRISCO	011151	REHABCARE	06/05/2019	\$500.00	09/12/2019		\$0.00
03	GRAND PRAIRIE	012771	SAFEWAY HEALTHCARE SERVICES INC	08/01/2019	\$750.00	11/06/2019		\$0.00
03	GAINESVILLE	018601	SENIOR CARE OF NORTH TEXAS	10/25/2019	\$750.00	12/04/2019		\$0.00
03	ARLINGTON	011293	SENIORS HOME HEALTHCARE SERVICES	09/12/2019	\$1,500.00	11/06/2019		-\$100.00
03	DALLAS	014625	SilverStone Hospice	01/17/2020	\$1,500.00	04/14/2020		\$0.00
03	DALLAS	018387	SKILLCARE HEALTH SERVICES INC	12/13/2019	\$1,500.00	02/26/2020		\$0.00
03	CEDAR HILL	016383	SOUTHWEST PERSONAL ASSISTANCE SERVICES	10/22/2019	\$1,750.00	02/12/2020		\$0.00
03	CEDAR HILL	016383	SOUTHWEST PERSONAL ASSISTANCE SERVICES	02/21/2020	\$4,250.00	05/07/2020		\$4,250.00
03	CEDAR HILL	016383	SOUTHWEST PERSONAL ASSISTANCE SERVICES	08/22/2019	\$1,750.00	11/06/2019		\$0.00
03	DALLAS	017571	SPERO HEALTHCARE SERVICES	08/12/2019	\$2,000.00	12/04/2019		\$0.00
03	WYLIE	015765	STN HOME HEALTH SERVICES LLC	09/26/2019	\$1,000.00	12/04/2019		\$0.00
03	MCKINNEY	018185	SUNLIFE HOME CARE LLC	07/25/2019	\$2,500.00	11/06/2019		\$500.00
03	FORT WORTH	012487	Team Select Home Care	04/01/2020	\$750.00	05/07/2020		\$750.00
03	RICHARDSON	009170	TEXAS BEST CARE HOME HEALTH INC	07/10/2019	\$1,500.00	10/10/2019		\$0.00

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03	RICHARDSON	014663	TEXAS BEST HOSPICE SERVICES	02/04/2020	\$2,550.00	04/27/2020		\$0.00
03	VAN ALSTYNE	016842	TOWN AND COUNTRY HOME CARE & REHAB LLC	07/03/2019	\$1,750.00	10/24/2019		\$0.00
03	DUNCANVILLE	013113	TRINITY HOME DIALYSIS INC	01/13/2020	\$1,000.00	03/30/2020		\$0.00
03	GRAND PRAIRIE	010392	TRIPLE AGI HOME HEALTH	12/17/2019	\$3,250.00	03/30/2020		\$0.00
03	DALLAS	012116	ULTIMATE CARING HOME HEALTH LLC	09/09/2019	\$3,000.00	12/11/2019	\$3,000.00	\$0.00
03	GRAND PRAIRIE	018705	UNILOV ALLIED LLC	10/02/2019	\$0.00	12/04/2019		\$0.00
03	GARLAND	015936	VICTORY CARE LLC	02/19/2020	\$1,000.00	04/27/2020		\$1,000.00
03	DALLAS	014136	VIGORCARE PEDIATRIC SERVICES	03/04/2020	\$5,850.00	05/07/2020		\$5,850.00
03	DALLAS	014136	VIGORCARE PEDIATRIC SERVICES	09/04/2019	\$750.00	12/04/2019		\$0.00
03	FORT WORTH	012487	VIVICARE HEALTH PARTNERS LLC	06/11/2019	\$2,000.00	09/12/2019		\$0.00
03	DALLAS	003625	VNA	08/08/2019	\$5,250.00	09/26/2019		\$0.00
03	RICHARDSON	012221	WELLCARE GROUP HOME HEALTH INC	12/30/2019	\$4,350.00	03/30/2020		\$0.00
03	RICHARDSON	017614	WKM HEALTHCARE INC	12/02/2019	\$1,750.00	02/12/2020		\$0.00
03	RICHARDSON	017614	WKM HEALTHCARE INC	07/24/2019	\$750.00	10/10/2019		\$750.00
04	SHEPHERD	014854	BLESSED ASSURANCE HOMEHEALTH CARE INC	09/24/2019	\$1,200.00	02/12/2020		\$0.00
04	BEAUMONT	016801	EDUCARE COMMUNITY LIVING CORPORATION TEXAS	05/27/2020	\$1,000.00	08/13/2020		\$0.00

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04	BONHAM	018204	GIFT PROFESSIONAL HEALTHCARE SERVICES LLC	12/16/2019	\$1,750.00	02/12/2020		\$1,750.00
04	BEAUMONT	018802	GLAD HEALTHCARE SERVICES INC	07/24/2019	\$1,500.00	10/24/2019		\$1,500.00
04	BEAUMONT	018802	GLAD HEALTHCARE SERVICES INC	06/17/2019	\$2,000.00	09/04/2019		\$2,000.00
04	TYLER	018169	HEATON HEALTH SERVICES AGENCY LLC	09/04/2019	\$600.00	12/11/2019	\$600.00	\$0.00
04	PARIS	018860	HELPING HANDS HOMECARE	09/11/2019	\$600.00	12/11/2019	\$600.00	\$0.00
04	HUNTSVILLE	000688	HOME HEALTH CARE OF HUNTSVILLE	05/26/2020	\$500.00	07/14/2020		\$0.00
04	TYLER	007537	NEW CONCEPT HEALTH SERVICES INC	04/26/2019	\$5,100.00	10/10/2019		\$1,700.00
04	FORNEY	017235	NEW LIFE HOME HEALTHCARE SERVICES	08/09/2019	\$1,250.00	09/26/2019		\$1,250.00
04	CROSBY	014865	NURSING AND BEYOND HOME HEALTH	06/27/2019	\$750.00	09/12/2019		\$750.00
04	BEAUMONT	013514	QUALITY CARE SERVICE INC	08/19/2019	\$550.00	11/06/2019		\$550.00
04	NEW WAVERLY	014937	RYZOLVE LLC	06/12/2019	\$500.00	09/26/2019		\$0.00
04	LUFKIN	018190	STAY AT HOME HEALTH CARE	05/28/2019	\$2,000.00	09/12/2019		\$0.00
04	HEARTLAND	018778	TRUSAM HEALTHCARE SERVICES	12/17/2019	\$1,150.00	02/26/2020		\$1,150.00
05	PFLUGERVILLE	011166	ADVENTIST HOME HEALTH	01/23/2020	\$1,500.00	03/11/2020		\$0.00
05	BRYAN	013721	Amedisys Hospice	05/29/2019	\$600.00	09/04/2019		\$0.00

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05	AUSTIN	019112	AmeriCare Bee Cave	06/04/2019	\$7,000.00	09/04/2019	\$5,600.00	\$0.00
05	ROUND ROCK	007439	ANGEL HEALTHCARE LP	09/27/2019	\$1,500.00	12/11/2019	\$1,500.00	\$1,500.00
05	ROUND ROCK	007439	ANGEL HEALTHCARE LP	01/09/2020	\$500.00	02/26/2020		\$500.00
05	ROUND ROCK	007626	APICON HOME HEALTH AGENCY INC	05/31/2019	\$750.00	09/04/2019		\$0.00
05	SPICEWOOD	019132	ASSISTACARE, LLC	10/16/2019	\$2,000.00	01/21/2020		\$0.00
05	LORENA	014127	AT HOME HEALTHCARE	08/30/2019	\$1,950.00	11/06/2019		\$1,950.00
05	TEMPLE	013943	AVEANNA HEALTHCARE	01/02/2020	\$750.00	02/26/2020		\$0.00
05	AUSTIN	014927	AVEANNA HEALTHCARE	03/03/2020	\$1,000.00	04/27/2020		\$0.00
05	AUSTIN	015542	BEACON HOSPICE OF GEORGETOWN	10/29/2019	\$4,250.00	01/21/2020		\$0.00
05	AUSTIN	017027	BELLCOA HOME HEALTH SERVICE INC	09/12/2019	\$1,900.00	11/14/2019		\$0.00
05	BASTROP	019184	Bluebonnet Home Health Care of Texas, Inc.	06/06/2019	\$500.00	09/04/2019		\$0.00
05	PFLUGERVILLE	015640	BRIGHTSTAR HEALTHCARE	12/17/2019	\$750.00	02/26/2020		\$0.00
05	PFLUGERVILLE	015640	BRIGHTSTAR HEALTHCARE	06/06/2019	\$1,250.00	09/12/2019		\$0.00
05	LIBERTY HILL	019208	Brother's Keeper In-Home Care	11/07/2019	\$2,000.00	01/21/2020		\$2,000.00
05	AUSTIN	018368	CareFor PAS	10/30/2019	\$1,500.00	12/11/2019	\$1,500.00	\$0.00
05	CLEBURNE	017690	CARING SENIOR SERVICE OF JOHNSON COUNTY	01/30/2020	\$500.00	03/30/2020		\$0.00
05	AUSTIN	013850	CARTER HEALTHCARE	11/07/2019	\$1,350.00	01/21/2020		\$0.00

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05	AUSTIN	017147	CELLA BELLA'S HOSPICE CORPORATION	05/23/2019	\$750.00	09/04/2019	\$750.00	\$0.00
05	LAKEWAY	016423	COMFORCARE	01/02/2020	\$750.00	03/11/2020		\$0.00
05	LAKEWAY	016423	COMFORCARE	07/08/2020	\$850.00	07/30/2020		\$0.00
05	LAKEWAY	016423	COMFORCARE	05/21/2019	\$2,750.00	09/04/2019		\$0.00
05	SAN MARCOS	018109	COMFORT KEEPERS	12/10/2019	\$1,250.00	01/21/2020		\$0.00
05	LA GRANGE	015578	COMPASSIONATE PROVIDER SERVICES OF TEXAS	06/04/2019	\$1,500.00	09/04/2019		\$0.00
05	WACO	019044	DEMIU HOME HEALTHCARE LLC	07/02/2019	\$6,450.00	09/26/2019		\$3,761.50
05	AUSTIN	015057	EDWARD'S HOME HEALTH & HOSPICE	01/08/2020	\$500.00	02/26/2020		\$0.00
05	ROUND ROCK	018188	Elara Caring	06/14/2019	\$500.00	09/04/2019		\$0.00
05	HARKER HEIGHTS	018191	Elara Caring	08/20/2019	\$1,350.00	11/06/2019		\$0.00
05	AUSTIN	018574	ELDER HOME HEALTHCARE	01/07/2020	\$1,000.00	03/11/2020		\$0.00
05	AUSTIN	014052	ELDER HOMECARE INC	09/09/2019	\$500.00	10/24/2019		\$0.00
05	TEMPLE	013095	ENCOMPASS HEALTH HOME HEALTH	05/15/2019	\$500.00	09/04/2019		\$0.00
05	AUSTIN	013546	ENCOMPASS HEALTH HOME HEALTH	01/16/2020	\$500.00	03/11/2020		\$0.00
05	AUSTIN	013546	ENCOMPASS HEALTH HOME HEALTH	07/23/2020	\$750.00	08/26/2020		\$0.00

Region	City	License Number	Agency	Visit Exit Date	Imposed	Date Imposed	Assessed	Balance
05	GEORGETOWN	016937	ENCOMPASS HEALTH HOME HEALTH	06/24/2019	\$750.00	09/26/2019		\$0.00
05	GEORGETOWN	016937	ENCOMPASS HEALTH HOME HEALTH	07/17/2019	\$750.00	09/12/2019		\$0.00
05	AUSTIN	017023	ENCOMPASS HEALTH HOSPICE	09/06/2019	\$2,000.00	11/14/2019		\$0.00
05	KILLEN	018545	EYES OF ANGELS IN HOME CARE	10/28/2019	\$1,700.00	01/21/2020		\$1,700.00
05	KILLEN	018545	EYES OF ANGELS IN HOME CARE	05/22/2019	\$7,750.00	09/12/2019	\$6,200.00	\$5,200.00
05	KILLEN	018545	EYES OF ANGELS IN HOME CARE	05/04/2020	\$1,000.00	06/01/2020		\$0.00
05	TEMPLE	009511	FIRST ATLANTIC HEALTHCARE SYSTEM	12/18/2019	\$1,500.00	02/26/2020		\$0.00
05	TEMPLE	014760	FIRST ATLANTIC HEALTHCARE SYSTEM	10/03/2019	\$5,100.00	01/21/2020		\$0.00
05	PFLUGERVILLE	005778	FIRST CARE HOME HEALTH SERVICES	02/20/2020	\$1,000.00	04/27/2020		\$0.00
05	PFLUGERVILLE	005778	FIRST CARE HOME HEALTH SERVICES	06/10/2020	\$500.00	07/14/2020		\$0.00
05	AUSTIN	019221	FIRST DIVINE HOME HEALTHCARE	07/08/2019	\$500.00	10/10/2019	\$300.00	\$0.00
05	AUSTIN	019221	FIRST DIVINE HOME HEALTHCARE	07/10/2019	\$3,750.00	10/10/2019	\$2,550.00	\$1,350.00
05	AUSTIN	019170	FirstLight Home Care of Austin	10/15/2019	\$500.00	12/11/2019	\$500.00	\$0.00
05	MOODY	017302	GENTLE TRANSITIONS HOSPICE	07/21/2020	\$500.00	08/13/2020		\$0.00
05	BRENHAM	015210	GENTLETOUCH HEALTHCARE INC	08/21/2019	\$1,500.00	10/24/2019		\$1,000.00
05	AUSTIN	011732	GIRLING COMMUNITY CARE TEXAS BY HARDEN HEALTHCARE	12/03/2019	\$500.00	02/26/2020		\$0.00

Region	City	License Number	Agency	Visit Exit Date	Imposed	Date Imposed	Assessed	Balance
05	AUSTIN	019157	HALO SENIOR CARE	11/15/2019	\$750.00	01/21/2020		\$0.00
05	AUSTIN	019224	Hana Care Texas	08/05/2020	\$0.00	08/26/2020		\$0.00
05	HARKER HEIGHTS	009082	HEIGHTS HOME HEALTH	06/21/2019	\$500.00	09/26/2019		\$0.00
05	AUSTIN	018566	HOME HELPERS AND DIRECT LINK OFFICE #58890	02/11/2020	\$2,500.00	04/27/2020		\$0.00
05	ROUND ROCK	018479	HOMESLICE CAREGIVERS	12/03/2019	\$500.00	01/21/2020		\$0.00
05	CEDAR PARK	018417	HOMEWELL SENIOR CARE OF NORTH/WEST AUSTIN	01/09/2020	\$500.00	03/11/2020		\$0.00
05	BRYAN	002186	HOSPICE BRAZOS VALLEY INC	10/16/2019	\$500.00	12/11/2019	\$500.00	\$0.00
05	KILLEEN	012848	INTEGRITY HOME HEALTH	03/11/2020	\$500.00	04/27/2020		\$0.00
05	WOODWAY	011181	INTERIM HEALTHCARE OF WACO	01/30/2020	\$500.00	03/11/2020		\$0.00
05	TEMPLE	012075	KINDRED AT HOME	12/19/2019	\$1,100.00	02/26/2020		\$0.00
05	WACO	014517	KINDRED AT HOME	01/17/2020	\$500.00	02/26/2020		\$0.00
05	GEORGETOWN	009947	KINDRED HOSPICE	10/30/2019	\$1,250.00	01/21/2020		\$0.00
05	WACO	012591	KINDRED HOSPICE	11/01/2019	\$1,200.00	01/21/2020		\$0.00
05	AUSTIN	019404	Learning Services Home and Community LLC	12/06/2019	\$1,000.00	02/26/2020		\$0.00
05	AUSTIN	003605	MEALS ON WHEELS CENTRAL TEXAS IN-HOME CARE	11/05/2019	\$650.00	01/21/2020		\$0.00
05	PFLUGERVILLE	019072	MORNING GLORY RESIDENTIAL LIVING AND HOME HEALTH CARE LLC	06/11/2019	\$2,500.00	09/12/2019		\$0.00

Region	City	License Number	Agency	Visit Exit Date	Imposed	Date Imposed	Assessed	Balance
05	ROUND ROCK	017801	NICA HOME CARE	09/03/2019	\$1,000.00	10/24/2019		\$1,000.00
05	ROUND ROCK	017801	NICA HOME CARE	08/13/2019	\$500.00	09/12/2019		\$500.00
05	AUSTIN	016519	PEDIATRIC HEALTHCARE CONNECTION	11/07/2019	\$1,000.00	12/11/2019	\$1,000.00	\$0.00
05	AUSTIN	018747	PEDIATRIC HOME HEALTHCARE LLC	01/07/2020	\$750.00	02/26/2020		\$0.00
05	ENNIS	016925	PREMIER CARE SERVICES	11/22/2019	\$1,000.00	02/26/2020		\$0.00
05	BUDA	008988	PROGRESSIVE HOME HEALTH AGENCY	11/21/2019	\$1,000.00	02/26/2020		\$0.00
05	AUSTIN	018340	PROPEDIA HEALTH SERVICES INC	09/06/2019	\$2,250.00	11/06/2019		\$1,500.00
05	AUSTIN	018340	PROPEDIA HEALTH SERVICES INC	06/06/2019	\$500.00	09/12/2019		\$0.00
05	AUSTIN	017964	RAINIER HOMECARE	06/15/2020	\$500.00	07/14/2020		\$0.00
05	AUSTIN	016651	RAINIER HOSPICE	06/11/2020	\$500.00	07/14/2020		\$0.00
05	AUSTIN	019339	Richcreek Healthcare LLC	11/14/2019	\$500.00	01/21/2020		\$500.00
05	MIDLOTHIAN	017060	RIGHT AT HOME	11/21/2019	\$750.00	01/21/2020		\$750.00
05	AUSTIN	012568	RIGHT AT HOME 1202	06/12/2019	\$500.00	09/12/2019		\$0.00
05	JOSHUA	017622	RIGHT AT HOME JOSHUA	01/29/2020	\$500.00	03/11/2020		\$0.00
05	AUSTIN	007053	ROSY HEALTH CARE SERVICES LTD	02/12/2020	\$500.00	03/30/2020		\$500.00
05	SAN MARCOS	009939	SANMARCOS COMMUNITY LIVING PROGRAM	05/16/2019	\$1,500.00	09/04/2019		\$0.00
05	BASTROP	016104	SERENITY HOSPICE	07/06/2020	\$500.00	07/30/2020	\$400.00	\$0.00

Region	City	License Number	Agency	Visit Exit Date	Imposed	Date Imposed	Assessed	Balance
05	BRYAN	016278	SIGNATURE SELECT SERVICES	06/16/2020	\$500.00	07/30/2020		\$0.00
05	WEST LAKE HILLS	019571	Sonder Hospice	02/06/2020	\$2,000.00	04/27/2020		\$0.00
05	AUSTIN	014142	SONRISAS THERAPIES- PEDIATRIC HOME AND HEALTHCARE SERVICES LLC	07/10/2019	\$2,250.00	09/26/2019		\$0.00
05	TEMPLE	012292	STANDARDS HOME HEALTH	08/07/2019	\$500.00	09/12/2019		\$0.00
05	AUSTIN	012904	TEXAS HOME CARE PARTNERS LLC	05/30/2019	\$1,000.00	09/04/2019		\$0.00
05	SAN MARCOS	016504	TEXAS HOME HEALTH	01/24/2020	\$1,250.00	03/11/2020		\$0.00
05	WACO	018352	TEXAS HOME HEALTH GROUP OF WACO LLC	07/08/2020	\$800.00	08/13/2020		\$0.00
05	WACO	007587	TEXAS HOME HEALTH OF AMERICA	07/10/2020	\$500.00	07/30/2020		\$0.00
05	AUSTIN	007354	THE MEDICAL TEAM INC	06/14/2019	\$1,250.00	09/04/2019		\$0.00
05	AUSTIN	007838	THE MEDICAL TEAM PERSONAL CARE SERVICES	06/11/2019	\$750.00	09/04/2019		\$0.00
05	ENNIS	018878	TRADITIONS HEALTH	11/22/2019	\$650.00	01/21/2020		\$0.00
05	COLLEGE STATION	015187	VISITING ANGELS	04/16/2020	\$500.00	05/07/2020		\$0.00
05	AUSTIN	015235	VIVA PEDIATRICS	06/17/2020	\$750.00	07/30/2020		\$0.00
05	AUSTIN	019048	VON'S IN HOME CARE	06/20/2019	\$2,250.00	09/26/2019		\$0.00
05	GEORGETOWN	017320	WESLEYAN HOME HEALTH	02/26/2020	\$500.00	04/27/2020		\$0.00

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05	WIMBERLEY	006083	WIMBERLEY HOME HEALTH	02/26/2020	\$500.00	04/27/2020		\$0.00
05	GEORGETOWN	018529	YOUR DAYTIME DAUGHTER	02/06/2020	\$500.00	04/27/2020		\$0.00
05	KILLEEN	019465	ZOHTEG HOME HEALTHCARE	12/19/2019	\$500.00	02/26/2020		\$0.00
06	HOUSTON	019183	123 Home Care	08/14/2019	\$500.00	10/24/2019		\$0.00
06	HOUSTON	013280	1ST AMERICAN CHOICE HOME HEALTH CARE SERVICES LLC	08/08/2019	\$1,200.00	10/24/2019		\$0.00
06	HOUSTON	013280	1ST AMERICAN CHOICE HOME HEALTH CARE SERVICES LLC	01/23/2020	\$650.00	03/11/2020		\$650.00
06	RICHMOND	010435	1ST CHOICE HEALTHCARE SERVICES INC	09/06/2019	\$750.00	11/06/2019		\$750.00
06	HOUSTON	003568	A & A HOME HEALTH SERVICES INC.	11/21/2019	\$1,100.00	01/06/2020		\$0.00
06	HOUSTON	010097	A & R HEALTHCARE SERVICES INC	02/28/2020	\$500.00	05/07/2020		\$0.00
06	HOUSTON	010097	A & R HEALTHCARE SERVICES INC	08/13/2019	\$500.00	10/24/2019		\$0.00
06	HOUSTON	019083	A & Z HEALTH CARE LLC	03/05/2020	\$1,000.00	05/07/2020		\$1,000.00
06	HOUSTON	011356	A BETTER HOMECARE	07/10/2019	\$1,000.00	09/26/2019		\$0.00
06	PASADENA	015139	A HELPING HAND HOME CARE SERVICE	10/30/2019	\$1,100.00	01/06/2020		\$0.00
06	PASADENA	015139	A HELPING HAND HOME CARE SERVICE	07/08/2019	\$1,000.00	09/26/2019		\$0.00
06	HOUSTON	010553	A P HOME HEALTH CARE SERVICES LLC	12/19/2019	\$2,000.00	02/26/2020		\$0.00

Region	City	License Number	Agency	Visit Exit Date	Imposed	Date Imposed	Assessed	Balance
06	HOUSTON	015123	A&D HOME HEALTHCARE SERVICES LLC.	01/30/2020	\$550.00	03/30/2020		\$0.00
06	HOUSTON	015278	A*MED HOME HEALTH	08/01/2019	\$600.00	11/06/2019		\$0.00
06	HOUSTON	010142	A+ MEDICS SERVICES INC	12/03/2019	\$1,050.00	02/12/2020		\$0.00
06	HOUSTON	014410	ABUNDANCE SYSTEMS LLC	07/25/2019	\$2,750.00	11/06/2019		\$0.00
06	HOUSTON	008842	ACE HEALTHCARE SERVICES INC	01/09/2020	\$1,000.00	03/30/2020		\$1,000.00
06	HOUSTON	007461	ACTION HOME HEALTH CARE	08/20/2019	\$500.00	10/24/2019		\$0.00
06	HOUSTON	019422	ADNA HOME HEALTHCARE SERVICES LLC	10/10/2019	\$1,000.00	12/04/2019		\$0.00
06	STAFFORD	018019	ADVANCED HEALTHCARE SERVICES INC	10/10/2019	\$1,700.00	12/04/2019		\$0.00
06	HOUSTON	012027	ADVANCED HOME HEALTH SERVICES INC	11/21/2019	\$2,000.00	02/26/2020		\$0.00
06	STAFFORD	014220	AFFECTIONATE HEART INC	06/13/2019	\$1,200.00	09/26/2019		\$0.00
06	HOUSTON	014093	AGAPE CARE LLC	07/15/2019	\$500.00	10/10/2019		\$0.00
06	CONROE	017552	ALAMO HOSPICE OF CONROE	02/19/2020	\$0.00	04/27/2020		\$0.00
06	HOUSTON	012408	ALL MODERN HEALTHCARE INC	08/23/2019	\$1,200.00	10/24/2019	\$850.00	\$0.00
06	HOUSTON	017175	ALLTECH HOME HEALTH INC	11/21/2019	\$500.00	01/21/2020		\$500.00
06	RICHMOND	018830	ALPHA LIVING SOLUTION	06/17/2019	\$2,000.00	09/04/2019		\$2,000.00
06	RICHMOND	018830	ALPHA LIVING SOLUTION	07/24/2019	\$1,600.00	11/06/2019		\$1,600.00
06	HOUSTON	019279	Amana Home Care, LLC	11/14/2019	\$1,000.00	01/21/2020		\$0.00

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06	HOUSTON	010482	AMAZING GRACE NURSING SERVICES INC.	09/06/2019	\$550.00	11/14/2019		\$0.00
06	SPRING	019215	AMERICA'S BEST HEALTH LLC	05/29/2019	\$2,000.00	10/10/2019		\$0.00
06	HOUSTON	019126	Ameripro Hospice Care, Inc.	10/17/2019	\$1,000.00	12/11/2019	\$1,000.00	\$0.00
06	RICHMOND	019294	AMIABLE HEALTHCARE LLC	03/05/2020	\$0.00	04/27/2020		\$0.00
06	HOUSTON	018814	ANCHOR HOSPICE LLC	08/09/2019	\$2,250.00	10/24/2019		\$0.00
06	SPRING	016605	ANGELS AROUND HOME CARE	02/04/2020	\$1,000.00	04/14/2020		\$0.00
06	HOUSTON	015945	ANGELUS HEALTH SERVICES INC.	10/17/2019	\$1,500.00	01/21/2020		\$0.00
06	HOUSTON	013617	APEX HOMEHEALTH SERVICES INC	10/31/2019	\$1,000.00	02/12/2020		\$0.00
06	FRIENDSWOOD	009424	APOSTLE HOME HEALTH CARE PLLC	10/31/2019	\$1,000.00	01/06/2020		\$0.00
06	HOUSTON	003664	APPLIED HEALTH CARE NURSING DIVISION INC.	01/17/2020	\$1,500.00	03/11/2020		\$0.00
06	HOUSTON	005125	APPLIED HOME HEALTH	11/07/2019	\$500.00	01/21/2020		\$0.00
06	HOUSTON	012392	ARISING HEALTHCARE SERVICES INC	08/14/2019	\$500.00	10/10/2019		\$0.00
06	HOUSTON	010760	ASSURING CARE HOME HEALTH SERVICES INC	08/01/2019	\$2,200.00	11/14/2019	\$880.00	\$0.00
06	BAY CITY	016054	AT YOUR SIDE HOME CARE - SUGAR LAND	07/25/2019	\$1,100.00	09/26/2019		\$0.00
06	HOUSTON	014985	AVEANNA HEALTHCARE	07/09/2019	\$1,950.00	10/10/2019		\$0.00
06	HOUSTON	015026	AVEANNA HEALTHCARE	07/18/2019	\$1,300.00	10/10/2019		\$0.00

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06	KATY	019141	Bayou Angels Senior Care LLC	10/10/2019	\$2,000.00	12/04/2019		\$2,000.00
06	HOUSTON	012342	BELLAIRE HOME HEALTH CARE LLC	08/22/2019	\$1,150.00	11/06/2019		\$0.00
06	HOUSTON	012555	BENEFICIENT HEALTHCARE	07/11/2019	\$1,100.00	09/26/2019		\$0.00
06	HOUSTON	008207	BESTWAY HOME HEALTH CORPORATION	02/06/2020	\$2,500.00	04/14/2020		\$2,500.00
06	HOUSTON	019068	BJ & M HEALTHCARE SERVICES LLC	09/26/2019	\$500.00	12/04/2019		\$0.00
06	HOUSTON	016845	BLESS IT HANDS HOME HEALTH CARE	05/24/2019	\$2,350.00	09/12/2019		\$1,566.00
06	STAFFORD	016838	BLISSFUL HEALTHCARE SERVICES INC	02/06/2020	\$1,800.00	04/14/2020		\$0.00
06	HOUSTON	019301	Blossom Healthcare Inc	10/10/2019	\$1,000.00	01/21/2020		\$0.00
06	ROSHARON	018630	BOLAD HEALTHCARE SERVICES LLC	06/18/2019	\$500.00	09/12/2019		\$0.00
06	HOUSTON	018850	BP OMEGA HOMECARE LLC	06/17/2019	\$2,000.00	09/04/2019		\$400.00
06	HOUSTON	018850	BP OMEGA HOMECARE LLC	07/24/2019	\$2,150.00	10/24/2019		\$0.00
06	CYPRESS	012464	C & E HOME HEALTH SERVICES INC	11/07/2019	\$1,050.00	02/12/2020		\$0.00
06	CYPRESS	012464	C & E HOME HEALTH SERVICES INC	11/05/2019	\$1,500.00	02/12/2020		\$0.00
06	HOUSTON	018207	C & M HEALTH SERVICES	07/22/2019	\$2,150.00	11/14/2019		\$1,791.00
06	BELLAIRE	014529	CAMILLIANS HOME HEALTH SERVICES LLC	08/09/2019	\$1,950.00	10/24/2019		\$0.00

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06	LEAGUE CITY	019041	CARE FROM THE HEART	09/04/2019	\$500.00	11/06/2019		\$500.00
06	HOUSTON	017920	CARE TAKE HOME HEALTH INC	01/09/2020	\$1,000.00	03/11/2020		\$1,000.00
06	KATY	018773	CAREGIVERS 24HRS SERVICE	07/25/2019	\$1,100.00	10/24/2019		\$0.00
06	HOUSTON	018756	CARESNAP INC	06/18/2019	\$2,150.00	09/12/2019		\$0.00
06	HOUSTON	014167	CARING HANDS HOSPICE	08/14/2019	\$1,700.00	09/26/2019		\$1,700.00
06	HOUSTON	014167	CARING HANDS HOSPICE	08/13/2019	\$2,000.00	09/26/2019	\$1,600.00	\$0.00
06	HOUSTON	017525	CARING HEALTH SERVICES	08/13/2019	\$1,600.00	11/14/2019		\$1,600.00
06	HOUSTON	017525	CARING HEALTH SERVICES	08/27/2019	\$1,100.00	12/04/2019		\$1,100.00
06	MISSOURI CITY	018731	CARING HOSPICE II LLC	06/26/2019	\$1,000.00	09/26/2019		\$0.00
06	LAKE JACKSON	016203	CARING SENIOR SERVICE OF BRAZORIA COUNTY	11/22/2019	\$3,200.00	01/21/2020	\$2,560.00	\$0.00
06	MISSOURI CITY	011336	CAROCARE HEALTHCARE SERVICES INC	08/20/2019	\$1,500.00	11/06/2019	\$0.00	\$0.00
06	MISSOURI CITY	011336	CAROCARE HEALTHCARE SERVICES INC	08/23/2019	\$650.00	10/24/2019		\$650.00
06	PEARLAND	013731	CASA HEALTHCARE	08/01/2019	\$2,050.00	10/24/2019		\$0.00
06	HOUSTON	009191	CHARLTON HOME HEALTH INC	02/13/2020	\$2,000.00	04/14/2020		\$2,000.00
06	HOUSTON	018658	CHARMING HEARTS HEALTH CARE LLC	06/18/2019	\$500.00	09/26/2019		\$0.00
06	HOUSTON	017386	CHRISTMAS CHARITY INC	02/27/2020	\$500.00	04/27/2020		\$0.00
06	MISSOURI CITY	009394	CN HEALTHCARE INC	08/01/2019	\$1,000.00	09/26/2019		\$0.00

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06	HOUSTON	014775	COASTAL HOME HEALTH CARE	02/06/2020	\$500.00	04/14/2020		\$500.00
06	HOUSTON	005445	COASTAL MEDICAL SERVICES INC	10/31/2019	\$500.00	12/11/2019	\$500.00	\$0.00
06	HOUSTON	016118	COMFORT CHOICE HOME HEALTH INC	09/18/2019	\$1,500.00	12/11/2019	\$1,500.00	\$0.00
06	HOUSTON	016336	COMFORTHOME HEALTH CARE INC.	11/07/2019	\$500.00	02/26/2020		\$0.00
06	STAFFORD	013083	COMMUNITY HEALTH ASSOCIATES INC	11/14/2019	\$1,550.00	01/06/2020		\$1,550.00
06	HOUSTON	017277	COMPREHENSIVE PLUS HOME HEALTH INC	01/28/2020	\$2,000.00	02/26/2020		\$0.00
06	HOUSTON	017277	COMPREHENSIVE PLUS HOME HEALTH INC	12/16/2019	\$1,500.00	02/26/2020		\$0.00
06	HOUSTON	019034	COWANS HOME CARE	11/14/2019	\$1,500.00	01/21/2020		\$300.00
06	HOUSTON	011856	CUSTOMIZED HEALTH CARE SERVICES INC	12/17/2019	\$1,000.00	02/26/2020		\$0.00
06	HOUSTON	011856	CUSTOMIZED HEALTH CARE SERVICES INC	12/16/2019	\$1,000.00	02/26/2020		\$0.00
06	KATY	017474	DEAF BLIND SERVICES OF TEXAS	07/11/2019	\$1,200.00	10/10/2019	\$600.00	\$0.00
06	HOUSTON	016766	DEL CIELO HOSPICE & PALLIATIVE CARE	09/13/2019	\$1,200.00	11/14/2019		\$0.00
06	HOUSTON	013218	DHS HEALTHCARE INC	12/12/2019	\$1,050.00	02/12/2020		\$0.00
06	HOUSTON	013237	DIMENSION HEALTHCARE SERVICES INC	09/12/2019	\$4,650.00	11/14/2019		\$3,022.50

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06	HOUSTON	013159	DIVINE PROFESSIONALS HEALTHCARE INC	10/31/2019	\$500.00	01/06/2020		\$0.00
06	RICHMOND	016088	DYNAMIC HEALTHCARE INC.	07/16/2019	\$2,000.00	11/06/2019		\$0.00
06	KATY	016391	EAGLE HOME HEALTH CARE LLC	06/13/2019	\$1,200.00	09/26/2019		\$0.00
06	FULSHEAR	018872	EASTEX INFUSION SERVICES LLC	06/21/2019	\$1,500.00	09/26/2019		\$0.00
06	HOUSTON	010365	EDICARE PROFESSIONAL HEALTHCARE SERVICES INC	02/13/2020	\$500.00	04/14/2020		\$500.00
06	HOUSTON	010365	EDICARE PROFESSIONAL HEALTHCARE SERVICES INC	05/13/2019	\$1,000.00	09/26/2019		\$0.00
06	HOUSTON	018320	EFFICIENT HOME CARE INC	09/12/2019	\$2,150.00	11/06/2019		\$0.00
06	BAYTOWN	010864	EL - SHADAI HEALTH AND HOME CARE	05/14/2019	\$4,800.00	09/12/2019	\$2,200.00	\$1,600.00
06	PASADENA	011267	Elara Caring	04/03/2020	\$500.00	08/13/2020		\$0.00
06	PASADENA	011267	Elara Caring	09/24/2019	\$600.00	12/04/2019		\$0.00
06	HOUSTON	018733	ELEANOR'S CARE PROVIDER SERVICES	06/17/2019	\$1,500.00	09/26/2019		\$1,500.00
06	HOUSTON	018515	ELIK DIALYSIS HOME THERAPY - MEMORIAL INC	07/10/2019	\$600.00	09/26/2019		\$0.00
06	HOUSTON	009581	ELITTE HEALTHCARE AND SERVICE	08/23/2019	\$550.00	11/06/2019		\$0.00
06	STAFFORD	017398	ELYSIAN HOSPICE	09/19/2019	\$600.00	11/06/2019		\$0.00
06	HOUSTON	004350	EMMANUEL HEALTH HOMECARE INC	01/21/2020	\$500.00	04/14/2020		\$500.00

Region	City	License Number	Agency	Visit Exit Date	Imposed	Date Imposed	Assessed	Balance
06	HOUSTON	009508	ENCOMPASS HEALTH HOME HEALTH	12/06/2019	\$500.00	01/21/2020		\$0.00
06	RICHMOND	012363	ENCOMPASS HEALTH HOME HEALTH	10/18/2019	\$2,200.00	01/21/2020		\$0.00
06	KATY	015068	EPRIMETEC HEALTH SERVICES	12/04/2019	\$1,000.00	01/21/2020		\$0.00
06	HOUSTON	008892	ESSENCE HEALTH CARE INC	06/06/2019	\$1,800.00	09/12/2019		\$0.00
06	HOUSTON	019162	Essentra Homecare LLC	01/29/2020	\$1,500.00	04/14/2020		\$1,500.00
06	HOUSTON	019162	Essentra Homecare LLC	09/25/2019	\$1,500.00	11/14/2019		\$0.00
06	ROSHARON	017145	EXCELLENT CARE PERSONAL ASSISTANCE SERVICE	10/22/2019	\$2,100.00	01/06/2020		\$499.98
06	ROSHARON	017145	EXCELLENT CARE PERSONAL ASSISTANCE SERVICE	06/10/2019	\$2,000.00	09/12/2019		\$399.98
06	HOUSTON	009624	EXTRACARE HOME HEALTH SERVICES	02/05/2020	\$1,000.00	04/27/2020		\$0.00
06	HOUSTON	010260	FACE TO FACE HEALTHCARE SERVICES LLC	02/13/2020	\$1,500.00	04/27/2020		\$0.00
06	BAYTOWN	009465	FAITH COMMUNITY HOSPICE LLC	09/04/2019	\$500.00	10/24/2019		\$0.00
06	HOUSTON	016440	FINE TOUCH HEALTHCARE SERVICES LLC	10/17/2019	\$1,000.00	01/06/2020		\$0.00
06	CYPRESS	018201	FIRST LIGHT HOME CARE KATY	09/23/2019	\$550.00	11/14/2019		\$550.00
06	PEARLAND	016415	FIVE STAR HOME DIALYSIS	11/07/2019	\$7,200.00	01/21/2020		\$0.00
06	HOUSTON	011114	FOREVER HOMEHEALTH INC	10/03/2019	\$500.00	12/11/2019	\$500.00	\$0.00
06	HOUSTON	012517	FORTUNE HEALTHCARE INC	12/12/2019	\$500.00	02/12/2020		\$0.00

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06	MISSOURI CITY	018579	FREEDOM DIALYSIS INC	07/19/2019	\$12,000.00	10/10/2019		\$0.00
06	HOUSTON	016276	FULLCARE HOME HEALTH INC.	09/25/2019	\$2,000.00	12/11/2019		\$0.00
06	HOUSTON	017071	FUSION ONE HEALTHCARE	01/24/2020	\$2,000.00	03/11/2020		\$0.00
06	HOUSTON	017071	FUSION ONE HEALTHCARE	12/03/2019	\$2,000.00	02/12/2020		\$0.00
06	HOUSTON	009885	GASPY HOME HEALTHCARE INC	01/31/2020	\$1,600.00	04/14/2020		\$0.00
06	HOUSTON	009885	GASPY HOME HEALTHCARE INC	11/01/2019	\$1,000.00	12/11/2019	\$1,000.00	\$0.00
06	HOUSTON	011655	GET WELL HOME HEALTH SERVICES OF HOUSTON INC	01/30/2020	\$1,000.00	04/14/2020		\$0.00
06	BELLAIRE	011753	GIRLING COMMUNITY CARE TEXAS BY HARDEN HEALTHCARE	10/09/2019	\$600.00	12/04/2019		\$0.00
06	HOUSTON	016439	GODLY HEARTS HOME HEALTHCARE AGENCY LLC	12/05/2019	\$500.00	02/26/2020		\$0.00
06	SUGAR LAND	015887	GOD'S TIME HEALTHCARE SERVICES INC.	06/06/2019	\$1,950.00	09/12/2019		\$1,950.00
06	HOUSTON	016534	GOOD LIFE HOME CARE SERVICES CORPORATION	07/18/2019	\$1,600.00	10/10/2019		\$0.00
06	HOUSTON	015099	GOOD SHEPHERD HOME HEALTH SERVICES	01/22/2020	\$500.00	03/11/2020		\$0.00
06	KINGWOOD	008780	GRACE HOSPICE OF TEXAS	09/25/2019	\$1,000.00	12/11/2019	\$1,000.00	\$0.00
06	HOUSTON	017851	Grace Specialty Care	02/04/2020	\$500.00	05/07/2020		\$500.00
06	TEXAS CITY	018660	GREAT AMERICAN PALLIATIVE & HOSPICE CARE LLC.	07/10/2019	\$600.00	10/10/2019		\$0.00

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06	LAKE JACKSON	008456	GULF COAST PRIMARY HOME CARE INC	09/06/2019	\$600.00	10/24/2019		\$0.00
06	HOUSTON	018847	GULF COAST THERAPY HOUSTON	06/13/2019	\$500.00	09/12/2019		\$500.00
06	HOUSTON	011383	HANSON HEALTH SERVICES INC	01/14/2020	\$0.00	02/26/2020		\$0.00
06	SUGAR LAND	014992	HARBOR HOSPICE OF SOUTH HOUSTON LP	09/12/2019	\$1,100.00	11/06/2019		\$0.00
06	HOUSTON	015201	HARBOR HOUSE	01/02/2020	\$3,500.00	04/14/2020		\$0.00
06	HOUSTON	018059	HARMONY HOSPICE INC	10/30/2019	\$1,500.00	01/06/2020		\$0.00
06	KATY	015330	HEALING HANDS HEALTHCARE	07/11/2019	\$500.00	09/26/2019		\$500.00
06	HOUSTON	011150	HEALTH VISION HOME HEALTH SERVICES INC	10/03/2019	\$2,000.00	12/04/2019		\$0.00
06	HOUSTON	016397	HEIGHT OF HOPE HOME CARE	09/19/2019	\$1,100.00	12/04/2019		\$0.00
06	HOUSTON	008198	HITECH MEDICAL SERVICES	02/06/2020	\$1,000.00	04/14/2020		\$0.00
06	HOUSTON	014051	HOME CARE ASSISTANCE	09/23/2019	\$2,250.00	11/14/2019		\$0.00
06	HOUSTON	014051	HOME CARE ASSISTANCE	07/18/2019	\$2,200.00	10/10/2019		\$0.00
06	HOUSTON	014051	HOME CARE ASSISTANCE	06/04/2019	\$0.00	09/12/2019		\$0.00
06	PEARLAND	011217	HOME CARE OPTIONS	02/13/2020	\$500.00	05/07/2020		\$0.00
06	HOUSTON	015631	HOME FOR TEXAS	06/06/2019	\$1,800.00	09/12/2019		\$0.00
06	LEAGUE CITY	015653	HOME HEALTH EXPERTS OF TEXAS INC.	06/13/2019	\$500.00	09/12/2019		\$500.00
06	STAFFORD	019135	HomeWell Care Services	09/27/2019	\$2,500.00	12/11/2019	\$2,500.00	\$0.00
06	HOUSTON	015728	HONEY HOME CARE	06/04/2019	\$1,000.00	09/12/2019		\$200.00

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06	BELLAIRE		HOSPICE PLUS HOUSTON		\$0.00	09/26/2019		\$0.00
06	BELLAIRE	015346	HOSPICE PLUS HOUSTON	07/15/2019	\$600.00	09/26/2019		\$0.00
06	HOUSTON	019195	Houston Caregiver, LLC	03/04/2020	\$500.00	04/27/2020		\$500.00
06	HOUSTON	015785	HOUSTON TOTAL HOME CARE INC.	10/17/2019	\$650.00	12/04/2019		\$0.00
06	HOUSTON	018819	INCREASE HOME CARE	10/03/2019	\$3,000.00	12/04/2019		\$3,000.00
06	HOUSTON	018819	INCREASE HOME CARE	07/16/2019	\$1,500.00	09/26/2019	\$1,200.00	\$1,200.00
06	HOUSTON	017454	INFINITY HEALTHCARE SERVICES INC	09/05/2019	\$2,150.00	11/06/2019		\$0.00
06	SUGARLAND	016144	INFUCARE HOME HEALTH LLC.	06/06/2019	\$1,200.00	09/26/2019		\$1,200.00
06	HOUSTON	013733	INTEGRATED HOME HEALTH CARE INC	10/22/2019	\$1,100.00	12/04/2019		\$0.00
06	HOUSTON	014880	JADALIA HOME HEALTH AGENCY INC	11/06/2019	\$2,000.00	01/06/2020		\$2,000.00
06	HOUSTON	017979	JAEG BRIGHT MEDICAL SERVICES INC.	11/15/2019	\$1,650.00	01/06/2020		\$0.00
06	HOUSTON	019253	Jakin Care LLC	11/13/2019	\$1,500.00	01/21/2020		\$1,500.00
06	ROSENBERG	011366	JIWEALTH HEALTH SERVICES	08/15/2019	\$3,800.00	10/24/2019		\$0.00
06	HOUSTON	018456	JUBILEE HEALTH CARE INC	02/13/2020	\$1,000.00	04/14/2020		\$1,000.00
06	HOUSTON	018456	JUBILEE HEALTH CARE INC	01/28/2020	\$1,500.00	03/30/2020		\$1,500.00
06	HOUSTON	012008	JUST REAL KARE	09/16/2019	\$500.00	11/06/2019		\$0.00
06	HOUSTON	016102	KAYCEE INTEGRITY HEALTH SERVICES INC.	11/21/2019	\$1,000.00	01/21/2020		\$0.00

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06	RICHMOND	014069	KC HEALTHCARE SERVICES INC	01/23/2020	\$1,500.00	04/14/2020		\$1,500.00
06	HOUSTON	011156	KESWOOD HOME HEALTH SERVICES LLC	06/27/2019	\$2,700.00	09/26/2019		\$0.00
06	HUMBLE	003072	KINDRED AT HOME	02/07/2020	\$1,050.00	04/14/2020		\$0.00
06	HOUSTON	017074	KINDRED AT HOME-PERSONAL HOME CARE ASSISTANCE- HOUSTON	10/03/2019	\$2,000.00	12/11/2019	\$2,000.00	\$0.00
06	BELLAIRE	007698	KINDRED HOSPICE	03/05/2020	\$650.00	05/07/2020		\$0.00
06	HOUSTON	016817	LA ANCHOR HOME HEALTH SERVICES INC	10/03/2019	\$3,000.00	12/11/2019	\$3,000.00	\$0.00
06	HOUSTON	013893	LEGACY HEALTHCARE SERVICES	07/08/2019	\$1,500.00	09/26/2019		\$0.00
06	HOUSTON	013893	LEGACY HEALTHCARE SERVICES	08/22/2019	\$1,650.00	11/06/2019	\$1,320.00	\$250.00
06	HOUSTON	018857	LIFE CHANGING ASSISTANCE HEALTHCARE LLC	06/12/2019	\$1,000.00	09/26/2019		\$0.00
06	HOUSTON	017815	LIFEPOINTE HOSPICE AND HOME HEALTH	01/07/2020	\$0.00	02/26/2020		\$0.00
06	PASADENA	008356	Magnolia Home Health Care	11/07/2019	\$1,100.00	01/21/2020		\$0.00
06	HOUSTON	013950	Maiden Health Services Inc.	10/04/2019	\$1,700.00	12/04/2019		\$0.00
06	HOUSTON	013950	Maiden Health Services Inc.	06/12/2019	\$500.00	09/12/2019		\$0.00
06	HOUSTON	010369	MASTERS HEALTH CARE SERVICES INC	12/05/2019	\$1,000.00	02/12/2020		\$1,000.00
06	STAFFORD	012912	MAXIM HEALTHCARE SERVICES INC	06/03/2019	\$600.00	09/12/2019		\$0.00

Region	City	License Number	Agency	Visit Exit Date	Imposed	Date Imposed	Assessed	Balance
06	HOUSTON	014130	MAXIMUM CARE	12/19/2019	\$500.00	02/12/2020		\$500.00
06	HOUSTON	014130	MAXIMUM CARE	11/13/2019	\$1,500.00	01/06/2020		\$1,500.00
06	HOUSTON	019092	MAXIMUM CARE HEALTHCARE SERVICES, LLC	10/01/2019	\$2,000.00	02/12/2020		\$2,000.00
06	HOUSTON	008138	MED-HEALTH INC	12/12/2019	\$1,100.00	02/12/2020		\$100.00
06	LA PORTE	019030	MELCARE OF ANGELS	11/13/2019	\$2,000.00	01/06/2020		\$0.00
06	KATY	007859	MEMORIAL HERMANN HOME HEALTH	02/28/2020	\$500.00	04/27/2020		\$0.00
06	HOUSTON	016445	MERIDIAN HOME CARE	11/07/2019	\$1,050.00	01/21/2020		\$0.00
06	HOUSTON	014838	METRO CARE SERVICES	02/27/2020	\$500.00	04/27/2020		\$0.00
06	HOUSTON	007872	METRO HEALTH SERVICES	10/15/2019	\$2,000.00	12/11/2019	\$2,000.00	\$2,000.00
06	HOUSTON	007872	METRO HEALTH SERVICES	10/30/2019	\$1,550.00	01/06/2020		\$1,550.00
06	FRESNO	019122	MIRACLE HEATHCARE LLC	11/14/2019	\$1,500.00	02/26/2020		\$1,250.00
06	HOUSTON	012908	MIRAGE HEALTHCARE SERVICES INC	01/08/2020	\$1,000.00	03/11/2020		\$0.00
06	KATY	017863	MY COMPANION	08/07/2019	\$500.00	10/10/2019		\$0.00
06	KATY	019261	N & N HEALTH SERVICES, LLC.	03/05/2020	\$1,000.00	05/07/2020		\$0.00
06	SUGAR LAND	019103	National Nursing and Rehab- Houston	12/05/2019	\$1,000.00	02/12/2020		\$1,000.00
06	HOUSTON	014411	NAZAM HEALTH CARE SERVICES INC.	11/06/2019	\$1,100.00	01/06/2020		\$0.00
06	KATY	017345	ND HEALTHCARE SERVICES INC	01/30/2020	\$3,050.00	04/14/2020		\$2,541.66

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06	HOUSTON	002102	NEW LIFE PERINATAL HEALTH CARE SERVICES INC	11/14/2019	\$0.00	01/21/2020		\$0.00
06	HOUSTON	009419	NEWCHANNEL HEALTHCARE SERVICES	01/08/2020	\$500.00	03/30/2020		\$0.00
06	HOUSTON	009975	NISSI HOME HEALTH CARE AND PERSONAL ASSISTANCE CARE SERVICES AGENCY	06/28/2019	\$1,200.00	09/26/2019		\$0.00
06	HOUSTON	012730	NITOMEK HEALTHCARE SERVICES LLC	01/29/2020	\$500.00	04/14/2020		\$0.00
06	HOUSTON	016302	NORTHWEST HOUSTON DIALYSIS CENTER	06/27/2019	\$3,800.00	09/26/2019		\$0.00
06	HOUSTON	001793	NURSES NIGHT AND DAY INC	12/10/2019	\$1,300.00	03/11/2020		\$1,300.00
06	HOUSTON	001793	NURSES NIGHT AND DAY INC	08/07/2019	\$600.00	11/06/2019		\$0.00
06	HOUSTON	001793	NURSES NIGHT AND DAY INC	05/31/2019	\$500.00	09/12/2019		\$0.00
06	HOUSTON	019265	Nurturing Hands Home Healthcare Agency, LLC	10/15/2019	\$1,000.00	01/06/2020	\$800.00	\$0.00
06	HOUSTON	016752	OAK GARDENS HEALTH CARE SERVICES	01/17/2020	\$1,500.00	03/11/2020		\$0.00
06	SUGAR LAND	019152	OMNIA HOME CARE LLC	10/10/2019	\$1,500.00	12/04/2019		\$0.00
06	HOUSTON	018826	OPTIMOM HEALTHCARE LLC	05/08/2019	\$2,500.00	09/12/2019	\$1,500.00	\$0.00
06	HOUSTON	018681	OPTIMUM CARE SERVICES	08/14/2019	\$3,500.00	11/14/2019		\$700.00
06	RICHMOND	011927	PASSION CENTRAL HOME HEALTH SERVICES INC	12/19/2019	\$500.00	03/11/2020		\$0.00

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06	THE WOODLANDS	015375	PATHFINDER HOME HEALTH	01/30/2020	\$1,500.00	04/14/2020		\$0.00
06	HOUSTON	013941	PATIENT RECOVERY HOME HEALTHCARE SERVICES	05/30/2019	\$1,500.00	09/26/2019		\$0.00
06	HOUSTON	008462	PINNACLE MEDICAL SYSTEMS INC	12/23/2019	\$500.00	02/26/2020		\$0.00
06	KATY	016983	PINNACLE QUALITY CARE SERVICES LLC	09/25/2019	\$1,100.00	11/14/2019		\$0.00
06	SUGAR LAND	015946	PINNACLE SPECIALITY HEALTH SERVICES INC	08/07/2019	\$1,100.00	11/06/2019		\$672.00
06	SUGAR LAND	015946	PINNACLE SPECIALITY HEALTH SERVICES INC	06/11/2019	\$2,100.00	09/26/2019		\$1,672.00
06	HOUSTON	017439	PRANA HEALTH SOLUTIONS INC	12/05/2019	\$1,650.00	01/21/2020		\$1,650.00
06	HOUSTON	009503	PRECIOUS HEALTHCARE SERVICES INC	07/15/2019	\$1,000.00	09/26/2019		\$0.00
06	HOUSTON	013681	PRIMEAGE HEALTH SERVICES INC	10/23/2019	\$1,500.00	01/21/2020		\$500.00
06	HOUSTON	011742	PRIMETIME HOME HEALTH SERVICES INC	08/28/2019	\$700.00	10/24/2019		\$0.00
06	HOUSTON	011742	PRIMETIME HOME HEALTH SERVICES INC	05/29/2019	\$500.00	09/26/2019		\$0.00
06	STAFFORD	012247	PRIMEWAY HEALTHCARE SERVICES INC	11/13/2019	\$1,500.00	01/21/2020		\$0.00
06	STAFFORD	012247	PRIMEWAY HEALTHCARE SERVICES INC	12/18/2019	\$1,000.00	03/11/2020		\$0.00

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06	SUGAR LAND	017862	PROMEDE HOME HEALTH SERVICES INC	11/05/2019	\$1,050.00	01/06/2020		\$1,050.00
06	SUGAR LAND	017862	PROMEDE HOME HEALTH SERVICES INC	08/06/2019	\$1,700.00	10/24/2019		\$1,700.00
06	SEALY	016369	QBT HEALTHCARE SERVICES	10/29/2019	\$2,650.00	01/06/2020		\$2,650.00
06	STAFFORD	005985	QUALITY DIALYSIS ONE LLC	09/18/2019	\$1,100.00	11/14/2019		\$0.00
06	RICHMOND	014476	QUINCY HEALTHCARE INC	06/25/2019	\$1,100.00	10/10/2019		\$0.00
06	RICHMOND	014476	QUINCY HEALTHCARE INC	08/14/2019	\$2,200.00	11/06/2019		\$0.00
06	BELLAIRE	016981	REACH HEALTHCARE SERVICES	07/03/2019	\$500.00	10/10/2019		\$0.00
06	HOUSTON	010739	REDEEMED HEALTH SERVICES INC	12/17/2019	\$3,500.00	03/11/2020		\$3,500.00
06	RICHMOND	013847	REFINE HOME HEALTH CARE INC	08/15/2019	\$1,250.00	10/24/2019	\$1,000.00	\$0.00
06	TOMBALL	018471	REHABCARE	06/18/2019	\$1,500.00	09/26/2019		\$0.00
06	CONROE	019127	RELIANT AT HOME	10/15/2019	\$1,000.00	12/04/2019		\$0.00
06	MISSOURI CITY	008726	RELIANT HOME CARE SERVICES LIMITED LIABILITY COMPANY	01/21/2020	\$1,500.00	04/14/2020		\$1,500.00
06	MISSOURI CITY	008726	RELIANT HOME CARE SERVICES LIMITED LIABILITY COMPANY	02/27/2020	\$1,500.00	05/07/2020		\$1,500.00
06	KATY	014075	RELIANT PEDIATRIC THERAPY SERVICES, PC	10/25/2019	\$1,500.00	01/21/2020		\$0.00
06	HOUSTON	016833	REMARKABLE KIDS PEDIATRIC HOME CARE LLC	08/08/2019	\$600.00	10/24/2019		\$600.00
06	HOUSTON	019607	Resolutions Hospice Houston	07/19/2019	\$1,000.00	11/06/2019		\$0.00

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06	HOUSTON	009621	RESOURCE CARE CORPORATION	10/14/2019	\$500.00	12/04/2019		\$0.00
06	HOUSTON	009621	RESOURCE CARE CORPORATION	10/25/2019	\$1,650.00	01/06/2020		\$0.00
06	HOUSTON	009741	RESTORE HEALTH CARE SERVICES INC	10/30/2019	\$1,600.00	02/12/2020		\$0.00
06	PEARLAND	011868	REVIVAL TEXAS HOME HEALTH LLC	10/10/2019	\$1,700.00	12/04/2019		\$0.00
06	PASADENA	016507	RIGHT AT HOME	10/04/2019	\$650.00	12/04/2019		\$650.00
06	PASADENA	016507	RIGHT AT HOME	08/13/2019	\$1,600.00	10/24/2019		\$1,600.00
06	HOUSTON	007960	ROYAL HOME CARE	06/24/2019	\$1,100.00	11/14/2019		\$1,100.00
06	HOUSTON	016332	RUBIES HEALTHCARE INC.	09/20/2019	\$1,100.00	12/04/2019		\$0.00
06	WHARTON	016538	SACRED CARE HOME HEALTH LLC	10/03/2019	\$1,000.00	12/11/2019	\$1,000.00	\$0.00
06	HOUSTON	014132	SAHAB HEALTH CARE SERVICES LLC	08/22/2019	\$3,300.00	12/04/2019		\$1,320.00
06	HOUSTON	018879	SAINT PAUL HOSPICE LLC	06/26/2019	\$6,600.00	09/26/2019		\$0.00
06	HOUSTON	016461	SAVIOR CARE HOME SERVICES	01/09/2020	\$1,000.00	03/11/2020		\$0.00
06	HOUSTON	016461	SAVIOR CARE HOME SERVICES	10/22/2019	\$2,000.00	02/12/2020		\$0.00
06	HOUSTON	012801	SENIOR ALLEGIANCE	07/22/2019	\$500.00	10/10/2019		\$0.00
06	HOUSTON	016185	SERENITY HOME PROVIDERS INC.	07/26/2019	\$600.00	10/10/2019		\$0.00
06	HOUSTON	018195	SHEPHERD PERSONAL HOME HEALTH	05/22/2019	\$1,500.00	09/26/2019		\$1,500.00
06	HOUSTON	018195	SHEPHERD PERSONAL HOME HEALTH	05/23/2019	\$1,600.00	09/26/2019		\$1,600.00

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06	HOUSTON	019282	SHOWERS OF MERCY HOME HEALTHCARE	09/20/2019	\$1,000.00	12/04/2019	\$800.00	\$700.00
06	HOUSTON	014602	SILVER HEALTHCARE INC	07/25/2019	\$1,300.00	10/24/2019		\$0.00
06	TOMBALL	016665	SILVER-SPRING HEALTHCARE SERVICES	08/22/2019	\$2,150.00	11/06/2019		\$0.00
06	HOUSTON	009667	SIMPLEX HEALTH AND ALLIED SERVICES INC	12/05/2019	\$2,100.00	02/12/2020	\$1,680.00	-\$30.00
06	KATY	018763	SIMPLY DIALYSIS AND HOME HEALTH LLC	09/27/2019	\$3,150.00	01/06/2020		\$0.00
06	HOUSTON	016214	SMARTLIVING HEALTHCARE SERVICES INC	08/22/2019	\$2,250.00	12/04/2019		\$0.00
06	SUGAR LAND	010390	SPECIAL CARE HEALTH SERVICES INC	09/25/2019	\$600.00	12/04/2019		\$0.00
06	HOUSTON	018687	SPECTRUM HOSPICE INC	05/20/2019	\$2,000.00	09/12/2019	\$1,600.00	\$0.00
06	HOUSTON	017203	SPRINGWELL HEALTHCARE SERVICES INC	10/29/2019	\$1,000.00	01/06/2020		\$0.00
06	CONROE	012264	ST AGNES CAREGIVERS INC	12/23/2019	\$500.00	02/26/2020		\$0.00
06	HOUSTON	018119	ST BENEDICT HOSPICE	07/23/2019	\$2,100.00	11/06/2019		\$2,100.00
06	STAFFORD	015089	ST CHARLES HOME HEALTHCARE SERVICES INC	06/13/2019	\$650.00	09/12/2019		\$650.00
06	HOUSTON	008577	ST FRANCIS HEALTH CARE SERVICES INC	06/26/2019	\$500.00	09/26/2019		\$0.00
06	MISSOURI CITY	011081	ST GREGORY HEALTHCARE SERVICES LLC	08/01/2019	\$2,200.00	12/04/2019		\$0.00

Region	City	License Number	Agency	Visit Exit Date	Imposed	Date Imposed	Assessed	Balance
06	HOUSTON	013776	ST THOMAS HOME HEALTH SERVICES INC	10/23/2019	\$1,600.00	01/21/2020	\$1,280.00	\$641.00
06	RICHMOND	016718	STAMD HEALTH CARE INCORPORATED	02/27/2020	\$500.00	05/07/2020		\$500.00
06	HOUSTON	009600	STAR HOME HEALTH INC	06/27/2019	\$650.00	09/26/2019		\$0.00
06	HOUSTON	009600	STAR HOME HEALTH INC	06/13/2019	\$1,300.00	09/04/2019	\$1,050.00	\$0.00
06	HOUSTON	017595	STAR OF TEXAS HOSPICE	01/23/2020	\$500.00	03/11/2020		\$0.00
06	HOUSTON	014586	STEDEN HOME HEALTH SERVICES	10/04/2019	\$2,500.00	12/11/2019	\$2,500.00	-\$2.00
06	SUGAR LAND	012496	SUGARLAND HOME HEALTH AGENCY INC	08/21/2019	\$0.00	10/10/2019		\$0.00
06	SUGAR LAND	012496	SUGARLAND HOME HEALTH AGENCY INC	08/20/2019	\$0.00	10/10/2019		\$0.00
06	HOUSTON	018803	SUNNY COMMUNITY HOME CARE INC	09/12/2019	\$5,500.00	11/06/2019		\$5,500.00
06	HOUSTON	018833	SUPREME HOME CARE LLC	06/18/2019	\$500.00	09/12/2019		\$300.00
06	KATY	016521	SWEET HOME CARE	08/22/2019	\$1,600.00	11/06/2019		\$1,600.00
06	HOUSTON	010630	SYNERGY HOMECARE HOUSTON	03/26/2020	\$500.00	08/13/2020		\$0.00
06	HOUSTON	010630	SYNERGY HOMECARE HOUSTON	07/18/2019	\$1,300.00	10/24/2019		\$0.00
06	HOUSTON	007607	TEXAS HOME HEALTH OF AMERICA	11/04/2019	\$550.00	01/06/2020		\$0.00
06	HOUSTON	007607	TEXAS HOME HEALTH OF AMERICA	07/23/2019	\$550.00	11/06/2019		\$0.00

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06	HOUSTON	006843	TEXAS QUALITY ONE MEDICAL SERVICES	07/15/2019	\$500.00	09/12/2019		\$0.00
06	HOUSTON	006843	TEXAS QUALITY ONE MEDICAL SERVICES	08/15/2019	\$1,100.00	11/06/2019		\$0.00
06	HOUSTON	012326	THE ELDERCARE NETWORK LLC	07/11/2019	\$1,100.00	09/26/2019		\$0.00
06	HOUSTON	016678	THE SERENITY GROUP INC	11/21/2019	\$1,000.00	01/21/2020		\$1,000.00
06	CONROE	017937	THRIVE SKILLED PEDIATRIC CARE	03/03/2020	\$1,000.00	07/30/2020		\$0.00
06	BELLAIRE	016097	TOP NOTCH HEALTH CARE ASSISTANCE LLC.	10/10/2019	\$500.00	12/04/2019		\$0.00
06	STAFFORD	014437	TOPHILL HOMECARE SERVICES INC	08/08/2019	\$650.00	10/24/2019		\$0.00
06	HOUSTON	019161	Touching Hearts at Home	10/04/2019	\$1,000.00	12/04/2019		\$0.00
06	RICHMOND	013293	TRANS AMERICAN HEALTHCARE INC	12/17/2019	\$1,500.00	02/26/2020		\$0.00
06	RICHMOND	013293	TRANS AMERICAN HEALTHCARE INC	01/15/2020	\$500.00	03/30/2020		\$500.00
06	MISSOURI CITY	013760	TRICOR HOME HEALTH CARE INC	08/01/2019	\$1,100.00	10/10/2019		\$0.00
06	STAFFORD	012016	TRIPLE O HEALTH SERVICES INC	11/15/2019	\$1,000.00	01/21/2020		\$0.00
06	PEARLAND	011891	TWENTY FIRST CENTURY SOLUTIONS HOME HEALTH SERVICES INC	10/04/2019	\$2,000.00	12/11/2019	\$2,000.00	\$0.00
06	HOUSTON	008617	ULTIMATE HOME HEALTH SERVICES	07/25/2019	\$1,000.00	10/10/2019		\$0.00

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06	HOUSTON	013630	UNITED AMERICA HOME HEALTH SERVICES INC.	08/15/2019	\$1,100.00	12/04/2019		\$0.00
06	STAFFORD	015261	UNIVERSAL HOME THERAPY	01/16/2020	\$1,750.00	03/30/2020		\$0.00
06	HOUSTON	011198	V & D HEALTH CARE SERVICES INC	01/28/2020	\$1,000.00	04/14/2020		\$1,000.00
06	KATY	014626	VANTAGE HOSPICE	01/31/2020	\$500.00	03/30/2020		\$0.00
06	KATY	015836	VARIETY HOMECARE PROVIDER SERVICES INC	06/13/2019	\$600.00	09/12/2019		\$0.00
06	HOUSTON	008782	VEMAX HEALTHCARE SERVICES INC	08/09/2019	\$500.00	10/24/2019		\$0.00
06	HOUSTON	010308	VENTEX HOME HEALTH AGENCY INC	11/08/2019	\$1,550.00	01/06/2020		\$0.00
06	HOUSTON	010158	VICTORY PERSONAL CARE INC.	02/06/2020	\$550.00	04/14/2020		\$0.00
06	HOUSTON	013456	VINA HEALTH CARE SERVICES INC	08/13/2019	\$1,600.00	10/24/2019		\$0.00
06	BAYTOWN	016328	VISITING ANGELS	06/13/2019	\$500.00	09/12/2019		\$0.00
06	BAYTOWN	016328	VISITING ANGELS	07/24/2019	\$550.00	10/24/2019		\$0.00
06	HOUSTON	006974	VITAS HEALTHCARE OF TEXAS L P	10/30/2019	\$1,050.00	01/06/2020		\$0.00
06	HOUSTON	004096	WILCARE INC	06/27/2019	\$2,400.00	09/26/2019		\$0.00
06	HOUSTON	146398	WILLOWBROOK RESIDENCE AND REHABILITATION CENTER		\$323,000.00	11/21/2019	\$79,750.00	\$55,825.00
06	CONROE	147243	Woodhaven Village Senior Living		\$600.00	10/15/2019		\$600.00
06	PEARLAND	016206	YESTOHOMECARE	03/09/2020	\$1,950.00	05/07/2020		\$0.00

Region	City	License Number	Agency	Visit Exit Date	Imposed	Date Imposed	Assessed	Balance
06	PEARLAND	016206	YESTOHOMECARE	06/12/2019	\$1,800.00	09/26/2019		\$0.00
07	EDINBURG	018141	4 GENESIS PRIMARY HOME CARE LLC	05/30/2019	\$2,500.00	09/26/2019	\$2,000.00	\$2,000.00
07	EDINBURG	018141	4 GENESIS PRIMARY HOME CARE LLC	01/27/2020	\$1,100.00	04/14/2020		\$1,100.00
07	SAN ANTONIO	013879	A AMAZING HOME CARE	02/03/2020	\$500.00	04/14/2020		\$0.00
07	WESLACO	009474	A HEALING TOUCH HOME HEALTH	08/21/2019	\$5,600.00	11/06/2019		\$0.00
07	BROWNSVILLE	014979	A ONE HEALTH SERVICE AGENCY	12/30/2019	\$1,000.00	03/11/2020		\$1,000.00
07	SAN ANTONIO	009636	A PLUS FAMILY CARE LLC	06/10/2019	\$500.00	09/12/2019		\$0.00
07	MCALLEN	007268	ABUNDANT HEALTH CARE AND PERSONAL ASSISTANCE SERVICES	01/15/2020	\$2,700.00	03/11/2020		\$0.00
07	BROWNSVILLE	007432	ACCLAIM HEALTH SERVICES INC	09/13/2019	\$1,600.00	01/06/2020		\$0.00
07	PHARR	010212	ACE PRIMARY HOME CARE INC	01/27/2020	\$600.00	04/14/2020		\$600.00
07	SAN ANTONIO	016687	ACP PRIMARY HOME CARE INC	05/29/2019	\$550.00	09/04/2019		\$0.00
07	BROWNSVILLE	007610	ADVANCE PLUS HOME HEALTH	11/22/2019	\$6,850.00	02/26/2020	\$5,600.00	\$5,600.00
07	SAN ANTONIO	012460	ADVENTIA HEALTHCARE ASSOCIATES INC	07/30/2019	\$750.00	10/10/2019		\$0.00
07	SAN ANTONIO	016973	AFFORDABLE VENTURE HOME HEALTHCARE	06/06/2019	\$550.00	09/04/2019		\$0.00
07	MCALLEN	018899	Alas Provider Services	01/13/2020	\$2,000.00	04/14/2020		\$2,000.00
07	MISSION	011712	ALEGRE HOME HEALTH CARE LLC	08/27/2019	\$3,100.00	01/06/2020	\$2,500.00	\$0.00
07	BROWNSVILLE	009377	ALIVIO HOME HEALTH INC	01/29/2020	\$1,500.00	04/14/2020		\$0.00

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07	MCALLEN	012508	ALL GENERATIONS HEALTH CARE INC	09/05/2019	\$2,500.00	12/11/2019	\$2,500.00	\$0.00
07	SAN ANTONIO	013870	All Seasons Home Health and Palliative Care	07/15/2019	\$500.00	09/26/2019		\$0.00
07	DONNA	018736	ALL VALLEY HOME CARE INC	12/10/2019	\$750.00	03/11/2020		\$0.00
07	SAN ANTONIO	008105	ALL-CARE	09/24/2019	\$2,450.00	12/11/2019	\$2,450.00	\$0.00
07	SAN ANTONIO	008105	ALL-CARE	02/05/2020	\$3,000.00	04/14/2020		\$0.00
07	SAN ANTONIO	007930	ALMAMIA HEALTH SERVICES INC	10/18/2019	\$1,600.00	12/11/2019	\$1,600.00	\$0.00
07	SAN ANTONIO	007930	ALMAMIA HEALTH SERVICES INC	06/03/2019	\$1,000.00	09/26/2019		\$0.00
07	SAN ANTONIO	017632	ALOMEGA HOME HEALTH CARE LLC	01/17/2020	\$1,200.00	04/27/2020		\$1,200.00
07	SAN ANTONIO	017632	ALOMEGA HOME HEALTH CARE LLC	06/13/2019	\$650.00	09/26/2019		\$0.00
07	SAN ANTONIO	017632	ALOMEGA HOME HEALTH CARE LLC	05/31/2019	\$1,250.00	09/04/2019		\$0.00
07	SAN ANTONIO	018235	ALOMEGA HOSPICE SERVICES LLC	01/31/2020	\$1,150.00	04/14/2020		\$0.00
07	SAN ANTONIO	016982	ALTIMA HOME HEALTH CARE INC	08/09/2019	\$500.00	10/24/2019		\$0.00
07	SAN ANTONIO	018060	ALWAYS BEST CARE SENIOR SERVICES NORTHERN SAN ANTONIO	01/17/2020	\$1,100.00	03/11/2020		\$0.00
07	SAN ANTONIO	018060	ALWAYS BEST CARE SENIOR SERVICES NORTHERN SAN ANTONIO	07/11/2019	\$1,650.00	11/06/2019		\$0.00

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07	MISSION	017403	AMANECER PRIMARY HOME CARE LLC	01/30/2020	\$500.00	04/14/2020		\$0.00
07	EDINBURG	016835	AMAZING VALLEY HEALTH SERVICES INC	11/20/2019	\$11,600.00	02/26/2020		\$0.00
07	BROWNSVILLE	013021	AMBIENTE ALEGRE HOME HEALTH	06/12/2019	\$5,500.00	09/26/2019		\$0.00
07	WESLACO	018296	AMEN PROVIDER SERVICES INC	08/22/2019	\$1,350.00	10/24/2019		\$0.00
07	CORPUS CHRISTI	003177	AMERICAN MEDICAL HOME HEALTH SERVICES	07/24/2019	\$1,000.00	10/10/2019		\$0.00
07	SAN ANTONIO	009369	AMERICAN MEDICAL HOME HEALTH SERVICES - SAN ANTONIO LLC	02/12/2020	\$500.00	04/27/2020		\$0.00
07	SAN ANTONIO	009369	AMERICAN MEDICAL HOME HEALTH SERVICES - SAN ANTONIO LLC	09/24/2019	\$1,050.00	12/11/2019	\$1,050.00	\$0.00
07	SAN ANTONIO	016852	AMERICAN MEDICAL HOSPICE & PALLIATIVE CARE	02/26/2020	\$650.00	04/27/2020		\$0.00
07	SAN ANTONIO	016852	AMERICAN MEDICAL HOSPICE & PALLIATIVE CARE	08/26/2019	\$550.00	10/24/2019		\$0.00
07	SAN JUAN	015230	AMERICARE NURSING SERVICE	02/03/2020	\$500.00	04/14/2020		\$0.00
07	SAN JUAN	015230	AMERICARE NURSING SERVICE	11/20/2019	\$1,700.00	01/21/2020		\$0.00
07	BROWNSVILLE	018897	AMIGOS HEALTH CARE INC.	02/20/2020	\$2,000.00	05/07/2020		\$0.00
07	EDINBURG	016008	AMORCITOS HOME CARE	08/06/2019	\$9,300.00	12/11/2019	\$9,300.00	\$9,300.00
07	MCALLEN	018690	AMOROSA HEALTHCARE SERVICES LLC	01/06/2020	\$3,000.00	04/14/2020		\$0.00

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07	CORPUS CHRISTI	008378	ANGEL BRIGHT HOME HEALTH INC	02/05/2020	\$1,000.00	04/14/2020		\$0.00
07	RIO GRANDE CITY	012537	ANGELITOS PREVENTIVE HEALTH CARE	06/13/2019	\$500.00	09/12/2019		\$0.00
07	MISSION	006460	ANGELITOS PRIMARY HOME CARE INC	05/15/2019	\$1,700.00	09/12/2019		\$0.00
07	MISSION	006460	ANGELITOS PRIMARY HOME CARE INC	07/11/2019	\$1,200.00	10/24/2019		\$0.00
07	EDINBURG	015917	ANGELS ALL AROUND HOME CARE LLC	08/28/2019	\$5,550.00	01/06/2020		\$0.00
07	SAN ANTONIO	014187	ANGELS OF COMFORT	03/05/2020	\$1,250.00	04/27/2020		\$0.00
07	KINGSVILLE	015546	ANGELS OF GOD HOME HEALTH LLC	12/02/2019	\$9,400.00	02/26/2020		\$4,690.00
07	SAN ANTONIO	015643	ANOINTED ANGELS CAREGIVERS INC.	05/16/2019	\$500.00	09/04/2019		\$0.00
07	HARLINGEN	014397	APC HOME HEALTH SERVICES	10/18/2019	\$1,650.00	02/26/2020		\$0.00
07	BROWNSVILLE	016872	AQUARIO PRIMARY HOME CARE	11/07/2019	\$1,000.00	02/26/2020		\$0.00
07	SAN ANTONIO	016527	ARAMIS HEALTH SERVICES	11/07/2019	\$1,300.00	01/21/2020		\$0.00
07	SELMA	018700	ASSET HOME CARE LLC	06/11/2019	\$500.00	09/04/2019		\$500.00
07	SAN ANTONIO	008652	ASSOCIATES HOME HEALTH AGENCY	10/24/2019	\$700.00	01/21/2020		\$0.00
07	MCALLEN	011303	Aveanna Healthcare	06/11/2019	\$1,200.00	10/10/2019		\$0.00
07	SAN ANTONIO	013878	AVEANNA HEALTHCARE	05/29/2019	\$550.00	09/26/2019		\$0.00

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07	LAREDO	014043	AVEANNA HEALTHCARE	07/26/2019	\$1,200.00	11/06/2019		\$0.00
07	SAN ANTONIO	010629	AXIOM HOME HEALTH INC	08/23/2019	\$550.00	10/24/2019		\$0.00
07	MISSION	018644	AZUL HOMECARE LLC	12/18/2019	\$1,000.00	03/11/2020		\$0.00
07	MCALLEN	009859	BALLI HOME HEALTH INC	08/22/2019	\$8,900.00	12/04/2019		\$6,900.00
07	HARLINGEN	005782	BEE FIRST PRIMARY HOME CARE	12/05/2019	\$2,500.00	02/26/2020		\$0.00
07	LAREDO	013807	BRIGHTSTAR CARE	09/12/2019	\$3,600.00	02/12/2020		\$0.00
07	SAN ANTONIO	015675	BRIGHTSTAR CARE	03/11/2020	\$650.00	08/13/2020		\$0.00
07	SAN ANTONIO	017165	BRIT-TEX NURSING SERVICES INC	07/02/2019	\$1,000.00	09/26/2019		\$0.00
07	SAN ANTONIO	017165	BRIT-TEX NURSING SERVICES INC	08/08/2019	\$500.00	10/24/2019		\$0.00
07	SAN ANTONIO	012015	BROOKDALE HOME HEALTH SAN ANTONIO	05/10/2019	\$700.00	09/04/2019		\$0.00
07	LA FERIA	010809	CALIDAD HOME HEALTH	02/18/2020	\$3,000.00	04/27/2020		\$0.00
07	CANYON LAKE	019062	CANYON LAKE SENIOR HOME CARE	01/23/2020	\$3,500.00	03/30/2020		\$3,500.00
07	SAN ANTONIO	002798	CAPROCK HOME HEALTH SERVICES, INC.	02/24/2020	\$1,100.00	04/27/2020		\$0.00
07	SAN ANTONIO	002798	CAPROCK HOME HEALTH SERVICES, INC.	05/31/2019	\$500.00	09/04/2019		\$0.00
07	DEL RIO	008855	CARE etc	03/03/2020	\$1,000.00	04/27/2020		\$0.00
07	DEL RIO	008855	CARE etc	11/21/2019	\$500.00	01/21/2020		\$0.00
07	SAN ANTONIO	017325	CARE HOME HEALTH SERVICES	10/04/2019	\$9,950.00	01/21/2020		\$9,950.00

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07	LAREDO	018004	CARIDAD HOME CARE SERVICES LLC	10/17/2019	\$2,100.00	02/26/2020		\$0.00
07	LAREDO	018429	CARING DOVE'S HOME HEALTH CARE SERVICE	07/24/2019	\$5,450.00	11/06/2019		\$5,350.00
07	SAN ANTONIO	018124	CARING HEARTS PERSONALIZED LIVING	06/11/2019	\$1,150.00	09/04/2019		\$0.00
07	MCALLEN	007917	CARING SENIOR SERVICE OF MCALLEN	10/24/2019	\$2,850.00	02/26/2020	\$2,280.00	\$1,900.00
07	PHARR	018223	CASITA CORAZON HEALTHCARE AGENCY LLC	05/14/2019	\$6,500.00	09/26/2019		\$0.00
07	LAREDO	004883	CHAMPION CARE INC	01/29/2020	\$550.00	03/30/2020		\$0.00
07	LAREDO	004883	CHAMPION CARE INC	06/27/2019	\$1,100.00	09/26/2019		\$0.00
07	LAREDO	015787	CHAMPION PRIMARY CARE	09/23/2019	\$3,000.00	02/12/2020		\$0.00
07	LAREDO	018279	CHAMPION TELE-HEALTH SERVICES	06/26/2019	\$750.00	10/10/2019		\$0.00
07	BROWNSVILLE	018416	CME HOMEMAKER SERVICES LLC	09/18/2019	\$1,850.00	12/04/2019		\$370.00
07	SAN ANTONIO	012190	CMS PRIMARY HOME CARE INC	01/31/2020	\$1,000.00	03/11/2020		\$0.00
07	SAN ANTONIO	017683	COMFORCARE HOME CARE - SAN ANTONIO	05/17/2019	\$1,650.00	09/04/2019		\$0.00
07	SAN ANTONIO	015800	COMFORT KEEPERS	06/12/2019	\$700.00	09/12/2019		\$0.00
07	LAREDO	007772	COMPLETE CHOICE CARE INC	02/20/2020	\$3,250.00	04/27/2020		\$0.00
07	WESLACO	009435	D ORO HOME HEALTH SERVICES	06/12/2019	\$2,050.00	09/26/2019		\$2,050.00
07	PALMVIEW	018595	D&D PRIMARY HOME CARE LLC	10/14/2019	\$2,350.00	02/26/2020		\$2,350.00

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07	MCALLEN	017480	DE TODO CORAZON PRIMARY HOME CARE	05/03/2019	\$1,550.00	09/26/2019		\$0.00
07	ALICE	005343	DEL CIELO HOME CARE SERVICES	08/16/2019	\$5,000.00	11/06/2019		\$0.00
07	ZAPATA	018618	DEL MAR PRIMARY HOME CARE LLC	09/25/2019	\$2,400.00	01/06/2020		\$0.00
07	PHARR	018264	DIAMOND HEALTHCARE	07/11/2019	\$8,050.00	11/06/2019		\$8,050.00
07	SAN ANTONIO	015918	DISABILITY SERVICES OF THE SOUTHWEST INC.	02/19/2020	\$500.00	04/27/2020		\$0.00
07	ROBSTOWN	002497	DOR ANS HOME HEALTH SERVICE INC	12/13/2019	\$1,000.00	03/11/2020		\$0.00
07	CORPUS CHRISTI	015681	EDUCARE COMMUNITY LIVING CORP TEXAS	10/24/2019	\$1,000.00	02/26/2020		\$0.00
07	SAN ANTONIO	010496	ELARA CARING	10/11/2019	\$1,400.00	12/11/2019	\$1,400.00	\$0.00
07	SAN ANTONIO	010496	ELARA CARING	02/13/2020	\$3,250.00	04/27/2020		\$0.00
07	SAN ANTONIO	011260	Elara Caring	09/30/2019	\$500.00	12/11/2019	\$500.00	\$0.00
07	NEW BRAUNFELS	018189	Elara Caring	01/16/2020	\$600.00	05/07/2020		\$0.00
07	EDINBURG	018367	ENCINO PRIMARY HOME CARE LLC	08/21/2019	\$4,000.00	11/06/2019		\$0.00
07	EDINBURG	012942	ESTRELLA PHC SERVICES	03/06/2020	\$1,350.00	07/30/2020		\$0.00
07	EDINBURG	012942	ESTRELLA PHC SERVICES	01/24/2020	\$1,000.00	04/14/2020		\$0.00
07	LAREDO	014576	ESTRELLA PROVIDER SERVICES LLC	09/17/2019	\$600.00	12/04/2019		\$0.00

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07	BROWNSVILLE	015355	EXECUTIVE HOME HEALTH LLC	12/12/2019	\$2,600.00	03/11/2020		\$2,600.00
07	EDINBURG	010847	FAMILY AND FRIENDS HOME HEALTH CARE INC	03/05/2020	\$3,700.00	07/30/2020		\$0.00
07	LAREDO	018312	FIESTA PRIMARY HOME CARE LLC	08/15/2019	\$3,950.00	12/04/2019		\$0.00
07	MCALLEN	008177	FIRST CHOICE HEALTHCARE	08/13/2019	\$10,250.00	12/11/2019		\$0.00
07	ALICE	016722	FIRST HOME HEALTHCARE LLC	10/31/2019	\$1,000.00	02/26/2020		\$0.00
07	HARLINGEN	017930	FIRST LIGHT PRIMARY HOME CARE LLC	05/17/2019	\$6,000.00	09/26/2019	\$4,800.00	\$0.00
07	SAN ANTONIO	018104	FIRST STEPS THERAPY SERVICES PLLC	12/04/2019	\$750.00	02/12/2020		\$750.00
07	EAGLE PASS	009852	FORT DUNCAN HOME HEALTH AND HOSPICE CARE	08/22/2019	\$1,100.00	10/24/2019		\$0.00
07	WESLACO	012125	FRIENDS HEALTH CARE SERVICES INC	03/12/2020	\$4,100.00	07/30/2020		\$3,416.67
07	MCALLEN	018647	GARDENIA PHC SERVICES LLC	11/06/2019	\$1,850.00	02/26/2020		\$0.00
07	ALAMO	018815	GARDENIA PRIMARY HOME CARE LLC	01/17/2020	\$9,950.00	04/27/2020		\$9,950.00
07	SAN ANTONIO	015692	GENERATIONS HOSPICE CARE INC.	12/19/2019	\$700.00	02/12/2020		\$0.00
07	MERCEDES	018498	GENTLE ARMS HEALTHCARE SERVICES LLC	11/06/2019	\$4,350.00	02/12/2020		\$0.00
07	MCALLEN	013995	GENUINE HEALTHCARE SERVICES INC	06/25/2019	\$1,000.00	09/26/2019		\$0.00

Region	City	License Number	Agency	Visit Exit Date	Imposed	Date Imposed	Assessed	Balance
07	CORPUS CHRISTI	011736	GIRLING COMMUNITY CARE TEXAS BY HARDEN HEALTHCARE	10/10/2019	\$1,700.00	01/21/2020		\$0.00
07	SAN ANTONIO	011757	GIRLING COMMUNITY CARE TEXAS BY HARDEN HEALTHCARE	09/18/2019	\$550.00	12/11/2019	\$550.00	\$0.00
07	MCALLEN	008521	GMC PHC SERVICES INC	01/08/2020	\$1,750.00	04/14/2020		\$0.00
07	HONDO	016337	GOD'S COUNTRY PHC SERVICES	02/07/2020	\$2,000.00	04/14/2020		\$2,000.00
07	HONDO	016337	GOD'S COUNTRY PHC SERVICES	10/02/2019	\$550.00	12/11/2019	\$440.00	\$0.00
07	SAN ANTONIO	015590	GOOD SHEPHERD HOSPICE OF SAN ANTONIO L.L.C.	12/19/2019	\$1,100.00	02/12/2020		\$0.00
07	SAN ANTONIO	015590	GOOD SHEPHERD HOSPICE OF SAN ANTONIO L.L.C.	10/10/2019	\$550.00	12/11/2019	\$550.00	\$0.00
07	EDCOUCH	011744	GOOD SHEPHERD PRIMARY HEALTH CARE LLC	01/02/2020	\$500.00	04/14/2020		\$0.00
07	EDCOUCH	011744	GOOD SHEPHERD PRIMARY HEALTH CARE LLC	07/09/2019	\$1,200.00	10/24/2019		\$0.00
07	BROWNSVILLE	015968	GRANDPA & GRANDMA PRIMARY HOME CARE	11/19/2019	\$1,600.00	02/26/2020		\$0.00
07	PHARR	016589	GUADALUPE HOME CARE INC	03/10/2020	\$500.00	04/27/2020		\$0.00
07	PHARR	016589	GUADALUPE HOME CARE INC	10/25/2019	\$4,850.00	03/11/2020		\$0.00
07	SAN ANTONIO	016295	GUARDIAN ANGELS HEALTHCARE	07/18/2019	\$1,200.00	11/06/2019		\$0.00
07	SAN ANTONIO	013969	GUARDIAN HEALTHCARE	07/17/2019	\$1,200.00	09/26/2019		\$1,200.00
07	SAN ANTONIO	015665	GUIDING LIGHT HOSPICE	10/04/2019	\$1,100.00	12/11/2019	\$1,100.00	\$0.00
07	PHARR	013444	HCP INC	01/24/2020	\$4,200.00	05/07/2020		\$0.00

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07	MCALLEN	008601	HEALING ANGEL HEALTH CARE INC	07/30/2019	\$13,800.00	11/06/2019		\$13,800.00
07	FREER	014555	HEALING HANDS & HEARTS HOME CARE LLC	08/12/2019	\$1,200.00	10/10/2019		\$1,200.00
07	SAN ANTONIO	015756	HEALTH CARE PARTNERS OF SAN ANTONIO	07/15/2019	\$700.00	09/12/2019		\$0.00
07	MCALLEN	002164	HEALTH CARE UNLIMITED INC	05/29/2019	\$1,500.00	10/10/2019		\$1,500.00
07	SAN ANTONIO	016068	HEART TO HEART HOSPICE OF SAN ANTONIO LLC	04/01/2020	\$1,000.00	08/26/2020		\$1,000.00
07	MERCEDES	015804	HEAVENLY HELPERS HOME CARE LLC	07/10/2019	\$5,350.00	11/06/2019		\$0.00
07	SAN ANTONIO	018157	HEAVENLY HOSPICE	01/22/2020	\$500.00	03/30/2020		\$0.00
07	LAREDO	012145	HEAVENLY NURSES HOME HEALTH LLC	08/16/2019	\$4,800.00	11/06/2019		\$0.00
07	DONNA	018317	HEAVENLY STALLIONS PHC LLC	06/19/2019	\$3,150.00	09/26/2019		\$0.00
07	MISSION	008864	HHN HEALTHCARE LLC	03/13/2020	\$600.00	07/30/2020		\$0.00
07	NEW BRAUNFELS	011399	HIMMEL HOME HEALTH LLC	08/08/2019	\$500.00	09/26/2019		\$0.00
07	MISSION	013666	HOLISTIC PERSONAL ASSISTANCE SERVICES LLC	05/29/2020	\$500.00	07/30/2020		\$0.00
07	MISSION	013666	HOLISTIC PERSONAL ASSISTANCE SERVICES LLC	11/25/2019	\$1,000.00	02/26/2020		\$0.00
07	SAN ANTONIO	016048	HOLY SAVIOR HOSPICE	02/12/2020	\$500.00	04/14/2020		\$0.00

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07	SAN ANTONIO	015222	HOME CARE ASSISTANCE OF SAN ANTONIO	03/04/2020	\$550.00	04/27/2020		\$0.00
07	SAN ANTONIO	015222	HOME CARE ASSISTANCE OF SAN ANTONIO	07/22/2019	\$2,050.00	10/10/2019		\$0.00
07	SAN ANTONIO	009363	HOME CARING LLC	05/31/2019	\$500.00	09/12/2019		\$0.00
07	SAN ANTONIO	007873	HOME HEALTH INNOVATIONS INC	07/23/2019	\$700.00	11/06/2019		\$700.00
07	SAN ANTONIO	014204	HOME HELPERS OF SAN ANTONIO # 58564	11/08/2019	\$2,800.00	01/21/2020		\$0.00
07	SAN ANTONIO	017971	HOMECARE DIMENSIONS INC	07/01/2019	\$1,400.00	10/10/2019		\$0.00
07	SAN ANTONIO	018839	HOMEWATCH CAREGIVERS OF NORTH SAN ANTONIO	06/14/2019	\$1,400.00	09/12/2019		\$1,400.00
07	SAN ANTONIO	015338	HONORCARE HOME HEALTH	01/28/2020	\$1,000.00	04/14/2020		\$0.00
07	VICTORIA	001930	HOSPICE OF SOUTH TEXAS INC	02/20/2020	\$500.00	04/27/2020		\$0.00
07	EDINBURG	010495	HOSPITAL AT HOME	01/09/2020	\$9,200.00	04/27/2020		\$9,200.00
07	MCALLEN	002876	I P H HOME HEALTH CARE INC	07/12/2019	\$4,000.00	10/10/2019		\$4,000.00
07	SAN ANTONIO	011553	IN HOME SENIOR CARE	06/27/2019	\$1,200.00	09/26/2019		\$0.00
07	SAN ANTONIO	011574	INTERIM HEALTHCARE	07/26/2019	\$850.00	10/24/2019		\$0.00
07	NEW BRAUNFELS	011575	INTERIM HEALTHCARE	06/21/2019	\$1,200.00	09/26/2019		\$0.00
07	MCALLEN	012543	IPH HOSPICE CARE INC	08/06/2019	\$1,750.00	11/06/2019		\$0.00
07	MCALLEN	006027	IPH PRIMARY HOME CARE INC	09/12/2019	\$2,550.00	12/04/2019		\$0.00
07	PHARR	014592	JOJEMAR HOME HEALTH INC	05/23/2019	\$5,750.00	09/26/2019		\$0.00

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07	SAN ANTONIO	007712	KINDRED HOSPICE	11/06/2019	\$1,200.00	01/21/2020		\$0.00
07	PALMVIEW	011490	KSC HOME CARE LLC	10/03/2019	\$4,750.00	01/21/2020		\$0.00
07	BROWNSVILLE	017782	LA BUENA FE PHC CORPORATION	09/09/2019	\$3,600.00	10/24/2019		\$3,600.00
07	BROWNSVILLE	017782	LA BUENA FE PHC CORPORATION	05/14/2019	\$1,250.00	09/26/2019		\$1,250.00
07	EAGLE PASS	013049	LA GUADALUPANA PRIMARY HOME CARE	02/25/2020	\$500.00	04/27/2020		\$0.00
07	EAGLE PASS	013049	LA GUADALUPANA PRIMARY HOME CARE	08/09/2019	\$1,050.00	10/24/2019		\$0.00
07	ELSA	018606	LA PALMA PROVIDER SERVICES LLC	12/05/2019	\$7,600.00	03/11/2020		\$0.00
07	MCALLEN	018682	LAS FLOREZ PRIMARY HOME CARE LLC	12/03/2019	\$7,600.00	03/11/2020		\$5,066.68
07	HIDALGO	018507	LAS GOLONDRINAS PRIMARY HOME CARE LLC	09/26/2019	\$4,050.00	01/21/2020		\$4,050.00
07	LAREDO	016549	LAS PALMAS HEALTH SERVICES	06/17/2019	\$3,600.00	10/10/2019		\$0.00
07	CORPUS CHRISTI	008442	LEGACY HOME HEALTH AGENCY INC	08/02/2019	\$2,200.00	11/06/2019		\$0.00
07	SAN ANTONIO	009943	LIFESPAN HOME HEALTH	02/19/2020	\$500.00	04/27/2020		\$0.00
07	LAREDO	014290	LIONSITOS PRIMARY HOME CARE	09/26/2019	\$2,400.00	12/11/2019	\$2,400.00	\$0.00
07	LA FERIA	016330	LITTLE LIGHTHOUSE REHAB AT HOME LLC	09/27/2019	\$1,200.00	12/04/2019		\$0.00
07	RANCHO VIEJO	014526	LONE STAR HOME HEALTH	02/21/2020	\$5,550.00	05/07/2020		\$0.00
07	LEON VALLEY	017875	LONE STAR PROVIDER CARE LLC	06/14/2019	\$600.00	09/12/2019		\$0.00

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07	CRYSTAL CITY	002170	LOPEZ HEALTH SYSTEMS INC	05/23/2019	\$650.00	09/04/2019		\$0.00
07	SAN ANTONIO	015357	LOVING CARE HOME HEALTH LLC	02/07/2020	\$2,250.00	04/14/2020		\$2,250.00
07	PHARR	018692	MARIPOSA HOME CARE INC	01/08/2020	\$2,500.00	03/30/2020		\$0.00
07	EAGLE PASS	008267	MAVERICK HOME HEALTH AGENCY	03/12/2020	\$500.00	08/13/2020		\$0.00
07	SAN ANTONIO	012915	MAXIM HEALTHCARE SERVICES INC	05/29/2019	\$550.00	09/04/2019		\$0.00
07	WESLACO	018813	MAXIMUM QUALITY HOSPICE LLC	12/18/2019	\$5,850.00	03/30/2020		\$0.00
07	SAN ANTONIO	004137	MED TEAM INC	02/14/2020	\$500.00	04/14/2020		\$0.00
07	BROWNSVILLE	007958	MED TEAM INC	10/09/2019	\$1,250.00	02/26/2020		\$0.00
07	BROWNSVILLE	015862	MEDICAL CALLS HOME CARE LLC	09/20/2019	\$3,100.00	12/11/2019	\$3,100.00	\$0.00
07	BROWNSVILLE	015862	MEDICAL CALLS HOME CARE LLC	02/28/2020	\$5,150.00	05/07/2020		\$0.00
07	PHARR	006960	MEDICAL INNOVATIONS HOME HEALTH CARE	04/18/2019	\$9,900.00	10/10/2019		\$9,900.00
07	EDINBURG	017131	MEDTEX HOME HEALTH	08/26/2019	\$14,100.00	10/24/2019		\$0.00
07	SAN ANTONIO	017760	MERIDIAN HCS LLC	02/27/2020	\$2,900.00	05/07/2020		\$2,900.00
07	ALICE	013683	MI CASA HOME HEALTH AGENCY	07/15/2019	\$1,600.00	10/24/2019		\$0.00
07	MCALLEN	014042	MI MARANATHA HOME HEALTH INC	10/04/2019	\$1,950.00	02/12/2020		\$0.00
07	ZAPATA	012686	MI PUEBLO HOME HEALTH CARE LLC	01/16/2020	\$9,550.00	03/30/2020		\$0.00
07	PHARR	016540	MILLENNIUM COMFORT HOME HEALTHCARE	10/04/2019	\$1,100.00	02/12/2020		\$0.00

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07	MISSION	010619	MIRASOL HEALTH SERVICES INC	10/22/2019	\$600.00	02/12/2020		\$0.00
07	MISSION	006581	MIRASOL PRIMARY HOME CARE LLC	01/02/2020	\$1,000.00	03/30/2020		\$0.00
07	SPRING BRANCH	013997	MKARE MANAGEMENT INC	06/07/2019	\$1,450.00	09/12/2019		\$0.00
07	BROWNSVILLE	018404	MONTALVO HOME CARE COMPANY	07/26/2019	\$3,700.00	11/06/2019		\$0.00
07	LAREDO	014236	MORNING GLORY PROVIDER SERVICES	05/23/2019	\$5,500.00	09/26/2019		\$5,500.00
07	SAN ANTONIO	014065	NATIONAL NURSING AND REHAB SA PEDIATRICS INC	10/10/2019	\$550.00	12/11/2019	\$550.00	\$0.00
07	LAREDO	012774	NEW BEGINNING HOME CARE INC	09/25/2019	\$7,400.00	01/21/2020	\$5,180.00	\$2,880.00
07	MCALLEN	004670	NEW ERA MEDICAL SERVICES INC	03/11/2020	\$2,200.00	05/07/2020		\$0.00
07	EAGLE PASS	012136	NEW GLORIOUS HOME HEALTH INC.	06/06/2019	\$7,150.00	09/26/2019		\$3,700.00
07	MISSION	006705	NIGHTINGALE PRIMARY HOME CARE	01/16/2020	\$3,600.00	04/27/2020		\$0.00
07	BROWNSVILLE	018605	NUESTRA CASA HOMECARE SERVICES LLC	11/08/2019	\$4,050.00	02/26/2020		\$4,050.00
07	BENAVIDES	018051	NURSING SERVICES AND CONSULTANTS OF LAREDO	09/19/2019	\$500.00	12/04/2019		\$0.00
07	CORPUS CHRISTI	018453	ONE AT HOME TEXAS	07/17/2019	\$1,250.00	09/26/2019		\$0.00
07	MCALLEN	019108	ONE HEART HOME CARE LLC	03/12/2020	\$1,100.00	05/07/2020		\$0.00

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07	MCALLEN	015059	ONE-CARE PEDIATRIC THERAPY HOME SERVICES	12/10/2019	\$4,750.00	03/11/2020		\$0.00
07	MISSION	018642	OPTIMUS HOME CARE	10/17/2019	\$2,800.00	01/21/2020		\$2,800.00
07	SAN ANTONIO	018026	OPUSCARE OF TEXAS	12/20/2019	\$1,150.00	03/11/2020		\$0.00
07	EDINBURG	008584	Palm Valley Health Care II INC	10/25/2019	\$1,200.00	02/26/2020		\$0.00
07	EDINBURG	010192	PALM VALLEY HEALTH CARE INC	10/15/2019	\$550.00	02/12/2020		\$0.00
07	LAREDO	016201	PALOMITA PROVIDER SERVICE LLC	07/24/2019	\$7,100.00	11/06/2019		\$0.00
07	MCALLEN	017795	Pan De Vida Healthcare	07/11/2019	\$2,100.00	09/26/2019		\$0.00
07	SAN ANTONIO	017980	PASSIONATE HEALING HEALTHCARE SERVICES LLC	11/21/2019	\$600.00	01/21/2020		\$0.00
07	SAN ANTONIO	016229	PEDIATRIC PRIVATE DUTY NURSING INC.	06/15/2020	\$600.00	07/30/2020		\$0.00
07	SAN ANTONIO	017211	PIETAS HOSPICE LLC	08/08/2019	\$650.00	10/24/2019		\$0.00
07	WESLACO	018298	PLATINUM HEARTS HEALTH CARE LLC	09/25/2019	\$2,050.00	01/21/2020		\$0.00
07	SAN ANTONIO	018127	PREMIER HOME HEALTH AGENCY	10/18/2019	\$5,000.00	01/21/2020		\$5,000.00
07	SAN ANTONIO	007102	PRIDE PHC SERVICES INC	09/27/2019	\$1,000.00	12/11/2019	\$1,000.00	\$0.00
07	SAN ANTONIO	003513	PROFESSIONAL CARE HOME HEALTH INC.	12/06/2019	\$1,600.00	01/21/2020		\$0.00
07	WESLACO	013769	PROMESA HOME HEALTH INC	12/06/2019	\$4,000.00	02/26/2020		\$0.00
07	HARLINGEN	018145	PROTON PROVIDERS AT HOME LLC	06/18/2019	\$5,100.00	09/26/2019		\$0.00

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07	EDINBURG	018284	PROVIDERS PLUS SERVICES LLC	07/10/2019	\$1,500.00	10/10/2019		\$0.00
07	BROWNSVILLE	016031	PURE VIP HEALTH CARE LLC	07/02/2019	\$3,300.00	09/26/2019		\$0.00
07	BROWNSVILLE	014283	R GARCIA HEALTH SERVICES LLC	08/20/2019	\$2,900.00	12/04/2019		\$0.00
07	SAN ANTONIO	014682	RAINBOW PEDIATRIC HOME HEALTH PLLC	06/17/2019	\$3,600.00	10/10/2019		\$3,050.00
07	LAREDO	018171	RAMIREZ PRIMARY HOME CARE LLC	07/16/2019	\$1,800.00	10/24/2019		\$1,800.00
07	ALICE	016489	REGIONAL HOME HEALTH AGENCY	07/18/2019	\$1,350.00	10/24/2019		\$0.00
07	WESLACO	011051	Regional Nursing Services Mgmt., Inc.	08/28/2019	\$4,300.00	01/06/2020		\$0.00
07	SAN ANTONIO	009828	RESTORATIVE HEALTH CARE	11/22/2019	\$600.00	02/12/2020		\$0.00
07	SAN ANTONIO	018533	RIGHT AT HOME SA	01/23/2020	\$1,000.00	03/30/2020		\$0.00
07	HARLINGEN	003055	RIO GRANDE HOME HEALTH AGENCY INC	10/24/2019	\$6,300.00	02/12/2020		\$6,300.00
07	HARLINGEN	003055	RIO GRANDE HOME HEALTH AGENCY INC	07/22/2019	\$2,300.00	12/04/2019		\$2,300.00
07	SAN ANTONIO	015062	RIVER CITY HOME CARE	01/29/2020	\$500.00	04/14/2020		\$500.00
07	LAREDO	014471	ROCHA PRIMARY CARE LLC	10/16/2019	\$9,900.00	02/26/2020		\$0.00
07	LA JOYA	018820	SAINT MICHAEL'S PRIMARY HEALTH CARE LLC	01/23/2020	\$1,950.00	05/07/2020		\$0.00
07	ALICE	016922	SALDIVAR HOME HEALTHCARE	01/03/2020	\$1,000.00	04/14/2020		\$0.00
07	SAN ANTONIO	012658	SAN ANTONIO HOME HEALTH	09/13/2019	\$3,950.00	12/11/2019	\$3,950.00	\$0.00

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07	PHARR	016812	SAN JOSE HEALTH CARE LLC	08/07/2019	\$5,250.00	12/04/2019		\$0.00
07	SAN ANTONIO	007530	SAN JUAN PRIMARY HOME CARE AGENCY	08/06/2019	\$550.00	10/24/2019		\$0.00
07	SAN ANTONIO	013877	SANTANA PRIMARY HOME CARE INC	06/18/2019	\$500.00	09/12/2019		\$0.00
07	PALMVIEW	018590	SANTI HOME CARE LLC	09/25/2019	\$3,400.00	01/06/2020		\$850.00
07	VICTORIA	013045	SENIOR HELPERS	02/18/2020	\$500.00	04/27/2020		\$500.00
07	SAN ANTONIO	017648	SENIOR HELPERS OF GREATER SAN ANTONIO	08/14/2019	\$8,550.00	12/11/2019	\$8,550.00	-\$10.00
07	SAN ANTONIO	017648	SENIOR HELPERS OF GREATER SAN ANTONIO	06/03/2019	\$1,400.00	09/26/2019		\$0.00
07	CORPUS CHRISTI	017616	SERENITY AND GRACE HOSPICE CARE LLC	11/25/2019	\$4,200.00	04/27/2020		\$0.00
07	SAN ANTONIO	013354	SIGNAL HOME HEALTH CARE LLC	06/19/2019	\$1,200.00	09/12/2019		\$0.00
07	MISSION	017826	SINCERELY YOURS PERSONAL HOME CARE LLC	10/08/2019	\$1,500.00	01/21/2020		\$1,500.00
07	WESLACO	018224	SJ HOSPICE SERVICES LLC	06/05/2019	\$6,900.00	10/10/2019		\$0.00
07	MISSION	009720	SOUTH TEXAS PERSONAL CARE SERVICE INC	02/28/2020	\$750.00	05/07/2020		\$750.00
07	FLORESVILLE	018199	SPEECH STRONG INC	12/13/2019	\$1,050.00	02/12/2020		\$1,050.00
07	BROWNSVILLE	010168	STAT NURSING HOME HEALTH CARE INC	11/21/2019	\$1,650.00	02/26/2020		\$0.00
07	SAN ANTONIO	013012	STEP BY STEP HOME CARE AND THERAPY PLLC	07/03/2019	\$750.00	10/24/2019		\$350.00

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07	LAREDO	014482	STEPCARE INC	09/19/2019	\$2,950.00	01/06/2020		\$0.00
07	MCALLEN	008604	SUNRISE HEALTH CARE SERVICES LTD	08/09/2019	\$3,500.00	11/06/2019		\$0.00
07	SAN ANTONIO	013689	SUPERIOR HOME HEALTH OF SAN ANTONIO LLC	01/17/2020	\$2,100.00	04/14/2020		\$0.00
07	SAN ANTONIO	014459	SUPERIOR HOSPICE LLC	02/13/2020	\$500.00	04/14/2020		\$0.00
07	SAN ANTONIO	015725	SYNERGY HOMECARE OF GREATER SAN ANTONIO	05/31/2019	\$500.00	09/04/2019		\$0.00
07	SAN ANTONIO	018866	TC CARE	09/04/2019	\$1,250.00	11/06/2019	\$1,000.00	\$0.00
07	LAREDO	008583	TEXAS HEALTH STAFFING SERVICES INC	07/31/2019	\$1,100.00	10/24/2019		\$0.00
07	SAN ANTONIO	007949	TEXAS HOME HEALTH SKILLED SERVICES	08/14/2019	\$500.00	11/06/2019	\$500.00	\$0.00
07	SAN ANTONIO	007949	TEXAS HOME HEALTH SKILLED SERVICES	03/26/2020	\$500.00	08/26/2020		\$0.00
07	LAREDO	009337	TEXAS PROVIDER CARE LLC	05/21/2019	\$2,000.00	09/26/2019		\$0.00
07	SAN ANTONIO	009902	THANK YOU NURSES LTD	05/06/2020	\$550.00	08/13/2020		\$0.00
07	SAN ANTONIO	001327	THE MEDICAL TEAM INC	09/05/2019	\$1,150.00	11/06/2019		\$0.00
07	SAN ANTONIO	015930	THERACARE HOME HEALTH	08/16/2019	\$700.00	10/24/2019		\$0.00
07	LAREDO	010986	TORRES PRIMARY HOME CARE INC	07/18/2019	\$9,950.00	11/06/2019		\$0.00
07	SAN ANTONIO	018761	Transcend Hospice	10/25/2019	\$1,500.00	01/21/2020		\$0.00

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07	BROWNSVILLE	018395	TRIANGLE SPECIALIZED HOME HEALTH AGENCY	09/11/2019	\$8,850.00	11/06/2019		\$8,850.00
07	SAN ANTONIO	004624	TRICARE HOME HEALTH SERVICES INC	07/02/2019	\$600.00	09/12/2019	\$334.00	\$0.00
07	SAN ANTONIO	004624	TRICARE HOME HEALTH SERVICES INC	05/24/2019	\$1,900.00	09/04/2019	\$1,666.00	\$0.00
07	SAN ANTONIO	017865	TRINITY HOSPICE	04/11/2019	\$1,400.00	09/04/2019		\$0.00
07	BROWNSVILLE	005268	UNIQUE HOME HEALTH	12/20/2019	\$1,500.00	03/11/2020		\$0.00
07	ALICE	009646	UNITED HOME CARE	12/19/2019	\$7,750.00	04/14/2020		\$0.00
07	KINGSVILLE	002358	URESTI SENIOR ASSISTANCE	06/06/2019	\$1,950.00	09/26/2019		\$0.00
07	ALICE	005313	V.A. HEALTH SERVICES INC	11/05/2019	\$2,350.00	02/26/2020		\$0.00
07	BROWNSVILLE	014056	VALLEY ANGELS HOME HEALTH LLC	07/31/2019	\$250.00	10/10/2019		\$0.00
07	BROWNSVILLE	010693	VALLEY CARE HOME HEALTH SERVICES LLC	01/17/2020	\$1,650.00	05/07/2020		\$0.00
07	WESLACO	016553	VALLEY FIRST HOSPICE CARE LLC	11/19/2019	\$17,650.00	02/26/2020		\$8,825.02
07	PHARR	018476	VAMOS HOME HEALTH	07/24/2019	\$8,500.00	02/12/2020		\$0.00
07	EDINBURG	010293	VERGE HOME CARE LLC	02/27/2020	\$4,300.00	05/07/2020		\$0.00
07	HARLINGEN	004119	VICKI ROY HOME HEALTH CARE INC	10/16/2019	\$4,600.00	02/26/2020		\$0.00
07	HIDALGO	017990	VIKMA HOME HEALTH SERVICES	05/30/2019	\$6,650.00	09/12/2019		\$0.00
07	HARWOOD	013984	VISITING ANGELS	09/11/2019	\$550.00	10/24/2019		\$0.00
07	BOERNE	017225	VISITING ANGELS	07/24/2019	\$1,400.00	10/10/2019		\$0.00

Region	City	License Number	Agency	Visit Exit Date	Imposed	Date Imposed	Assessed	Balance
07	CORPUS CHRISTI	009310	VISITING ANGELS OF THE COASTAL BEND	07/17/2019	\$500.00	02/12/2020		\$0.00
07	SAN ANTONIO	007195	VITAS HEALTHCARE OF TEXAS LP	11/21/2019	\$750.00	02/12/2020		\$0.00
07	MCALLEN	012714	WINGS HOME HEALTH SERVICES LLC	02/13/2020	\$1,500.00	05/07/2020		\$0.00
07	BROWNSVILLE	011253	ZADKIEL THE ANGEL HOME HEALTH LLC	10/30/2019	\$3,200.00	02/26/2020		\$3,200.00
Totals					\$1,983,750.00		\$227,240.00	\$517,318.16

955 Total home and community support services agency administrative penalties imposed.

Notes:

- 1. The imposed column is the total amount of penalty after the state has reviewed and confirmed the administrative penalty citation and amount. This is the amount due and payable if no alternative amount results from an appeal or if no settlement agreement reached.
- 2. The assessed column is the amount due after the appeal process has been completed (or an agreement to settle has been reached) and a final amount and due date have been decided, or the person accepts the determination by the regulating agency or fails to respond to the notice letter in a timely manner.
- 3. The balance column is the amount of penalty the HCSSA owes. These amounts do not necessarily reflect the final amount the HCSSA may owe. The amounts can change based on a hearing or negotiated settlement.

Home and Community Support Services Agencies Licensure Actions

Region	City	License Number	Agency	Action	Action Date
01	MIDLAND	018728	WALKING ARCHANGELS HOME HEALTHCARE SERVICES LLC	Relinquish license in lieu of enforcement	12/12/2019
02	EL PASO	019246	Adore N Hope Personal Care	License Revocation	05/15/2020
03	MESQUITE	018335	AMBAZONE HOME HEALTH LLC	Denial of License Renewal	02/09/2020
03	ALLEN	017694	CRYSTAL COMFORT HOME CARE LLC	License Revocation	11/25/2019
03	FRISCO	018702	EMOJI HOMECARE & PEDIATRICS INC	Relinquish license in lieu of enforcement	10/07/2019
03	CEDAR HILL	018388	HANDS OF PASSIONATE CARE	License Revocation	10/14/2019
03	MANSFIELD	014582	JAMES-STHER HOME HEALTH INC	Denial of License Renewal	09/16/2019
03	DALLAS	017746	PURPLE ROSE CARE SERVICES LLC	License Revocation	08/12/2020
03	GARLAND	011681	SILVERLINE HEALTHCARE NETWORK INC	HEALTHCARE NETWORK INC License Revocation	
04	BEAUMONT	018194	CARING HEARTS HOME CARE	Application Denied	02/09/2020
04	FORNEY	017235	NEW LIFE HOME HEALTHCARE SERVICES	Denial of License Renewal	12/20/2019
05	GRAND PRAIRIE	019218	MAEMI HOME CARE SERVICES LLC	License Revocation	12/02/2019
06	HOUSTON	015990	A UPLIFTING HEALTH CARE AND NUTRITION AGENCY	Application Denied	12/06/2019
06	MONT BELVIEU	018556	ALWAYS AT HAND CARE	License Revocation	11/15/2019
06	HOUSTON	016111	AUTUMN CARE HOSPICE	License Revocation	09/21/2019
06	KATY	019141	Bayou Angels Senior Care LLC	License Revocation	03/01/2020
06	HOUSTON	018733	ELEANOR'S CARE PROVIDER SERVICES	License Revocation	01/13/2020
06	MISSOURI CITY	009965	EXTENDED HAND HOME HEALTH CARE INC	License Suspension	10/16/2019

Region	City	License Number	Agency	Action	Action Date
06	RICHMOND	018467	FEYLAN HOME HEALTH	License Revocation	09/13/2019
06	RICHMOND	018460	GOD'S HOME CARE INC	Relinquish license in lieu of enforcement	03/04/2020
06	HOUSTON	019203	GRACE RACE PALLIATIVE HOSPICE LLC	License Revocation	02/15/2020
06	HOUSTON	018271	GRACEHAND SERVICES	Denial of License Renewal	10/21/2019
06	LEAGUE CITY	016327	HOMECARE VERIZONS	Relinquish license in lieu of enforcement	09/23/2019
06	SPRING	018517	JP CARING HANDS	License Revocation	09/27/2019
06	RICHMOND	018869	KCB NURSING SERVICES PLLC	Relinquish license in lieu of enforcement	05/04/2020
06	HOUSTON	007872	METRO HEALTH SERVICES	License Revocation	08/14/2020
06	BROOKSHIRE	019158	OPEN HEART CARE NETWORK	License Revocation	12/02/2019
06	HOUSTON	018195	SHEPHERD PERSONAL HOME HEALTH	Denial of License Renewal	09/09/2019
06	RICHMOND	019201	ST. MARY'S HOME HEALTH SYSTEM, LLC	License Revocation	11/27/2019
06	HOUSTON	015500	ZENITH HOMEHEALTH LLC	License Revocation	10/29/2019
06	HUMBLE	018536	ZILBER LLC	License Revocation	10/01/2019
07	SAN ANTONIO	018278	4 STAR PROVIDER CARE SERVICES	Relinquish license in lieu of enforcement	10/01/2019
07	ALAMO	018809	ALAMITOS HOSPICE CARE LLC	License Revocation	10/05/2019
07	RIO GRANDE CITY	018676	AMOR MIO HOSPICE	License Revocation	10/19/2019
07	SAN ANTONIO	017512	B & B HEALTHCARE SERVICES	License Revocation	12/06/2019

Region	City	License Number	Agency	Action	Action Date
07	MISSION	019100	COMMUNITY FIRST HOME HEALTH	License Revocation	12/05/2019
07	MISSION	017463	017463 ETERNAL SERENITY HOSPICE LLC License Revocation		11/14/2019
07	WESLACO	018793	FIVE STAR QUALITY HOME HEALTH INC	License Revocation	12/16/2019
07	SAN ANTONIO	019234	Garanti Healthcare LLC	License Revocation	11/08/2019
07	FREER	014555	HEALING HANDS & HEARTS HOME CARE LLC	License Revocation	12/27/2019
07	BROWNSVILLE	017782	LA BUENA FE PHC CORPORATION	License Revocation	01/13/2020
07	PHARR	018721	LOS GUARDIANES PROVIDER SERVICES	License Revocation	09/14/2019
07	EDINBURG	017131	MEDTEX HOME HEALTH	Denial of License Renewal	01/22/2020
07	MISSION	018642	OPTIMUS HOME CARE	Denial of License Renewal	04/16/2020
07	MCALLEN	017317	RE-NU HOME HEALTH INC	License Revocation	10/07/2019
07	SAN JUAN	018777	ST. FRANCIS PRIMARY HOME CARE LLC	License Revocation	10/16/2019
07	SAN ANTONIO	014459	SUPERIOR HOSPICE LLC	Application Denied	08/24/2020
07	DEL RIO	014458	SUPERIOR HOSPICE OF DEL RIO LLC	Application Denied	08/24/2020
07	SAN ANTONIO	019156	TEXAS PROVIDER CARE	License Revocation	10/06/2019

⁴⁹ Total home and community support services agency licensure actions.

Home and Community Support Services Agency All Intakes by Priority and Region

Intake Priority	01	02	03	04	05	06	07	Total
Agency 2-day	9	11	65	19	29	49	107	289
Agency 45-day	12	12	154	37	52	123	168	558
Agency 90-day	0	0	0	1	1	1	1	4
Next On-site	77	51	535	214	132	309	648	1966
Regional Off-site Review	160	160	160	160	160	160	160	160
Withdrawn	2	1	9	9	1	6	12	40
No Action Necessary	41	23	112	23	46	67	147	459
Total	599	258	1920	838	810	1127	3249	8801

Home and Community Support Services Agency Complaints by Priority and Region

Complaint Priority	01	02	03	04	05	06	07	Total
Agency 2-day	5	6	31	10	20	16	33	121
Agency 45-day	8	12	98	28	40	110	126	422
Agency 90-day	0	0	0	1	1	1	1	4
Agency Next On-site	45	35	236	163	66	206	443	1194
Regional Off-site Review	5	3	4	2	3	7	12	36
Withdrawn	1	1	7	7	1	5	12	34
No Action Necessary	1	0	17	0	3	2	7	30
Total	65	57	393	211	134	347	634	1841

Home and Community Support Services Agency Incidents by Priority and Region

Incident Priority	01	02	03	04	05	06	07	Total
Agency 2-day	4	5	34	9	9	33	74	168
Agency 45-day	4	0	56	9	12	13	42	136
Agency Next On-site	32	16	299	51	66	103	205	772
Regional Off-site Review	453	157	1041	533	546	565	2154	5449
Not Applicable	40	23	95	23	43	65	140	429
Withdrawn	1	0	2	2	0	1	0	6
Total	534	201	1527	627	676	780	2615	6960

Appendix G: Intermediate Care Facility for Individuals with an Intellectual Disability or Related Conditions (ICF/IID)

Intermediate Care Facility for Individuals with an Intellectual Disability or Related Conditions Actions

The tables in this appendix contain information relating to Texas Health and Safety Code, Title 4, Subtitle B, Chapter 252, Intermediate Care Facilities, for licensed ICF/IID actions, by category, for fiscal year (FY) 2020.

Administrative Penalties

Basis for imposing

LTCR can assess an administrative penalty against an ICF/IID that violates Texas Health and Safety Code Chapter 252, or a rule, standard, or order adopted, or license issued, under Texas Health and Safety Code Chapter 252.

Imposed

An action can be recommended by:

- The regional survey or investigation team and supported during enforcement review
- Regional or state office regulatory staff, considering the survey or investigation findings or evaluating the ICF/IID's history or performance

LTCR imposes the action when the administrative penalty recommendation has been reviewed and confirmed by state office staff. The ICF/IID is formally notified of the administrative penalty citation and the penalty amount. Additionally, the notice includes information about the appeal process available to the ICF/IID.

Assessed

Penalties assessed are the final actions after the appeal process has been completed (or an agreement to settle has been reached) and a final amount and due date have been decided, or the person accepts the determination by LTCR or fails to respond to the notice letter in a timely manner. The ICF/IID is notified of

the amount to be paid and the date payment is due. A lump-sum payment or a monthly payment plan can be agreed upon during the appeal or settlement process.

Injunctive/Other Relief and Civil Penalties

Injunctive/other relief and civil penalty cases are referred to the OAG for action. When a case is resolved through settlement, a portion of the payment is designated a civil penalty and normally deposited to general revenue. The OAG receives the portion designated as attorney fees and costs.

One or more survey or investigative visits may result in a recommendation for civil penalties for an ICF/IID depending on the findings. These visits are generally consolidated into one case per ICF/IID for referral.

A civil penalty may be awarded if the ICF/IID violates a licensing rule and the stat determines that the violation creates a threat to the health and safety of a resident.

Amelioration of Violations

In certain situations, the HHSC executive commissioner can allow, in lieu of demanding payment of an administrative penalty, the use (under the supervision of the agency) of any portion of the penalty to ameliorate the violation or to improve services (other than administrative services) in the ICF/IID affected by the violation.

Trusteeships

LTCR, through the OAG, can petition a court of competent jurisdiction for the involuntary appointment or appointment by agreement of a trustee to operate an ICF/IID if one or more of the following conditions exist:

- The ICF/IID is operating without a license.
- The ICF/IID's license has been suspended or revoked.
- License suspension or revocation procedures against an ICF/IID are pending and an imminent threat to the health and safety of the residents exists.
- An emergency exists that presents an immediate threat to the health and safety of the residents.
- The ICF/IID is closing (whether voluntarily or through an emergency closing order), and arrangements for relocation of the residents to other

licensed/certified ICFs/IID or into a waiver program have not been made before closure.

Emergency Suspension and Closing Orders

LTCR will suspend an ICF/IID's license or order an immediate closing of all or part of the ICF/IID if:

- The agency finds that the ICF/IID is operating in violation of licensure rules.
- The violation creates an immediate threat to the health and safety of a resident.

The order suspending a license or closing a part of an ICF/IID is immediately effective on the date the license holder receives written notice or on a later date specified in the order. This suspension of a license may occur simultaneously with any other enforcement provision available to state regulators. The order is effective for 10 days.

Denials of License

LTCR can deny an ICF/IID's license when the ICF/IID does not meet licensure rules or when the ICF/IID fails to maintain compliance with these rules on a continuous basis.

It can deny an ICF/IID's license if an applicant, manager, or affiliate:

- Substantially fails to comply with licensure requirements or has violations that posed or pose a serious threat to health and safety, or fails to maintain compliance on a continuous basis.
- Aids, abets, or permits a substantial violation of Texas Health and Safety Code Chapter 252.
- Fails to submit required information and documents needed to complete the application process or provides false or fraudulent information.
- Fails to pay certain fees.
- Has had a license revoked, has been debarred or excluded, has an unsatisfied final judgment, has been decertified or evicted, has a license suspended, or has a criminal conviction.

• Is subject to denial or refusal as described in Texas Administrative Code, Title 26, Part 1, Chapter 560, Denial or Refusal of License.

Revocations of License

LTCR can revoke an ICF/IID's license if it finds that the license holder has violated the requirements established under Texas Health and Safety Code Chapter 252 and that violation either jeopardizes the health and safety of residents, is repeated, or is a substantial violation of Texas Health and Safety Code Chapter 252.

LTCR also can revoke an ICF/IID's license if the license holder submitted false or misleading statements in the application for license, used subterfuge or other evasive means to obtain a license, concealed a material fact, or failed to disclose information that would have been the basis for denial, or received monetary or other remuneration from a person or agency that furnishes services or materials to the ICF/IID for a fee.

The revocation of a license may occur simultaneously with any other enforcement provision available to LTCR.

Intermediate Care Facilities for Individuals with an Intellectual Disability or Related Conditions Administrative Penalties

Region	City	Facility ID	Facility	Visit Exit Date	Imposed	Date Imposed	Assessed	Balance
02	ABILENE	007383	BACON COMMUNITY HOME	09/27/2019	27/2019 \$19,800.00		\$4,000.00	\$0.00
02	ABILENE	007501	HIGHLAND COMMUNITY HOME	12/02/2019	\$28,050.00	02/21/2020	\$10,000.00	\$10,000.00
02	STAMFORD	003705	SAGEBRUSH LIVING CENTER	03/01/2019	\$64,500.00	10/16/2019	\$51,600.00	\$0.00
03	ARLINGTON	007302	CEDAR OAKS COMMUNITY HOME	01/22/2019	\$25,000.00	03/19/2020	\$20,000.00	\$0.00
03	FORT WORTH	003636	HASTINGS	07/15/2019	\$16,950.00	10/03/2019	\$12,120.00	\$0.00
03	BEDFORD	007809	WALNUT COMMUNITY HOME	10/25/2019	\$16,800.00	01/08/2020		\$0.00
03	FORT WORTH	007477	WINIFRED COMMUNITY HOME	11/07/2019	\$15,900.00	01/10/2020	\$5,000.00	\$5,000.00
04	PALESTINE	007294	CRESTVIEW COMMUNITY HOME	10/17/2019	\$24,650.00	12/06/2019	\$5,000.00	\$5,000.00
04	ELKHART	003868	ELKHART INN COMMUNITY HOME	07/02/2020	\$2,150.00	08/19/2020		\$2,150.00
04	BEAUMONT	003791	HORIZON HOUSE	04/28/2020	\$2,000.00	06/02/2020		\$0.00
04	BEAUMONT	003966	LANDIS GROUP HOME	01/29/2020	\$33,600.00	07/10/2020	\$5,000.00	\$0.00
04	BEAUMONT	003692	PINEHAVEN COMMUNITY HOME	04/25/2019	\$9,000.00	09/06/2019	\$7,200.00	\$0.00
05	WAXAHACHIE	007514	Auburn House	12/12/2019	\$500.00	02/25/2020		\$0.00
05	LOCKHART	007624	CENTURY HOUSE	02/07/2020	\$21,000.00	03/30/2020	\$15,000.00	\$15,000.00
05	JOSHUA	003820	COMMUNITY LIVING CONCEPTS INC	01/16/2020	\$400.00	02/28/2020		\$0.00
05	GIDDINGS	007583	COUNTRY CLUB HOUSE	10/03/2019	\$33,500.00	01/02/2020	\$10,000.00	\$10,000.00

Region	City	Facility ID	Facility	Visit Exit Date	Imposed	Date Imposed	Assessed	Balance
05	ROUND ROCK	003626	GREYSON COMMUNITY RESIDENCE	09/20/2019	\$10,500.00	09/20/2019		\$0.00
05	LOCKHART	003949	LOCKHART COMMUNITY HOME	02/13/2020	\$22,500.00	04/27/2020	\$10,000.00	\$10,000.00
05	AUSTIN	007545	PILGRIMS PLACE	11/25/2019	\$63,700.00	03/13/2020	\$20,000.00	\$20,000.00
05	TEMPLE	007459	PROSPECT COMMUNITY HOME	09/26/2019	\$184,600.00	03/19/2020	\$31,000.00	\$31,000.00
05	TEMPLE	007459	PROSPECT COMMUNITY HOME	11/08/2019	\$9,000.00	03/19/2020	\$5,000.00	\$5,000.00
05	AUSTIN	007320	RED OAK	10/16/2019	\$18,800.00	03/26/2020	\$10,000.00	\$10,000.00
05	AUSTIN	007611	ROSS HOUSE	09/05/2019	\$13,600.00	01/29/2020		\$13,600.00
05	AUSTIN	102153	SALEM MEADOW	01/21/2020	\$27,400.00	03/18/2020	\$11,000.00	\$11,000.00
05	AUSTIN	102416	WESTGATE	09/18/2019	\$13,200.00	03/18/2020	\$5,000.00	\$5,000.00
05	AUSTIN	007274	WHISTLESTOP	01/23/2020	\$30,000.00	03/30/2020	\$10,000.00	\$10,000.00
05	AUSTIN	007274	WHISTLESTOP	01/21/2020	\$67,900.00	04/09/2020	\$26,000.00	\$26,000.00
06	CYPRESS	003608	CYPRESS COTTAGE	11/14/2018	\$67,200.00	11/05/2019	\$33,600.00	\$22,399.32
06	SPRING	007378	GREEN VALLEY HOUSE	10/11/2019	\$8,400.00	07/02/2020	\$5,000.00	\$5,000.00
06	HOUSTON	003978	HOPE HOUSE	10/24/2019	\$38,000.00	07/02/2020	\$5,000.00	\$5,000.00
06	LA PORTE	007462	SHELL ROCK LIVING CENTER	06/07/2019	\$26,500.00	06/25/2020	\$6,000.00	\$0.00
07	SAN ANTONIO	104356	EDUCARE COMMUNITY LIVING CORPORATION - TEXAS	10/15/2019	\$500.00	10/15/2019		\$0.00
07	SAN ANTONIO	104350	EDUCARE COMMUNITY LIVING CORPORATION-TEXAS	01/10/2020	\$40,400.00	06/23/2020	\$10,000.00	\$10,000.00
07	SAN ANTONIO	007364	GREEN RUN	08/09/2019	\$10,500.00	10/15/2019	\$8,400.00	\$0.00
07	SAN ANTONIO	003649	PEBBLE BOW	12/11/2019	\$10,000.00	06/29/2020		\$0.00

Region	City	Facility ID	Facility	Visit Exit Date	Imposed		Assessed	Balance
07	SAN ANTONIO	104491	R & K SPECIALIIZED HOMES INC	10/04/2019	\$500.00	12/02/2019		\$0.00
07	SAN ANTONIO	007564	R & K SPECILIZED HOMES INC	10/16/2019	\$500.00	01/15/2020		\$500.00
07	SAN ANTONIO	104296	R&K SPECIALIZED HOMES INC	08/30/2019	\$500.00	12/02/2019		\$0.00
07	NEW BRAUNFELS	003811	RIVER GARDENS	06/28/2019	\$21,000.00	09/17/2019		\$0.00
07	SAN ANTONIO	007362	RUSTLING WAY	09/18/2019	\$5,000.00	03/19/2020		\$0.00
07	SAN ANTONIO	007811	SHADYWOOD	01/15/2020	\$14,700.00	03/19/2020	\$5,000.00	\$0.00
07	CONVERSE	101821	SPRUCE RIDGE	10/01/2019	\$43,500.00	07/06/2020	\$5,000.00	\$0.00
07	SAN ANTONIO	003696	TIMBER MEADOW	07/31/2019	\$500.00	10/18/2019		\$0.00
Totals					\$1,062,700.00		\$350,920.00	\$231,649.32

43 Total intermediate care facilities for individuals with an intellectual disability or related conditions administrative penalties imposed.

Notes:

- 1. The imposed column is the total amount of penalty after the state has reviewed and confirmed the administrative penalty citation and amount. This is the amount due and payable if there is no alternative amount resulting from an appeal held or if no settlement agreement is reached.
- 2. The assessed column is the amount of penalty due after the appeal process has been completed (or an agreement to settle has been reached) and a final amount has been decided, or if the person charged consents to the penalty or does not respond timely to the notice of the penalty.
- 3. The balance column is the amount of penalty the ICF/IID owes. These amounts do not necessarily reflect the final amount the ICF/IID may owe. The amounts can change based on a hearing or negotiated settlement. An administrative penalty with a negative balance may indicate an overpayment or that the penalty was rescinded after payment.

Intermediate Care Facilities for Individuals with an Intellectual
Disability or Related Conditions Injunctive/Other Relief and Civil
Penalty Referrals to the Office of the Attorney General

HHSC did not refer any ICFs/IID to the OAG for injunctive/other relief and civil penalties for FY 2020.

Intermediate Care Facilities for Individuals with an Intellectual Disability or Related Conditions Amelioration of Violations

HHSC did not process any amelioration requests for ICFs/IID in FY 2020.

Intermediate Care Facilities for Individuals with an Intellectual Disability or Related Conditions Trusteeships

HHSC did not place a trustee in any ICFs/IID in FY 2020.

Intermediate Care Facilities for Individuals with an Intellectual Disability or Related Conditions Emergency Suspension and Closing Orders

HHSC did not issue an emergency suspension and closing order in any ICFs/IID in FY 2020.

Intermediate Care Facilities for Individuals with an Intellectual Disability or Related Conditions License Denials and Revocations

Region	City	License No.	Application No.	Facility	Action	Action Date
06	SPRING	146873	APP-0000155324	MEADOWHILL COMMUNITY HOME	Deny Renewal	11/06/2019
07	SAN ANTONIO	145974	APP-0000154595	R & K SPECIALIIZED HOMES INC	Deny Renewal	04/27/2020

² Total license denials and revocations related to ICFs/IID for FY 2020.

Intermediate Care Facilities for Individuals with an Intellectual Disability or Related Conditions All Intakes by Priority and Region

Intake Priority	01	02	03	04	05	06	07	Total
Facility 24-hour	10	24	31	34	12	30	49	190
Facility 14-day	21	70	41	33	73	47	77	362
Next On-site	33	243	108	106	162	121	279	1052
Professional Review	3	30	5	6	8	10	12	74
Regional Off-site Review	14	85	9	15	29	13	33	198
Financial	0	3	0	2	3	1	3	12
Withdrawn	0	0	5	0	3	5	2	15
No Action Necessary	1	3	1	0	2	1	2	10
Total	82	458	200	196	292	228	457	1913

Intermediate Care Facilities for Individuals with an Intellectual Disability or Related Conditions Complaints by Priority and Region

Complaint Priority	01	02	03	04	05	06	07	Total
Facility 24-hour	1	8	7	6	4	7	13	46
Facility 14-day	3	19	22	16	46	17	35	158
Next On-site	5	110	81	85	100	84	210	675
Financial	0	1	0	2	3	1	3	10
Regional Off-site Review	2	1	1	2	0	2	3	11
Withdrawn	0	0	5	0	3	5	2	15
No Action Necessary	0	1	1	0	0	0	0	2
Total	11	140	117	111	156	116	266	917

Intermediate Care Facilities for Individuals with an Intellectual Disability or Related Conditions Incidents by Priority and Region

Incident Priority	01	02	03	04	05	06	07	Total
Facility 24-hour	9	16	24	28	8	23	36	144
Facility 14-day	18	51	19	17	27	30	42	204
Next On-site	28	133	27	21	62	37	69	377
Financial	0	2	0	0	0	0	0	2
Professional Review	3	30	5	6	8	10	12	74
Regional Off-site Review	12	84	8	13	29	11	30	187
No Action Necessary	1	2	0	0	2	1	2	8
Total	71	318	83	85	136	112	191	996

Appendix H: Nursing Facility (NF)

Nursing Facility Actions

The tables in this appendix contain information relating to Texas Health and Safety Code, Title 4, Subtitle B, Chapter 242, Convalescent and Nursing Homes and Related Institutions, NF actions, by category, for fiscal year (FY) 2020.

Administrative Penalties

LTCR can assess administrative penalties for each violation of the statutes or rules, including each violation found in a single survey. A violation that is the subject of a penalty is presumed to continue on each successive day until it is corrected. The date of correction alleged by the NF in its written plan of correction will be presumed to be the actual date of correction unless it is later determined by LTCR that the correction was not made by that day or was not satisfactory.

LTCR can impose an administrative penalty against:

- An applicant for a license
- A license holder
- A partner, officer, director, or managing employee of an applicant or a license holder
- A person who controls a NF

Basis for Imposing

LTCR can impose an administrative penalty when a NF licensed under Texas Health and Safety Code Chapter 242, fails to meet specified rules and requirements found in Texas Administrative Code, Title 40, Part 1, Chapter 19, Nursing Facility Requirements for Licensure and Medicaid Certification.

LTCR can assess an administrative penalty against a person who:

 Violates Texas Health and Safety Code Chapter 242 or a rule, standard, or order adopted, or license issued, under Texas Health and Safety Code Chapter 242.

- Makes a false statement, that the person knows or should know is false, of a material fact:
 - ▶ On an application for issuance or renewal of a license or in an attachment to the application.
 - With respect to a matter under investigation by the state regulatory agency.
- Refuses to allow a representative of the agency to inspect:
 - ▶ A book, record, or file required to be maintained by a NF.
 - ▶ Any portion of the premises of a NF.
- Willfully interferes with the work of a representative of the state agency or the enforcement of Texas Health and Safety Code Chapter 242.
- Willfully interferes with a representative of the state preserving evidence of a violation of a rule, standard or order adopted, or license issued, under Texas Health and Safety Code Chapter 242.
- Fails to pay a penalty assessed by the state under Texas Health and Safety Code Chapter 242, by the 10th day after the date the assessment of the penalty becomes final.
- Fails to notify the state regulatory agency of a change of ownership before the effective date of the change of ownership.

No NF will be penalized because of a physician's or consultant's nonperformance beyond the NF's control or if documentation clearly indicates the violation is beyond the NF's control.

Imposed

An action can be recommended by:

- The regional survey or investigation team and supported during enforcement review.
- Regional or state office regulatory staff, considering the survey or investigation findings or evaluating the NF's history and performance.

LTCR imposes the action when the administrative penalty recommendation has been reviewed and confirmed by state office staff. The NF is formally notified of the administrative penalty citation, the penalty amount, and the due date. Additionally, the notice includes information about the appeal process available to the NF.

Assessed

Penalties assessed are the final actions after the appeal process has been completed (or an agreement to settle has been reached) and a final amount has been decided, or the NF consents to the administrative penalty, fails to respond to the LTCR's notice letter in a timely manner, or fails to correct the violation to LTCR's satisfaction. The NF is notified of the amount to be paid and the date payment is due. A lump-sum payment or a monthly payment plan can be agreed upon during the appeal or settlement process.

Injunctive/Other Relief and Civil Penalties

LTCR refers injunctive/other relief and civil penalty cases to the OAG for action. A civil penalty may be awarded if a NF violates a licensing rule and LTCR determines the violation threatens the health and safety of a resident. When a case is resolved through settlement, a portion of the payment is designated a civil penalty and normally deposited to general revenue. The OAG collects attorney fees and costs for civil penalty cases.

One or more survey or investigative visits for a NF can be referred for civil penalty. These multiple visits are generally consolidated into one case per NF for referral.

Amelioration of Violations

In certain situations, the HHSC executive commissioner can allow, in lieu of demanding payment of an administrative penalty, the use (under the supervision of the agency) of any portion of the penalty to ameliorate the violation or to improve services (other than administrative services) in the NF affected by the violation.

Trusteeships

LTCR, through the OAG, can petition a court of competent jurisdiction for the involuntary appointment of a trustee to operate a NF if one or more of the following conditions exist:

The NF is operating without a license.

- The NF's license has been suspended or revoked.
- License suspension or revocation procedures against a NF are pending and an imminent threat to the health and safety of the residents exists.
- An emergency exists that presents an immediate threat to the health and safety of the residents.
- The NF is closing and arrangements for relocation of the residents to other licensed institutions have not been made before closure.

Emergency Suspension and Closing Orders

LTCR can suspend a NF's license or order an immediate closing of all or part of the NF if:

- It finds the NF is operating in violation of licensure rules.
- The violation creates an immediate threat to the health and safety of a resident.

The order suspending a license or closing a part of a NF is immediately effective on the date the license holder receives a written notice or on a later date specified in the order. This suspension of a license may occur simultaneously with any other enforcement provision available to LTCR. The order is valid for 10 days.

Suspension of Admissions

If LTCR finds that a NF has committed an act for which a civil penalty can be imposed under Texas Health and Safety Code §242.065, the HHSC executive commissioner can order the NF to immediately suspend admissions.

Denial of License

LTCR can deny a NF's license when the NF does not meet licensure rules or when the NF does not have a satisfactory history of compliance with state and federal NF regulations.

LTCR can deny a NF's license if the applicant or controlling party:

- Does not have a satisfactory history of compliance.
- Fails to submit required information and documents needed to complete the application process.

- Has had a license revoked, has allowed a license to expire or surrendered a license when revocation action was pending, has been debarred or excluded, has an unsatisfied final judgment, has been decertified or evicted, has had a license suspended, or has a criminal conviction.
- Violated Texas Health and Safety Code Chapter 242 or a rule, standard, or order adopted, or license issued, under Texas Health and Safety Code Chapter 242, in either a repeated or substantial manner, or aids, abets, or permits a substantial violation of Texas Health and Safety Code Chapter 242.
- Fails to pay certain fees.
- Committed any act described by Texas Health and Safety Code §242.066(a)(2)-(6).
- Fails to comply with Texas Health and Safety Code §242.074.
- Fails to meet the minimum standards of financial condition.
- Fails to notify the state survey agency of a significant adverse change in financial condition.
- Is subject to denial or refusal as described in Texas Administrative Code, Title 26, Part 1, Chapter 560, Denial or Refusal of License.

Revocation of License

LTCR can revoke a license if the license holder (or other person described in Texas Health and Safety Code §242.032(d)):

- Violated Texas Health and Safety Code Chapter 242 or a rule, standard, or order adopted, or license issued, under Texas Health and Safety Code Chapter 242, in either a repeated or substantial manner.
- Committed any act described by Texas Health and Safety Code §242.066(a)(2)-(6).
- Failed to comply with Texas Health and Safety Code §242.074.

The revocation of a license can occur simultaneously with any other enforcement provision available to LTCR.

Civil Money Penalties

To participate in the Medicare or Medicaid program, or both, LTC facilities must be certified as meeting federal participation requirements. LTC facilities include SNF for Medicare and NF for Medicaid. Among the remedies available to the Secretary of the US Department of Health and Human Services, Administrator for the Centers for Medicare and Medicaid Services (CMS) and the state under the Social Security Act to address NF noncompliance is a civil money penalty (CMP). CMPs can be imposed to remedy noncompliance at amounts per day. The statute additionally permits the Secretary and the state to impose a CMP for past instances of noncompliance even if a NF is in compliance at the time of a current survey. In accordance with Code of Federal Regulations, Title 42, Chapter IV, Subchapter G, Part 488, Subpart F, Section 488.436, CMPs: waiver of hearing, reduction of penalty amount, if the NF waives the right to a hearing, in writing, within 60 days from the date of the notice imposing the civil money penalty, CMS or the state reduces the civil money penalty amount by 35 percent.

CMS and LTCR can also impose penalties on a "per-instance" basis of noncompliance.

In determining the amount of penalty, CMS or LTCR must take into account:

- The NF's history of noncompliance, including repeated deficiencies
- The NF's financial condition
- The factors specified in 42 CFR §488.404 (regarding the seriousness of the deficiency)
- The NF's degree of culpability

CMS can impose CMPs against Medicare or Medicare/Medicaid-certified NFs. LTCR can impose CMPs only against Medicaid-certified NFs.

Nursing Facility Administrative Penalties

Region	City	Facility ID	Facility	Visit Exit Date	Imposed	Date Imposed	Assessed	Balance
01	BIG SPRING	106046	BIG SPRING CENTER FOR SKILLED CARE	09/19/2019	\$11,500.00	12/04/2019		\$0.00
01	PAMPA	005049	CORONADO HEALTHCARE CENTER	02/12/2020	\$21,000.00	03/11/2020		\$0.00
01	AMARILLO	004383	HILLSIDE HEIGHTS REHABILITATION SUITES	04/03/2019	\$3,000.00	01/08/2020		\$0.00
01	AMARILLO	004383	HILLSIDE HEIGHTS REHABILITATION SUITES	01/29/2020	\$8,400.00	03/03/2020		\$0.00
01	AMARILLO	004731	The Medical Lodge of Amarillo	11/06/2019	\$13,500.00	11/21/2019		\$0.00
02	PECOS	004590	FOCUSED CARE AT PECOS	01/16/2020	\$157,000.00	06/12/2020		\$157,000.00
02	ODESSA	005123	Sienna Nursing and Rehabilitation		\$88,500.00	01/15/2020		\$0.00
02	STAMFORD	004930	Stamford Residence and Rehabilitation Center		\$13,650.00	12/04/2019		\$13,650.00
02	MIDLAND	005136	TERRACE WEST NURSING AND REHABILITATION LP		\$62,000.00	03/11/2020		\$62,000.00
02	COMANCHE	004230	WESTERN HILLS HEALTHCARE RESIDENCE		\$14,400.00	12/04/2019		\$14,400.00
02	WINTERS	004358	Winters Healthcare and Rehabilitation Center	09/13/2019	\$28,000.00	01/15/2020		\$28,000.00
03	DALLAS	005126	BRENTWOOD PLACE ONE	11/21/2019	\$22,050.00	01/17/2020		\$0.00

Region	City	Facility ID	Facility	Visit Exit Date	Imposed	Date Imposed	Assessed	Balance
03	PILOT POINT	005220	Cedar Ridge Rehabilitation and Healthcare Center	08/05/2019	\$26,000.00	10/18/2019		\$0.00
03	FORT WORTH	004688	DOWNTOWN HEALTH AND REHABILITATION CENTER	01/19/2020	\$14,300.00	02/21/2020		\$0.00
03	GRAND PRAIRIE	005188	HERITAGE AT TURNER PARK HEALTH & REHAB	09/06/2019	\$11,600.00	12/03/2019		\$0.00
03	GRAND PRAIRIE	005188	HERITAGE AT TURNER PARK HEALTH & REHAB	08/26/2019	\$161,250.00	01/06/2020		\$161,250.00
03	KELLER	101884	Keller Oaks Healthcare Center	12/19/2019	\$66,500.00	03/20/2020		\$0.00
03	FORT WORTH	104767	REMARKABLE HEALTHCARE OF FORT WORTH	06/16/2019	\$18,000.00	11/19/2019		\$0.00
03	FRISCO	105619	STONEMERE REHABILITATION CENTER	08/12/2019	\$42,750.00	10/14/2019		\$0.00
03	FORT WORTH	004960	WEDGEWOOD NURSING HOME	10/25/2019	\$10,900.00	01/28/2020		\$10,900.00
04	DIBOLL	004614	Diboll Nursing and Rehab	04/19/2019	\$329,000.00	09/12/2019		\$329,000.00
04	CENTER	004935	FOCUSED CARE OF CENTER	08/23/2018	\$79,500.00	01/13/2020	\$50,684.24	\$0.00
04	LONGVIEW	004160	HIGHLAND PINES NURSING HOME	09/12/2019	\$33,750.00	01/14/2020		\$0.00
04	MARSHALL	004484	MARSHALL MANOR NURSING & REHABILITATION CENTER	08/02/2019	\$377,000.00	10/10/2019	\$186,904.20	\$0.00
04	ORANGE	004416	Pinehurst Nursing and Rehabilitation	01/15/2020	\$1,500.00	03/23/2020		\$0.00
04	VERNON	004659	Willow Creek Healthcare Centre	10/17/2019	\$16,000.00	07/24/2020		\$16,000.00

Region	City	Facility ID	Facility	Visit Exit Date	Imposed	Date Imposed	Assessed	Balance
05	COLLEGE STATION	106988	Accel at College Station	08/15/2019	\$94,500.00	10/14/2019		\$94,500.00
05	LAKEWAY	102914	BROOKDALE LAKEWAY 2	12/05/2019	\$1,500.00	03/11/2020		\$1,500.00
05	LA GRANGE	004832	CARE INN OF LA GRANGE	09/11/2019	\$1,250.00	11/13/2019		\$0.00
05	CALDWELL	103889	COPPERAS HOLLOW NURSING & REHABILITATION CENTER	02/03/2020	\$136,000.00	03/19/2020	\$89,000.00	\$0.00
05	FLATONIA	005166	OAK MANOR NURSING CENTER	09/24/2019	\$1,500.00	11/22/2019		\$0.00
05	WACO	107180	St. Anthony's Care Center	11/20/2019	\$72,000.00	02/11/2020		\$72,000.00
05	WACO	106680	THE BRAZOS OF WACO	02/11/2020	\$672,000.00	05/04/2020		\$672,000.00
06	BAY CITY	004650	BAY VILLA HEALTHCARE CENTER	11/20/2019	\$500.00	07/03/2020		\$0.00
06	BROOKSHIRE	004501	BROOKSHIRE RESIDENCE AND REHABILITATION CENTER	09/17/2019	\$400.00	06/30/2020		\$400.00
06	BROOKSHIRE	004501	BROOKSHIRE RESIDENCE AND REHABILITATION CENTER	11/05/2019	\$69,000.00	07/02/2020		\$69,000.00
06	HOUSTON	105344	CONTINUING CARE AT EAGLES TRACE	08/28/2019	\$80,750.00	04/23/2020		\$80,750.00
06	HOUSTON	103866	COPPERFIELD HEALTHCARE AND REHABILITATION	11/20/2019	\$3,500.00	07/06/2020		\$0.00
06	BAYTOWN	100001	Focused Care at Burnet Bay	09/14/2019	\$6,000.00	09/27/2019		\$6,000.00
06	BAYTOWN	100001	Focused Care at Burnet Bay	05/19/2019	\$11,100.00	10/09/2019		\$11,100.00
06	BAYTOWN	103620	Focused Care at Cedar Bayou	10/07/2019	\$16,000.00	07/01/2020		\$16,000.00

Region	City	Facility ID	Facility	Visit Exit Date	Imposed	Date Imposed	Assessed	Balance
06	EL CAMPO	004712	Garden Villa Nursing & Rehabilitation	10/17/2019	\$600.00	07/02/2020		\$600.00
06	GALVESTON	005330	GULF HEALTH CARE CENTER IN GALVESTON	08/23/2019	\$3,000.00	06/29/2020		\$3,000.00
06	KATY	103520	HERITAGE PARK OF KATY NURSING AND REHABILITATION	08/21/2019	\$40,000.00	06/29/2020		\$40,000.00
06	HOUSTON	004826	Houston Heights Healthcare Centre	11/16/2018	\$60,400.00	01/13/2020		\$60,400.00
06	TOMBALL	005135	LAWRENCE STREET HEALTHCARE CENTER	05/28/2019	\$4,200.00	10/09/2019	\$0.00	\$0.00
06	HOUSTON	005367	Paradigm at Westbury	08/29/2019	\$1,200.00	06/20/2020		\$1,200.00
06	PASADENA	005048	PASADENA CARE CENTER	09/27/2019	\$15,550.00	07/01/2020		\$0.00
06	HOUSTON	106120	PATHWAYS MEMORY CARE AT VILLA TOSCANA	05/10/2019	\$86,000.00	01/14/2020		\$86,000.00
06	HOUSTON	106120	PATHWAYS MEMORY CARE AT VILLA TOSCANA	11/27/2019	\$28,000.00	02/24/2020		\$28,000.00
06	KINGWOOD	103062	REGENT CARE CENTER OF KINGWOOD	10/15/2019	\$300.00	07/02/2020		\$0.00
06	HOUSTON	105006	Solera at West Houston	11/12/2019	\$115,900.00	07/03/2020		\$115,900.00
06	KATY	106784	STERLING OAKS REHABILITATION	10/18/2019	\$98,000.00	07/02/2020		\$98,000.00
06	HOUSTON	107125	TERRA BELLA HEALTH AND WELLNESS SUITES	11/21/2019	\$3,500.00	07/06/2020		\$3,500.00

Region	City	Facility ID	Facility	Visit Exit Date	Imposed	Date Imposed	Assessed	Balance
06	HOUSTON	100082	THE CONCIERGE	12/12/2019	\$32,000.00	07/06/2020		\$32,000.00
06	HOUSTON	105682	THE HEIGHTS OF NORTH HOUSTON	02/25/2020	\$18,600.00	06/24/2020		\$18,600.00
06	PASADENA	105427	THE MEDICAL RESORT AT BAY AREA	04/12/2019	\$1,800.00	10/09/2019		\$0.00
06	PEARLAND	107022	THE MEDICAL RESORT AT PEARLAND	09/20/2019	\$105,750.00	01/15/2020		\$105,750.00
06	HOUSTON	000184	THE VOSSWOOD NURSING CENTER	10/08/2018	\$60,000.00	01/15/2020		\$60,000.00
06	COLUMBUS	103831	TRUCARE LIVING CENTERS- COLUMBUS	09/18/2019	\$61,000.00	08/21/2020		\$61,000.00
06	KATY	107200	VIBRALIFE OF KATY REHABILITATION CENTER	08/13/2019	\$109,500.00	03/03/2020		\$109,500.00
06	HOUSTON	005177	Zion Healthcare Cypress	08/26/2019	\$99,500.00	06/30/2020		\$99,500.00
07	MCALLEN	102313	ALFREDO GONZALEZ TEXAS STATE VETERANS HOME	05/08/2020	\$1,250.00	05/19/2020		\$0.00
07	SCHERTZ	004796	AUTUMN WINDS LIVING & REHABILITATION	03/13/2020	\$104,000.00	06/24/2020		\$104,000.00
07	BROWNSVILLE	102455	BROWNSVILLE NURSING AND REHABILITATION CENTER	08/22/2019	\$13,500.00	11/26/2019		\$13,500.00
07	FLORESVILLE	100260	FRANK M TEJEDA TEXAS STATE VETERANS HOME	05/21/2020	\$189,000.00	08/26/2020		\$189,000.00
07	NEW BRAUNFELS	106222	Legend Oaks Healthcare and Rehabilitation - New Braunfels	11/09/2019	\$6,500.00	01/21/2020		\$0.00

Region	City	Facility ID	Facility	Visit Exit Date	Imposed	Date Imposed	Assessed	Balance
07	EAGLE PASS	102925	MAVERICK NURSING AND REHABILITATION CENTER	07/24/2019	\$7,500.00	09/11/2019		\$0.00
07	SAN ANTONIO	005147	NORTHEAST REHABILITATION AND HEALTHCARE CENTER	09/27/2019	\$4,500.00	12/05/2019		\$0.00
07	SAN ANTONIO	004944	RETAMA MANOR NURSING CENTER/SAN ANTONIO WEST	02/12/2020	\$500.00	06/23/2020		\$0.00
07	SAN ANTONIO	004417	River City Care Center	07/17/2019	\$10,500.00	09/13/2019		\$0.00
07	SAN ANTONIO	005076	SOUTHEAST NURSING & REHABILITATION CENTER	05/03/2020	\$305,000.00	08/19/2020		\$305,000.00
07	SAN ANTONIO	103837	THE HEIGHTS ON HUEBNER	07/25/2019	\$1,500.00	09/27/2019	\$1,200.00	\$0.00
07	WESLACO	102010	WESLACO NURSING AND REHABILITATION CENTER	12/13/2019	\$1,250.00	03/09/2020		\$1,250.00
Totals					\$4,386,850.00		\$327,788.44	\$3,351,150.00

74 Total nursing facility administrative penalties imposed.

Notes:

- 1. The imposed column is the total amount of penalty after the state has reviewed and confirmed the administrative penalty citation and amount. This is the amount due and payable if no alternative amount results from an appeal held or settlement agreement reached.
- 2. The assessed column is the amount due after the appeal process has been completed (or an agreement to settle has been reached) and a final amount has been decided, or the NF consents to the administrative penalty, fails to respond to the agency's notice letter in a timely manner, or fails to correct the violation to the agency's satisfaction.
- 3. The balance column is the amount of penalty the NF owes. These amounts do not necessarily reflect the final amount the NF may owe. The amounts can change based on a hearing or negotiated settlement. An administrative penalty with a negative balance may indicate an overpayment or that the penalty was rescinded after payment.

Nursing Facility Injunctive/Other Relief and Civil Penalty Referrals to the Office of the Attorney General

HHSC did not refer any NFs for injunctive/other relief and civil penalty referrals to the OAG in FY 2020.

Nursing Facility Amelioration of Violations

Region	City	Facility ID	Facility	Decision	Decision Date	Amount Ameliorated
06	HOUSTON	004823	Jacinto Nursing & Rehabilitation Center, LLC	Denied	11/12/2019	\$26,400
06	TOMBALL	005135	Lawrence Street Healthcare Center	Approved	01/27/2020	\$4,200
07	SAN ANTONIO	004641	Golden Estates Rehabilitation Center	Approved	10/09/2019	\$4,500
07	SAN ANTONIO	004417	River City Care Center	Denied	02/24/2020	\$10,500

4 Total nursing facility ameliorations processed.

Nursing Facility Trusteeships

HHSC did not order any trustees placed in NFs in FY 2020.

Nursing Facility Closures Under Trusteeship

HHSC did not close any NFs under trusteeship in FY 2020.

Nursing Facility Emergency Suspension and Closing Orders

Region	City	Facility ID	Facility Name	Order Date
06	LAKE WORTH	005038	Lake Worth Nursing Home	07/23/2020

Nursing Facility Suspensions of Admission

HHSC did not issue any suspension of admission orders to a NF in FY 2020.

Nursing Facility License Denials and Revocations

HHS did not deny or revoke any licenses related to NFs for FY 2020.

Nursing Facility All Intakes by Priority and Region

Intake Priority	01	02	03	04	05	06	07	Total
Facility 24-hour	211	364	793	531	563	654	694	3810
Facility 14-day	569	946	2279	1567	1527	1760	1828	10476
Next On-site	605	756	2694	1542	1534	1633	2035	10799
Professional Review	114	142	627	386	229	257	295	2050
Regional Off-site Review	223	421	971	856	451	597	424	3943
Financial	25	33	139	82	86	70	99	534
Withdrawn	7	20	14	20	20	12	8	101
No Action Required	13	25	37	40	28	33	47	223
Total	1767	2708	7554	5024	4438	5016	5430	31936

Nursing Facility Complaints by Priority and Region

Complaint Priority	01	02	03	04	05	06	07	Total
Facility 24-hour	112	194	493	284	308	456	387	2234
Facility 14-day	227	417	1155	656	704	943	801	4903
Next On-site	229	361	1117	664	689	814	862	4736
Regional Off-site Review	7	7	29	21	8	22	16	110
Financial	24	33	137	81	85	70	96	526
Withdrawn	7	12	12	18	9	10	7	75
No Action Necessary	1	4	2	1	1	4	2	15
Total	607	1029	2945	1725	1804	2319	2171	12599

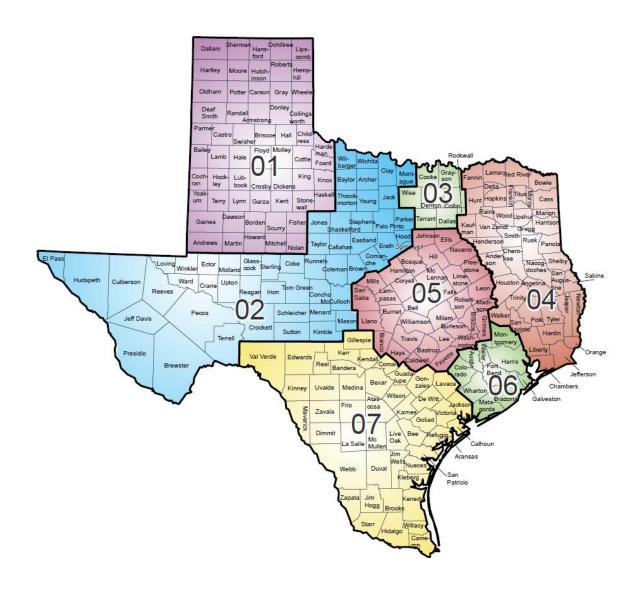
Nursing Facility Incidents by Priority and Region

Incident Priority	01	02	03	04	05	06	07	Total
Facility 24-hour	102	167	300	247	255	198	307	1576
Facility 14-day	345	526	1124	911	823	817	1027	5573
Next On-site	379	392	1577	878	845	819	1173	6063
Professional Review	116	140	627	386	229	257	295	2050
Regional Off-site Review	221	409	942	835	443	575	408	3833
Financial	1	0	2	1	1	0	3	8
Withdrawn	0	8	2	2	11	2	1	26
No Action Necessary	12	21	35	39	27	29	45	208
Total	1176	1663	4609	3299	2634	2697	3259	19337

Appendix I: Trends

Trends in Long-Term Care Facilities, Home and Community Support Services Agencies, and Waiver Programs

LTCR Regions in Texas



LTCR Regions and the Counties They Serve

Region 1

Counties: Andrews, Armstrong, Bailey, Borden, Briscoe, Carson, Castro, Childress, Cochran, Collinsworth, Cottle, Crosby, Dallam, Dawson, Deaf Smith, Dickens, Donley, Fisher, Floyd, Foard, Gaines, Garza, Gray, Hale, Hall, Hansford, Hardeman, Hartley, Haskell, Hemphill, Hockley, Howard, Hutchinson, Kent, King, Knox, Lamb, Lipscomb, Lubbock, Lynn, Martin, Mitchell, Moore, Motley, Nolan, Ochiltree, Oldham, Parmer, Potter, Randall, Roberts, Scurry, Sherman, Stonewall, Swisher, Terry, Wheeler, Yoakum

Region 2

Counties: Archer, Baylor, Brewster, Brown, Callahan, Clay, Coke, Coleman, Comanche, Concho, Crane, Crockett, Culberson, Eastland, Ector, El Paso, Erath, Glasscock, Hood, Hudspeth, Irion, Jack, Jeff Davis, Jones, Kimble, Loving, Mason, McCulloch, Menard, Midland, Montague, Palo Pinto, Parker, Pecos, Presidio, Reagan, Reeves, Runnels, Schleicher, Shackelford, Somervell, Stephens, Sterling, Sutton, Taylor, Terrell, Throckmorton, Tom Green, Upton, Ward, Wichita, Wilbarger, Winkler, Young

Region 3

Counties: Collin, Cooke, Dallas, Denton, Grayson, Rockwall, Tarrant, Wise

Region 4

Counties: Anderson, Angelina, Bowie, Camp, Cass, Chambers, Cherokee, Delta, Fannin, Franklin, Gregg, Hardin, Harrison, Henderson, Hopkins, Houston, Hunt, Jasper, Jefferson, Kaufman, Lamar, Liberty, Marion, Morris, Nacogdoches, Newton, Orange, Panola, Polk, Rains, Red River, Rusk, Sabine, San Augustine, San Jacinto, Shelby, Smith, Titus, Trinity, Tyler, Upshur, Van Zandt, Walker, Wood

Region 5

Counties: Bastrop, Bell, Blanco, Bosque, Brazos, Burleson, Burnet, Caldwell, Coryell, Ellis, Falls, Fayette, Freestone, Grimes, Hamilton, Hays, Hill, Johnson, Lampasas, Lee, Leon, Limestone, Llano, Madison, McLennan, Milam, Mills, Navarro, Robertson, San Saba, Travis, Washington, Williamson

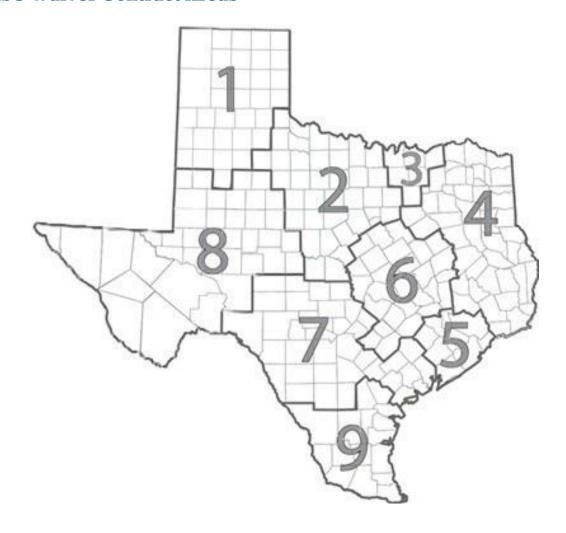
Region 6

Counties: Austin, Brazoria, Colorado, Fort Bend, Galveston, Harris, Matagorda, Montgomery, Waller, Wharton

Region 7

Counties: Aransas, Atascosa, Bandera, Bee, Bexar, Brooks, Calhoun, Cameron, Comal, Dewitt, Dimmit, Duval, Edwards, Frio, Gillespie, Goliad, Gonzales, Guadalupe, Hidalgo, Jackson, Jim Hogg, Jim Wells, Karnes, Kendall, Kennedy, Kerr, Kinney, Kleberg, La Salle, Lavaca, Live Oak, Maverick, McMullen, Medina, Nueces, Real, Refugio, San Patricio, Starr, Uvalde, Val Verde, Victoria, Webb, Willacy, Wilson, Zapata, Zavala

HHSC Waiver Contract Areas



Waiver Contract Areas and the Counties They Serve

Area 1

Armstrong, Bailey, Briscoe, Carson, Castro, Cochran, Collingsworth, Crosby, Dallam, Deaf Smith, Donley, Floyd, Gray, Hale, Hall, Hansford, Hartley, Hemphill, Hockley, Hutchinson, Lamb, Lipscomb, Lubbock, Lynn, Moore, Motley, Ochiltree, Oldham, Parmer, Potter, Randall, Roberts, Sherman, Swisher, Wheeler

Area 2

Archer, Baylor, Brown, Callahan, Childress, Clay, Coleman, Comanche, Cottle, Dickens, Eastland, Erath, Foard, Hardeman, Haskell, Hood, Jack, Johnson, Jones, King, Knox, McCulloch, Mills, Montague, Palo Pinto, Parker, San Saba,

Shackelford, Somervell, Stephens, Stonewall, Tarrant, Taylor, Throckmorton, Wichita, Wilbarger, Wise, Young

Area 3

Collin, Cooke, Dallas, Denton, Fannin, Grayson

Area 4

Anderson, Angelina, Bowie, Camp, Cass, Chambers, Cherokee, Delta, Ellis, Franklin, Gregg, Hardin, Harrison, Henderson, Hopkins, Houston, Hunt, Jasper, Jefferson, Kaufman, Lamar, Liberty, Marion, Montgomery, Morris, Nacogdoches, Navarro, Newton, Orange, Panola, Polk, Rains, Red River, Rockwall, Rusk, Sabine, San Augustine, San Jacinto, Shelby, Smith, Titus, Trinity, Tyler, Upshur, Van Zandt, Walker, Wood

Area 5

Austin, Brazoria, Colorado, Fort Bend, Galveston, Harris, Matagorda, Waller, Wharton

Area 6

Bastrop, Bell, Bosque, Brazos, Burleson, Burnet, Caldwell, Coryell, Falls, Fayette, Freestone, Gonzales, Grimes, Guadalupe, Hamilton, Hill, Lampasas, Lee, Leon, Limestone, Madison, McLennan, Milam, Robertson, Travis, Washington, Williamson

Area 7

Atascosa, Bandera, Bexar, Blanco, Calhoun, Comal, De Witt, Dimmit, Edwards, Frio, Gillespie, Goliad, Hays, Jackson, Karnes, Kendall, Kerr, Kimble, Kinney, La Salle, Lavaca, Llano, Mason, Maverick, McMullen, Medina, Menard, Real, Refugio, Schleicher, Sutton, Uvalde, Val Verde, Victoria, Wilson, Zavala

Area 8

Andrews, Borden, Brewster, Coke, Concho, Crane, Crockett, Culberson, Dawson, Ector, El Paso, Fisher, Gaines, Garza, Glasscock, Howard, Hudspeth, Irion, Jeff Davis, Kent, Loving, Martin, Midland, Mitchell, Nolan, Pecos, Presidio, Reagan, Reeves, Runnels, Scurry, Sterling, Terrell, Terry, Tom Green, Upton, Ward, Winkler, Yoakum

Area 9

Aransas, Bee, Brooks, Cameron, Duval, Hidalgo, Jim Hogg, Jim Wells, Kenedy, Kleberg, Live Oak, Nueces, San Patricio, Starr, Webb, Willacy, Zapata

Regulated Facilities

Facility Counts by Program Type

Program	Count	% of all Facilities
Assisted Living	2,028	45.34%
DAHS	426	9.52%
ICF/IID	794	17.75%
Nursing	1,220	27.27%
PPECC	5	0.11%
Total	4,473	

Facilities in Texas by Program and Region

Region	Asst. Living Count	% of all Asst. Living	DAHS Count	% of all DAHS	ICF/IID Count	% of all ICF/IID	Nursing Count	% of all Nursing	PPECC Count	% of All PPECC	Total Count	% of Total
01	103	5.1%	6	1.4%	35	4.4%	87	7.1%	0	0.0%	231	5.2%
02	124	6.1%	32	7.5%	89	11.3%	132	10.8%	0	0.0%	378	8.4%
03	591	29.1%	35	8.2%	161	20.3%	228	18.7%	0	0.0%	1,015	22.7%
04	153	7.5%	11	2.6%	123	15.5%	191	15.7%	0	0.0%	478	10.7%
05	256	12.6%	5	1.2%	124	15.6%	184	15.1%	5	100.0%	574	12.8%
06	514	25.3%	57	13.4%	113	14.2%	173	14.2%	0	0.0%	857	19.2%
07	287	14.2%	280	65.7%	149	18.7%	225	18.4%	0	0.0%	941	21.0%
Total	2,028	N/A	426	N/A	794	N/A	1220	N/A	5	N/A	4,474	N/A

Facility Visits/Contacts by HHSC Surveyors by Region

Region	Assisted Living	DAHS	ICF/IID	Nursing	PPECC	Unlicensed	Total
01	228	16	128	1,275	0	0	1,647
02	508	84	494	1,867	0	0	2,953
03	1,531	64	733	2,766	0	24	5,118
04	596	15	646	2,725	0	2	3,984
05	750	6	377	1,907	11	2	3,053
06	1,388	117	508	2,290	0	62	4,365
07	996	608	771	2,811	4	1	5,191
Total	5,997	910	3,657	15,641	15	91	26,311

Notes:

- 1. Visits/contacts consist of all on-site, off-site, and combination inspections and investigations done by regulatory survey staff.
- 2. The unlicensed column includes visits to locations without a state license. During the visit, regulatory staff will determine if the location is providing services in violation of state licensing rules, providing services that have no licensure requirements, or not providing services.

Facility Visits/Contacts Compared to the Number of Facilities

Facility Type	Facility Count	% of All Facilities	Facility Visits/ Contacts	% of All Visits/ Contacts
Assisted Living	2,028	45.33&	5,997	22.8%
DAHS	426	9.52%	910	3.4%
ICF/IID	794	17.77%	3657	13.9%
Nursing	1,220	27.27%	15,641	59.5%
PPECC	5	0.11%	15	0.06%
Unlicensed	454	9.21%	91	0.3%
Total	4,928		26,251	

Notes:

1. Visits/contacts consist of all on-site, off-site, and combination inspections and investigations done by regulatory survey staff.

2. The unlicensed row includes visits to locations without a state license. During the visit, regulatory staff will determine if the location is providing services in violation of state licensing rules, providing services that have no licensure requirements, or not providing services.

Changes in Regulated Facilities

Facility Counts in FY 2016 and FY 2020

Program	FY 2016 Count	FY 2016 Percentage	FY 2020 Count	FY 2020 Percentage
Assisted Living	1,864	42.5%	2028	45.34%
DAHS	466	10.6%	426	17.75%
ICF/IID	828	18.9%	794	9.52%
Nursing	1,228	28.0%	1,220	27.27%
PPECC	NA	NA	5	0.11%
Total	4,386	NA	4473	NA

Assisted Living Facility Trends

Fiscal Year	Number of Facilities	Facilities: Percent Growth/ Loss	Number of Licensed or Certified Beds	Licensed or Certified Beds: Percent Growth/Loss
2016	1,864	+1.9%	67,647	+5.8%
2017	1,888	+1.3%	70,750	+4.4%
2018	1,964	+4.0%	73,988	+4.6%
2019	2,017	+2.63%	79,457	+6.88%
2020	2,028	+0.54%	79,978	+0.65%
Percent Change FY 2016 to 2020	NA	+8.09%	NA	+15.42%

Day Activity and Health Services Facility Trends

Fiscal Year	Number of Facilities	Facilities: Percent Growth/ Loss	Number of Licensed or Certified Beds	Licensed or Certified Beds: Percent Growth/Loss
2016	466	-3.1%	43,660	-1.6%
2017	465	-0.2%	44,269	+1.4%
2018	458	-1.5%	43,644	-1.4%
2019	431	-6.26%	42,697	-2.2%
2020	426	-1.17%	42,268	-1.0%
Percent Change FY 2016 to 2020	NA	-9.39%	NA	-3.29%

Intermediate Care Facilities for Individuals with an Intellectual Disability or Related Condition Trends

Fiscal Year	Number of Facilities	Facilities: Percent Growth/ Loss	Number of Licensed or Certified Beds	Licensed or Certified Beds: Percent Growth/Loss
2016	828	-2.2%	11,505	-1.9%
2017	810	-2.2%	11,367	-1.2%
2018	805	-0.6%	11,333	-0.3%
2019	799	06%	11,293	-0.8%
2020	794	-0.5%	11,197	-0.8%
Percent Change FY 2016 to 2020	NA	-4.28%	NA	-2.75%

Note:

The number of certified beds reflects the number of intermediate care facilities for individuals with an intellectual disability or related conditions beds authorized by the Centers for Medicare and Medicaid Services for participation in the Medicaid program.

State-Operated Intermediate Care Facilities for Individuals with an Intellectual Disability or Related Condition Trends

Fiscal Year	Number of Facilities	Facilities: Percent Growth/ Loss	Number of Licensed or Certified Beds	Licensed or Certified Beds: Percent Growth/Loss
2016	15	0.0%	5,995	0.0%
2017	15	0.0%	5,995	0.0%
2018	15	0.0%	5,995	0.0%
2019	15	0.0%	5,995	0.0%
2020	15	0.0%	5,995	0.0%
Percent Change FY 2016 to 2020	NA	0.0%	NA	0.0%

Note:

The number of certified beds reflects the number of intermediate care facilities for individuals with an intellectual disability or related conditions beds authorized by the Centers for Medicare and Medicaid Services for participation in the Medicaid program.

Private and Community-operated Intermediate Care Facilities for Individuals with an Intellectual Disability or Related Condition Trends

Fiscal Year	Number of Facilities	Facilities: Percent Growth/ Loss	Number of Licensed or Certified Beds	Licensed or Certified Beds: Percent Growth/Loss
2016	813	-2.3%	5,510	-3.9%
2017	795	-2.3%	5,372	-2.6%
2018	790	-0.6%	5,338	-0.6%
2019	784	-0.7%	5,298	-0.76%
2020	779	-0.6%	5,202	-1.8%
Percent Change FY 2016 to 2020	NA	-4.36%	NA	-5.92%

Nursing Facility Trends

Fiscal Year	Number of Facilities	Facilities: Percent Growth/ Loss	Number of Licensed or Certified Beds	Licensed or Certified Beds: Percent Growth/Loss
2016	1,228	+0.4%	137,975	+0.5%
2017	1,242	+1.1%	139,452	+1.1%
2018	1,250	+0.6%	140,509	+0.8%
2019	1,219	-2.54%	137,776	-1.5%
2020	1,220	+0.08%	138,209	+0.3%
Percent Change FY 2016 to 2020	NA	-0.66%	NA	+0.17%

Note:

The number of licensed or certified beds includes all types - Medicare, Medicaid, and private pay.

Occupancy Trends for Intermediate Care Facilities for Individuals with an Intellectual Disability or Related Condition

Fiscal Year	Number of Occupants State Operated ICF/IID	Occupants: Percent Growth/ Loss	Occupancy Rates State Operated ICF/IID	Number of Occupants Private & Community Operated ICF/IID	Occupants: Percent Growth/ Loss	Occupancy Rates Private & Community Operated ICF/IID
2016	3,112	-2.6%	51.9%	5,020	-3.6%	91.1%
2017	3,016	-3.2%	50.3%	4,921	-2.0%	91.6%
2018	2,979	-1.2%	49.7%	4,936	+0.3%	92.5%
2019	2,630	-13.2%	43.9%	4,591	-7.5%	87.87%
2020	2,630	0.00%	43.9%	4,306	-6.6%	83.7%
Percent Change FY 2016 to 2020	NA	-18.3%	NA	NA	-16.5%	NA

Notes:

Intermediate Care Facilities for Individuals with an Intellectual Disability or Related Condition data obtained from the HHSC Client Assignment & Registration System (CARE).

Occupancy Trends for Nursing Facilities

Fiscal Year	Number of Occupants Nursing Facilities	Occupants: Percent Growth/ Loss	Occupancy Rates Nursing Facilities
2016	92,943	-0.7%	67.4%
2017	93,106	+0.2%	66.8%
2018	92,121	-1.1%	65.6%
2019	92,965	+0.9%	67.4%
2020	78,919	-17.8%	57.1%
Percent Change FY 2016 to 2020	NA	-17.7%	NA

Note:

Nursing facility data is summed from three sources: the October 2020 Medicaid Occupancy Report for facilities participating in Medicaid, the last recertification visit for Medicare-only facilities and the last licensure visit for licensed-only facilities.

Facility Visits/Contacts by Regulatory Surveyors for FY 2016-20

Facility Type	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Assisted Living	5,578	5,589	4,236	5,403	5,997
DAHS	1,069	844	661	1,040	910
ICF/IID	2,524	2,342	2,333	3,597	3,657
Nursing	12,395	12,944	11,496	12,511	15,641
PPECC	0	0	3	7	15
Unlicensed	296	255	170	143	91
Totals	21,862	21,974	18,899	22,701	26,311

Notes:

3. Visits/contacts consist of all on-site, off-site and combination inspections and investigations done by regulatory survey staff.

4. The unlicensed row includes visits to locations without a state license. During the visit, regulatory staff will determine if the location is providing services in violation of state licensing rules, providing services that have no licensure requirements, or not providing services.

Regulated Home and Community Support Services Agencies

Home and Community Support Services Agency Counts by Agency Type

Agency Type	Count	% of All Agencies
Home health and hospice parents	5,860	87.72%
Home health branches	579	8.67%
Alternate delivery sites	241	3.61%
Total	6,680	NA

Home and Community Support Services Agency Counts by HHSC Region

Region	Parent Count	% of Parent Total	Branch Count	% of Branch Total	Alternate Delivery Site Count	% of Alternate Delivery Site Total	Total Count	% of Total
01	270	4.61%	73	12.61%	21	8.71%	364	5.45%
02	183	3.12%	10	1.73%	2	0.83%	195	2.92%
03	1,661	28.34%	117	20.21%	80	33.20%	1,858	27.81%
04	349	5.96%	75	12.95%	43	17.84%	467	6.99%
05	374	6.38%	63	10.88%	28	11.62%	465	6.96%
06	1,793	30.60%	77	13.30%	22	9.13%	1,892	28.32%
07	1,230	20.99%	164	28.32%	45	18.67%	1,439	21.54%
Totals	5,860	NA	579	NA	241	NA	6,680	NA

Home and Community Support Services Agency Visits/Contacts by Regulatory Surveyors by Region

Region	HCSSA
01	125
02	100
03	685
04	269
05	253
06	590
07	878
Total	2900

Note:

Visits/contacts consist of all on-site, off-site, and combination inspections and investigations done by regulatory survey staff.

Home and Community Support Services Agency Counts by Category of Service

Category of Service	Parent	Branch	Alternate Delivery Site
Licensed and certified home health	2015	148	0
Licensed and certified home health w/ dialysis	5	0	0
Licensed home health services	2873	247	0
Licensed home health w/ dialysis	38	1	0
Personal assistance services	4044	195	0
Hospice	1008	0	135

Note:

Home and community support services agencies can provide more than one category of service from the same parent or branch.

Home and Community Support Services Agency Counts by Category of Service by HHSC Region

Category of Service	01	02	03	04	05	06	07	Total
Parent: licensed and certified home health	123	60	661	158	107	535	371	2015
Parent: licensed home health	136	72	872	189	156	906	542	2873
Parent: licensed home health with dialysis	1	0	7	2	0	27	1	38
Parent: personal assistance	125	138	1209	169	223	1343	837	4044
Parent: hospice	64	27	252	82	72	276	235	1008
Parent: licensed and certified home health with dialysis	0	0	1	0	0	3	1	5
Branch: licensed and certified home health	20	0	29	33	17	18	31	148
Branch: licensed home health	26	3	54	32	31	37	64	247
Branch: licensed home health with dialysis	0	0	0	0	0	1	0	1
Branch: personal assistance	17	4	32	21	24	24	73	195
Alternative delivery site: hospice	10	2	34	23	18	17	31	135

Note:

Home and community support services agencies can provide more than one category of service from the same parent or branch.

Changes in Regulated Home and Community Support Services Agencies

Home and Community Support Services Agency Counts for FY 2016 and FY 2020

Agency Type	FY 2016 Count	FY 2020 Count
Home health and hospice parents	5,402	5,860
Home health branches	701	579
Alternate delivery sites	189	241
Total	6,292	6,680

Home and Community Support Services Agency Trends

Fiscal Year	Number of Parents	Parents: Percent Growth/ Loss	Number of Branches	Branches: Percent Growth/ Loss	Number of Alternate Delivery Sites	Alternate Delivery Sites: Percent Growth/Loss	Total Number of Agencies	All: Percent Growth/ Loss
2016	5,402	-0.4%	701	-4.0%	189	+1.1%	6,292	-0.8%
2017	5,396	-0.1%	657	-6.7%	209	9.6%	6,262	-0.5%
2018	5,339	-1.1%	613	-6.7%	203	-2.9%	6,155	-1.7%
2019	5,665	+5.75%	665	+7.82%	266	+23.68%	6,596	+6.69%
2020	5,860	+3.33%	579	-14.85	241	-10.37%	6,680	+1.26%
Percent Change FY 2016 to FY 2020	NA	+7.82%	NA	-21.07%	NA	+21.58%	NA	+5.81%

Home and Community Support Services Agency Visits/Contacts by Regulatory Surveyors for FY 2016-20

Agency Type	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
HCSSA	2,885	3,851	4,500	4,166	2,900

Notes:

Visits/contacts consist of all on-site, off-site and combination inspections and investigations done by regulatory survey staff.

Regulated Waiver Programs

The following tables and charts represent snapshots of regulated waiver program counts on January 29, 2021. Counts of individuals and providers in the program at the time the data was extracted may differ from those during the reported survey period. The number of waiver contracts include open providers who were serving at least one individual at the time of reporting.

Waiver Program and Consumer Counts

Program Type	Count of Waiver Contracts	% of all Contracts	Consumers	% of All Consumers
Home and Community- based Services	878	72%	27,492	87.7%
Texas Home Living	341	28%	3,856	12.3%
Total	1,219	NA	31,348	NA

Contracts in Texas by Waiver Program and Contract Area

Waiver Contract Area	HCS Contracts	% of All HCS Contracts	TxHmL Contracts	% of All TxHmL Contracts	Total Contracts	% of All Contracts
1	11	1.3%	5	1.5%	16	1.3%
2	110	12.5%	51	15.0%	161	13.2%
3	150	17.1%	67	19.6%	217	17.8%
4	120	13.7%	47	13.8%	167	13.7%
5	262	29.8%	84	24.6%	346	28.4%
6	74	8.4%	23	6.7%	97	8.0%
7	80	9.1%	25	7.3%	105	8.6%
8	22	2.5%	15	4.4%	27	2.2%
9	49	5.6%	24	7.0%	73	6.0%
Total	878	NA	341	NA	1,219	NA

Reviews of Waiver Programs by State Reviewers by Contract Area

Waiver Contract Area	Home and Community-based Services	Texas Home Living	Total
1	24	4	28
2	94	31	125
3	147	48	195
4	104	35	139
5	225	72	297
6	79	13	92
7	61	11	72
8	23	6	29
9	38	13	51
Total	795	233	1,028

Note:

Reviews consist of all certification, intermittent and follow-up reviews, or visits by regulatory waiver survey and certification staff conducted in FY 2020.

Reviews of Waiver Programs Compared to the Number of Waiver Programs

Program Type	Contract Count	% of All Contracts	% of All Reviews
Home and Community-based Services	878	72%	77.3%
Texas Home Living	341	28%	22.7%
Total	1,219	NA	NA

Note:

Reviews consist of all certification, intermittent and follow-up reviews, or visits by regulatory waiver survey and certification staff conducted in FY 2020.

Home and Community-based Services Residential Category Consumer Counts

Residential Category	Consumers	% of Consumers
Own home or family home	7,683	24.5%
Foster care	14,610	46.6%
Three-person group home	4,131	13.2%
Four-person group home	4,429	14.1%
Temporarily Discharged	495	1.6%
Total	31,348	NA

Note:

Individuals temporarily discharged remain in the waiver program but are not currently receiving services and are not counted in the existing residential categories. Temporarily discharged individuals may return to any residential category upon returning to service.

Home and Community-based Services Residential Reviews

Residential Category	Reviews Completed	% of All Reviews	
Own home or family home	NA	NA	
Foster care	6,977	81.1%	
Three-person group home	932	10.8%	
Four-person group home	695	8.1%	
Total	8,604	NA	

Changes in Waiver Programs

Waiver Program Contract and Consumer Counts for FY 2016 and FY 2020

Program Type	FY 2016 Contracts	FY 2016 Consumers	FY 2020 Contracts	FY 2020 Consumers
Home and Community- based Services	811	26,081	878	27,492
Texas Home Living	403	6,989	341	3,856
Total	1,214	33,070	1,219	31,348

Waiver Program Contract and Consumers by Percentage for FY 2016 and FY 2020

Program Type	FY 2016 % of All Contracts	FY 2016 % of All Consumers	FY 2020 % of All Contracts	FY 2020 % of All Consumers
Home and Community- based Services	71.8%	79.7%	72%	85%
Texas Home Living	28.2%	20.3%	28%	15%

Home and Community-based Services Trends

Fiscal Year	Number of HCS Contracts	HCS: % Growth/Loss	HCS Consumers	HCS Consumers: % Growth/ Loss
2016	811	+2.5%	26,081	+6.0%
2017	823	+1.5%	27,896	+6.5%
2018	842	+2.3%	26,206	-6.1%
2019	852	+1.2%	26,604	+1.5%
2020	878	+3%	27,492	+3.3%
Percent Change FY 2016 to 2020	NA	7.6%	NA	5.1%

Note:

Home and Community-based Services contract counts include only contracts through which at least one consumer is provided services.

Texas Home Living Trends

Fiscal Year	Number of TxHmL Contracts	TxHmL Contracts: % Growth/ Loss	TxHmL Consumers	TxHmL Consumers: % Growth/ Loss
2016	403	-4.7%	6,989	-5.0%
2017	393	-2.5%	5,385	-29.8%
2018	367	-6.6%	4,902	-9.0%
2019	363	-1.1%	4,807	-1.9%
2020	341	-6.5%	3,856	-24.7%
Percent Change FY 2016 to 2020	NA	-18.2%	NA	-81.3%

Reviews of Waiver Programs by Regulatory Reviewers for FY 2016-20

Facility Type	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Home and Community- based Services	1,202	994	951	1,102	795
Texas Home Living	477	413	336	389	233
Totals	1,679	1,407	1,287	1,491	1,032

Note:

Reviews consist of all certification, intermittent and follow-up reviews, or visits by regulatory waiver survey and certification staff conducted FY 2020.

Comparisons to Other States

In Centers for Medicare and Medicaid Services Region VI (which includes Arkansas, Louisiana, New Mexico, Oklahoma, and Texas) for FY 2020, Texas accounts for:

- 65 percent of all active certified facilities and agencies
- 51 percent of all nursing federal enforcement cases
- 55 percent of all immediate jeopardy situations
- 33 percent of all past noncompliance cases.

Nationwide, Texas accounts for:

- 17 percent of all certified HCSSAs
- 14 percent of all ICF-IID facilities
- 8 percent of all certified nursing facilities
- 14 percent of all state survey agencies hours spent on investigations at nursing facilities
- 5 percent of all nursing facility federal enforcement cases
- 8 percent of all immediate jeopardy situations
- 3 percent of all past noncompliance cases

Overview of Enforcement Activities

Administrative Penalties

During FY 2020, HHSC imposed 1,162 administrative penalties against facilities and agencies, including:

- 85 against assisted living facilities
- 5 against day activity and health services facilities
- 955 against home and community support services agencies
- 43 against intermediate care facilities for individuals with an intellectual disability or related conditions
- 74 against nursing facilities

Facility Referrals to the Office of the Attorney General

During FY 2020, HHSC referred the following facilities for injunctive/other relief and civil penalties:

9 unlicensed facilities

Facility Amelioration Requests

In certain situations, the HHSC executive commissioner can allow, in lieu of demanding payment of an administrative penalty, the use (under agency's supervision) of any portion of the penalty to ameliorate the violation. The amelioration plan must improve services (other than administrative services) or quality of care of residents in the NFs, ICFs/IID, or ALFs affected by the violation.

Approved amelioration amounts:

- \$4,500 to purchase a Life/Form Geri Advanced Training Manikin for nurse training purposes.
- \$4,200 to purchase 35 overbed tables for residents.

Denial of License

During FY 2020, HHSC denied 21 initial and renewal applications for licensure for facilities and agencies, including:

- 6 assisted living facilities
- 2 day activity and health services facilities
- 11 home and community support services agencies
- 2 intermediate care facilities for individuals with an intellectual disability or related conditions

License Revocations

During FY 2020, HHSC revoked 33 facility and agency licenses, including:

- 2 assisted living facilities
- 31 home and community support services agencies

Home and Community Support Services Agency Expiration of Licenses (in Lieu of Enforcement Actions)

Instead of pursuing additional enforcement actions, LTCR can allow a HCSSA to let its license expire. During FY 2020, no HCSSAs were allowed to have its license expire in lieu of further enforcement actions.

Home and Community Support Services Agency Surrender of Licenses (in Lieu of Enforcement Actions)

At LTCR's discretion, a HCSSA can surrender its license instead of receiving additional enforcement actions. In FY 2020, 6 HCSSAs surrendered their licenses in lieu of further enforcement actions.

Vendor Holds

During FY 2020, HHSC placed zero waiver contracts on vendor hold.

Denial of Certification

During FY 2020, HHSC denied 2 certifications to waiver contracts.

Unlicensed Facilities

LTCR addresses violators of state licensing laws who operate facilities without a required license. The agency responds to complaints from the public and other entities alleging facilities are operating without a license and, if LTCR finds a facility is in violation of licensure laws, it can refer a facility to the OAG for relocation of residents, injunctive relief, and/or civil penalties.

During FY 2020, HHSC referred 9 unlicensed facilities for injunctive/other relief and civil penalties to the OAG.

Trust Fund Monitoring

LTCR routinely monitors resident funds in Medicaid contracted NFs and ICFs/IID for compliance with state and federal guidelines. LTCR also performs change of ownership/closure audits on outgoing ownership, and investigate financial complaints referred by CII staff.

In FY 2020 LTCR completed:

- 545 financial investigations resulting in \$2,056,516.85 in NF and ICF/IID resident refunds
- 1,134 routine monitoring visits resulting in \$27,879,417.93 in NF and ICF/IID resident refunds
- 184 change of ownership/closure audits resulting in \$7,491,109.66 in NF and ICF/IID resident refunds

Nursing Facility Civil Money Penalties

The federal Centers for Medicare and Medicaid Services (CMS) or LTCR can impose a civil money penalty (CMP) for the number of days that a Skilled Nursing Facility (SNF) or NF is not in substantial compliance with one or more of the conditions to participate in Medicare or Medicaid, or for each instance that a facility is not in substantial compliance - regardless of whether the deficiencies constitute immediate jeopardy. CMS or the state also can impose a CMP for the number of days of previous

noncompliance since the last standard survey, including the number of days of immediate jeopardy.

In FY 2020, CMS imposed 498 CMPs against facilities participating in the Medicare program; HHSC imposed no CMPs against facilities that contracted for Medicaid only.

Regulatory Penalty Receipts for FY 2016–20

Fiscal Year	Administrative Penalties Amount Received (All Facility Types)	Civil Money Penalties Amount Received (Nursing Facilities)
2016	\$928,287.99	\$5,153,955.58
2017	\$762,338.09	\$8,433,374.78
2018	\$793,348.00	\$8,218,224.00
2019	\$1,006,989.00	\$7,676,734.00
2020	\$1,100,483.00	\$6,527,754.00

Top 10 Rankings

Certification Deficiencies and Licensure Violations

Top 10 Violations Cited During Inspections for FY 2020: Assisted Living Facilities

- 1. **Sprinkler Systems: 26 TAC §553.62(f)(2)** The facility failed to ensure the required sprinkler system was inspected, tested, and maintained in compliance with National Fire Protection Association 25. (Ranked No. 1 in FY 2019)
- 2. **Infection Control: Policy and Procedure: 26 TAC §553.41(n)(1)** The facility failed to establish and maintain an infection control policy and procedure. (Not Ranked in FY 2019)
- 3. Fire Alarm Sprinkler Systems: Fire Alarm and Sprinkler Systems: 26 TAC §553.62(f)(1) The facility failed to ensure that the fire alarm and smoke detection system was in compliance with licensing standards for assisted living facilities. (Ranked No. 4 in FY 2019)
- 4. **General Safety: Building in Good Repair: 26 TAC §553.62(i)(2)** The facility failed to ensure that the building was kept in good repair. (Ranked No. 3 in FY 2019)
- 5. **Operations: Fire Drills: 26 TAC §553.62(c)(2)** The facility failed to ensure fire drills were conducted and documented to be in compliance with licensing standards for assisted living facilities. (Ranked No. 2 in FY 2019)
- 6. **Abuse: Facility Must Investigate and Report: 26 TAC §553.102(d)** The facility failed to immediately make an oral report of alleged ANE or send a written report of the investigation to DADS when required. (Ranked No. 1 in FY 2019)
- 7. **Resident Assessment: Service Plan: 26 TAC §553.41(c)(2)** The facility failed to ensure that the service plan was approved and signed by the resident or a person responsible for the resident's health care decisions, or that it was updated annually and upon a significant change in condition, based upon an assessment of the resident, or that care was provided to the resident based on that assessment. (Ranked No. 6 in FY 2019)

- 8. **Safety Operations: 26 TAC §553.62(d)** The facility failed to ensure a written emergency plan that addresses the eight core functions of emergency management was provided. (Ranked No 5 in FY 2019)
- 9. **FA-SS: Contract to Maintain Alarm System: 26 TAC §553.62(f)(1)(E)** The facility failed to provide a written contract with a fire alarm firm to perform inspections, testing, and system maintenance at least every six months. (Ranked No. 1 in FY 2019)
- Requirements: Other Chapters, Sections, etc. of NFPA 101: 26 TAC §553.61(b)(4)(E) - The facility failed to ensure the building and structure complied with other applicable chapters of the Life Safety Code, NFPA 101. (Ranked No. 9 in FY 2019)

Top 10 Violations Cited During Inspections for FY 2020: Day Activity and Health Services Facilities

- 1. Personal Safety/Fire-Smoking Regulations: 40 TAC §98.42(c)(1)(G)(iv) The facility failed to provide the proper containers to allow for the emptying of ashtrays in smoking areas. (Tied for No. 4 in FY 2019)
- LSC/ Interpretations-Smoke Detection System: 40 TAC §98.42(b)(2)(F)(vi) - The facility failed to have acceptable smoke detectors in the correct locations. (Not Ranked in FY 2019)
- 3. Life Safety Code/Interpretations-Fire Alarm Inspection: 40 TAC §98.42(b)(D) The facility failed to have a program to inspect, test, and maintain the fire alarm system at least once every six months. (Tied for No. 9 in FY 2019)
- 4. **Personal Safety/Fire-Smoking Regulations: 40 TAC §98.42(c)(1)(G)(iii)** The facility failed to provide the proper ashtrays in areas where smoking is permitted. (Ranked No. 4 in FY 2019)
- 5. **Sanitation/ Gen.-Odor Ventilation: 40 TAC §98.43(a)(9)** The facility failed to properly ventilate bathrooms or other areas used for soiled or unsanitary tasks. (Not Ranked in FY 2019)
- 6. **Personal Safety/ Fire-Building in Good Repair: 40 TAC §98.42(c)(1)(C)** The facility failed to keep the building in good repair. (Not Ranked in FY 2019)

- 7. LSC/ Principles of NFPA for Day Care Centers: 40 TAC §98.42(b)(1) The facility failed to meet a requirement of the Life Safety Code that is not also listed in the licensing standards. (Not Ranked in FY 2019)
- 8. **Personal Safety/ Gen.-Private Rooms: 40 TAC §98.42(c)(2)(J)** The facility failed to provide sufficient, separate bedrooms for individuals who preferred privacy. (Not Ranked in FY 2019)
- 9. **Plan Requirements/Evacuation: 40 TAC §98.64(d)(5)** The facility failed to include a section for evacuation in the emergency preparedness and response plan. (Not Ranked in FY 2019)
- Sanitation/General-Odors/Refuse/Hazards: 40 TAC §98.43(a)(7) The facility failed to keep the building clean and well maintained. (Ranked No. 3 in FY 2019)

Top 10 Deficiencies Cited During Inspections for FY 2020: Home Health Agencies

- 1. Plan of Care Must Include the Following: 42 CFR 484.60(a)(2)(i-xvi), TAG 0574 The agency failed to include any of the following in the plan of care: all pertinent diagnoses; patient's mental, psychosocial and cognitive status; types of services/equipment needed; frequency and duration of visits; prognosis, functional limitations; activities permitted; nutritional requirements; all medications/ treatments; safety measures against injury; patient's risk for emergency department visits and hospital re-admission including interventions; training to patient and caregiver for timely discharge; patient-specific interventions, education and goals; information on advance directives; and additional items from the agency or physician. (Ranked No. 1 in FY 2019)
- Responsible for All Day to Day Operations: 42 CFR 484.105 (b)(1)(ii), TAG 0948 The agency's administrator failed to manage the day-to-day operations. (Ranked No. 2 in FY 2019)
- 3. **Plan of Care: 42 CFR 484.60(a)(1), TAG 0572** The agency failed to identify changes in health or functional status in the individualized plan of care or review every 60 days or more frequently when indicated and signed by the physician. (Ranked No. 3 in FY 2019)
- 4. **Provide Services in the Plan of Care: 42 CFR 484.75(B)(3), TAG 0710** The agency failed to provide services that are ordered by the physician as indicated by the plan of care. (Ranked No. 4 in FY 2019)

- 5. **Visit Schedule: 42 CFR 484.60(e)(1), TAG 0614** The agency failed with the visit schedule, including frequency of visits by HHA personnel and personnel acting on behalf of the HHA. (Ranked No. 9 in FY 2019)
- 6. Written Notice for Non-Covered Care: 42 CFR 484.50(c)(8), TAG 0442 The agency failed to receive proper written notice, in advance of a specific service being furnished, if the Home Health Agency believes that the service may be non-covered care; or in advance of the HHA reducing or terminating on- going care. The HHA must also comply with the requirements of 42 CFR 405.1200 through 405.1204. (Ranked No. 6 in FY 2019)
- 7. **Infection control education: 42 CFR 484.70(c), TAG 0686** The agency failed to provide infection control education to staff, patients and caregiver(s) (Not Ranked in FY 2019)
- 8. Acceptance of Patients, Plan of Care, Medical Supervision: 42 CFR 484.18, TAG 0158 The agency failed to ensure the care follows a written plan of care established and periodically reviewed by a doctor of medicine, osteopathy, or podiatric medicine. (Ranked No. 8 in FY 2019)
- 9. **Performance improvement projects: 42 CFR 484.65(d) TAG 0658** The HHA should have at least one performance improvement project either in development, on-going or completed each calendar year. Not Ranked in FY 2019)
- 10. [TIE] Communication with all physicians: 42, CFR 484.60(d) TAG 0602 The agency failed to assure communications with all physicians or allowed practitioners involved in the initiation of the plan of care. (Not Ranked in FY 2019)
- 10. **[TIE] Communication with Physicians: 42 CFR 484.75(b)(7), TAG 0718** The agency failed communication with all physicians involved in the plan of care and other health care practitioners (as appropriate) related to the current plan of care. (Ranked No. 7 in FY 2019)
- 10. [TIE] A Review of All Current Medications: 42 CFR 484.55(c)(5), TAG 0536 The agency failed to review all medications the patient is currently using in order to identify any potential adverse effects and drug reactions, including ineffective drug therapy, significant side effects, significant drug interactions, duplicate drug therapy, and noncompliance with drug therapy. (Ranked No. 5 in FY 2019)

Top 10 Violations Cited During Inspections for FY 2020: Home Health Agencies

- Self-Reported Incidents of Abuse, Neglect and Exploitation Level B: 26
 TAC §558.249(c) The agency failed to immediately report within 24 hours, knowledge of an alleged act of abuse, neglect or exploitation of a client by an agency employee, contractor or volunteer, to the Texas Department of Family and Protective Services and to HHSC. (Ranked No. 2 in FY 2019)
- 2. Quality Assessment/Performance Improvement Level B: 26 TAC §558.287(a)(1) The agency failed to have, implement, and review a quality assessment and performance improvement program consistent with state requirements. (Ranked No. 3 in FY 2019)
- Management Responsibility: Administrator Level B: 26 TAC §558.243(b)(1)(A) - The administrator failed to manage the daily operations of the agency. (Ranked No. 5 in FY 2019)
- 4. Management Responsibility: Supervising Nurse Level B: 26 TAC §558.243(c)(2)(A)(iii) The supervising nurse or the alternate supervising nurse did not make sure that care was provided according to a client's needs as written in the plan of care or care plan. (Ranked No. 4 in FY 2019)
- Management Responsibility Administrator Level B: 26 TAC
 §558.243(b)(1)(D) The administrator failed to supervise to ensure implementation of agency policy and procedures. (Ranked No. 1 in FY 2019)
- 6. Verify Employability/Use Unlicensed Personnel Level B: 26 TAC §558.247(a)(5)(B) - The agency failed, after the initial verification of employability, to search the nurse aide and employee misconduct registries at least every 12 months for an unlicensed employee with face-to-face client contact who was most recently hired on or after September 1, 2009. (Ranked No. 6 in FY 2019)
- 7. **Agency Investigations Level B: 26 TAC §558.250(b)(3)** The agency failed to send its investigation report form no later than 10 days after reporting abuse, neglect, or exploitation of a client by an agency employee, contractor, or volunteer to the Department of Family and Protective Services and HHSC. (Ranked No. 10 in FY 2019)
- 8. Verify Employability/Use Unlicensed Personnel Level B: 26 TAC §558.247(a)(3) The agency employed an unlicensed person with face-to- face client contact before it searched the nurse aide and employee misconduct registries

- or employed an unlicensed person who was listed in either registry as unemployable. (Ranked No. 7 in FY 2019)
- 9. Continuing Education in Agency Administrator Level B: 26 TAC §558.260(a) - The agency's administrator or alternate administrator failed to complete 12 hours of continuing education in the required topics within each 12 months in that job as required for the position of the administrator or alternate administrator of an agency. (Ranked No. 8 in FY 2019)
- 10. **Staffing Policies Level B: 26 TAC §558.245(a)** The agency failed to enforce staffing policies that governed all staff used by the agency, including employees, volunteers and contractors. (Not Ranked in FY 2019)

Top 10 Deficiencies Cited During Inspections for FY 2020: Hospice Agencies

- 1. **Plan of Care: 42 CFR 418.56(b), TAG 0543** The hospice failed to ensure all hospice care and services furnished to patients and their families must follow an individualized written plan of care established by the hospice interdisciplinary group in collaboration with the attending physician (if any), the patient or representative, and the primary caregiver in accordance with the patient's needs if any of them so desire. (Ranked No. 1 in FY 2019)
- Review of the Plan of Care: 42 CFR 418.56(d), TAG 0552 The hospice interdisciplinary group failed to (in collaboration with the individual's attending physician, if any) review, revise and document the individualized plan as frequently as the patient's condition requires, but no less frequently than every 15 calendar days. (Tied at No. 9 in FY 2019)
- 3. **[TIE] Physician Orders: 42 CFR 418.104(a)(7), TAG 0678** The hospice failed to ensure the clinical record contained correct clinical information for physician's orders available to the patient and hospice (Not Ranked in FY 2019)
- 3. **[TIE] Content of Plan of Care: 42 CFR 418.56(c)(4), TAG 0549** The hospice failed to provide the patient with effective pain management by providing drugs and treatment necessary to meet the patient's needs. (Ranked No. 6 in FY 2019)
- 3. [TIE] Review of the Plan of Care: 42 CFR 418. 56 (d), TAG 0553 The hospice interdisciplinary group failed to (in collaboration with the individual's attending physician, if any) review, revise and document the individualized plan as frequently as the patient's condition requires, but no less frequently than every 15 calendar days. (Ranked No. 9 in FY 2019)

- 4. **[TIE] Coordination of Services:** 42 CFR 418. 56(e), TAG 0554 The hospice failed to develop and maintain a system of communication and integration in accordance with their policies and procedures to ensure that the interdisciplinary group maintains responsibility for directing, coordinating and supervising the care and services provided. (Not Ranked in FY 2019)
- 4. [TIE] Governing Body and Administrator: 42 CFR 418.100(b), TAG 0651 The hospice failed to ensure a governing body (or designated persons so functioning) assumes full legal authority and responsibility for the management of the hospice, the provision of all hospice services, its fiscal operations, and continuous quality assessment and performance improvement. A qualified administrator appointed by and reporting to the governing body is responsible for the day-to-day operation of the hospice. The administrator must be a hospice employee and possess education and experience required by the hospice's governing body. (Not Ranked in FY 2019)
- 4. **[TIE] Level of Activity: 42 CFR 418.78(e), TAG 0647** The hospice failed to ensure that volunteers provide day-to-day administrative and/or direct patient care services in an amount that, at a minimum, equals 5 percent of the total patient care hours of all paid hospice employees and contract staff. The hospice must maintain records on the use of volunteers for patient care and administrative services, including the type of services and time worked. (Not Ranked in FY 2019)
- 5. **[TIE] Coordination of Services:** 42 CFR 418.56(e)(4),TAG 0557 The hospice failed to develop and maintain a system of communication and integration, in accordance with the hospice's own policies and procedures, to provide for and ensure the ongoing sharing of information between all disciplines providing care and services in all settings, whether the care and services are provided directly or under arrangement. (Not Ranked in FY 2019)

Top 10 Violations Cited During Inspections for FY 2020: Hospice Agencies

- Self-Reported Incidents of Abuse, Neglect and Exploitation Level B: 26
 TAC §558.249(c) The agency failed to immediately report within 24 hours, knowledge of an alleged act of abuse, neglect or exploitation of a client by an agency employee, contractor or volunteer, to the Texas Department of Family and Protective Services and to HHSC. (Ranked No. 2 in FY 2019)
- 2. **Hospice Plan of Care Level B: 26 TAC §558.821(c)** The agency failed to provide care and services according to the Interdisciplinary Team's written plan of care. (Ranked No. 1 in FY 2019)

- 3. Verifying Employability/Use of Unlicensed Persons Level B: 26 TAC §558.247(a)(3) - The agency employed an unlicensed person with face-to-face client contact before it searched the nurse aide and employee misconduct registries or employed an unlicensed person who was listed in either registry as unemployable. (Not Ranked in FY 2019)
- 4. **Agency Investigations Level B: 26 TAC §558.250(b)(3)** The agency failed to send its investigation report form no later than 10 days after reporting abuse, neglect, or exploitation of a client by an agency employee, contractor, or volunteer to the Department of Family and Protective Services and HHSC. (Tied for No. 6 in FY 2019)
- 5. **[TIE]** Review of Hospice Plan of Care Level B: 26 TAC §558.822(b) The agency's IDT failed to document the outcomes and goals in the plan of care. (Not Ranked in FY 2019)
- 5. **[TIE]** Receipt of Physician Orders Level A: 26 TAC §558.297 The agency failed to enforce a written policy describing the procedures that its staff must follow when receiving physician orders. (Not Ranked in FY 2019)
- 6. [TIE] Verif Employability/Use Unlic Pers Level B: 26 TAC §558.247(a)(1) The agency failed to comply with requirements to conduct a criminal history check on an unlicensed applicant for employment or an unlicensed employee with duties involving face-to-face contact with a client. (Not Ranked in FY 2019)
- [TIE] Client Records Level A: 26 TAC §558.301(a) The agency failed to establish and maintain a client record system needed for the proper documentation of client care and services and to facilitate the retrieval of information. (Not Ranked in FY 2019)
- [TIE] Hospice Comprehensive Assessment Level B: 26 TAC §558.811(a)(1)-(4) - The agency failed to conduct and document the comprehensive assessment. (Not Ranked in FY 2019)
- 7. [TIE] Management Responsibility: Administrator Level B: 26 TAC §558.243(b)(1)(D) The administrator failed to supervise to ensure implementation of agency policy and procedures. (Ranked No. 3 in FY 2019)

Top 10 Deficiencies Cited During Inspections for FY 2020: Intermediate Care Facilities for Individuals with an Intellectual Disability or Related Conditions - Health

- 1. **Governing Body: 42 CFR 483.410(a)(1), TAG 0104** The governing body failed to provide operating direction over the facility's policies, procedures, and budget. (Ranked No. 2 in FY 2019)
- Infection Control, 42 CFR 483.470(I)(1), TAG 0454 The facility failed to provide a sanitary environment to avoid sources and transmissions of infections. (Not Ranked in FY 2019)
- 3. **[TIE] Qualified Intellectual Disability Professional: 42 CFR 483.430(a), TAG 0159** The Qualified Intellectual Disability Professional failed to coordinate and monitor individuals' program plans. (Ranked No. 1 in FY 2019)
- 3. **[TIE] Nursing Services: 42 CFR 483.460(c), TAG 0331** The facility failed to provide nursing services in accordance with individuals' needs. (Ranked No. 3 in FY 2019)
- 4. **Evacuation Drills: 42 CFR 483.470(i)(1), TAG 0440** The facility failed to hold fire drills under varied conditions, at least quarterly for each shift of personnel. (Ranked No. 6 in FY 2019)
- 5. **Physician Services: 42 CFR 483.460(a)(3), TAG 0322** The facility failed to provide preventive and general health care services. (Ranked No. 8 in FY 2019)
- 6. **Program Monitoring and Change: 42 CFR 483.440(f)(3)(ii), TAG 0263** The specially constituted committee failed to obtain individuals' or guardians' written informed consent for individual program plans that include restrictive practices. (Ranked No. 10 in FY 2019)
- 7. **Space and Equipment: 42 CFR 483.470(g)(2), TAG 0436** The facility must furnish, maintain in good repair, and teach clients to use and to make informed choices about the use of dentures, eyeglasses, hearing and other communications aids, braces, and other devices identified by the interdisciplinary team as needed by the client. (Ranked No. 5 in FY 2019)
- 8. **Drug Administration: 42 CFR 483.460(k)(2), TAG 0369** The facility failed to ensure there were no medication errors. (Ranked No. 7 in FY 2019)
- 9. **Program Monitoring and Change: 42 CFR 483.440(f)(3)(i), TAG 0262** The specially constituted committee failed to review, approve, and monitor individual

program plans that include restrictive practices involving risks to client protections and rights. (Ranked No. 9 in FY 2019)

Top 10 Deficiencies Cited During Inspections for FY 2020: Intermediate Care Facilities for Individuals with an Intellectual Disability or Related Conditions - Life Safety Code

- 1. Sprinkler System Maintenance and Testing: National Fire Protection Association (NFPA) 101, TAG S353 The facility failed to comply with requirements for testing, maintaining, and inspecting a sprinkler system. (Ranked No. 1 in FY 2019)
- 2. **Fire Alarm System Testing and Maintenance: NFPA 101, TAG S345** The facility failed to comply with requirements related to the testing and maintenance of a fire alarm system or for retaining records related to the fire alarm system. (Ranked No. 2 in FY 2019)
- 3. **Utilities Gas and Electric: NFPA 101, TAG S511** The facility failed to comply with requirements for gas equipment, gas piping, or electrical wiring. (Ranked No. 3 in FY 2019)
- 4. Corridor Doors: National Fire Protection Association 101, TAG S363 The facility failed to comply with requirements related to corridor doors. (Ranked No. 4 in FY 2019)
- 5. **Sprinkler System Installation: NFPA 101, TAG S359** All Impractical Evacuation Capability facilities shall be protected throughout by an approved, supervised automatic sprinkler system in accordance with 33.2.3.5.3. (Ranked in No. 10 FY 2019)
- 6. **Means of Egress General: NFPA 101, TAG S211** The facility failed to comply with the requirements for a designated means of escape, which will be continuously maintained clear of obstructions and impediments to full instant use in the case of fire or emergency. (Tied for No. 7 in FY 2019)
- 7. **Evacuation and Relocation Plan: NFPA 101, TAG S711** The facility failed to comply with emergency evacuation and relocation plan requirements, including maintaining a written emergency plan, training staff and residents on the plan, or ensuring appropriate parties have access to the plan. (Tied for No.7 in FY 2019)

- 8. **Fire Drills: NFPA 101, TAG S712** The facility failed to comply with requirements for conducting fire drills or ensuring staff are familiar with the procedures. (Ranked No. 9 in FY 2019)
- 9. Smoking Regulations: NFPA 101, TAG S741 The facility failed to comply with requirements for smoking regulations, including adopting a plan to address where smoking is permitted, or failed to provide noncombustible safety type ashtrays or receptacles in convenient locations. (Ranked No. 6 in FY 2019)
- 10. **Egress Doors: NFPA 101, TAG S222** The facility failed to comply with requirements for egress doors including latches or locks (Ranked No. 5 in FY 2019)

Top 10 Deficiencies Cited During Inspections for FY 2020: Nursing Facilities - Health

- Infection Prevention and Control: 42 CFR 483.80(a)(1)(2)(4)(e)(f), TAG 0880 The facility failed to comply with requirements related to an infection prevention and control program. (Also ranked No. 1 in FY 2019.)
- Food Procurement, Store/Prepare/Serve Sanitary: 42 CFR 483.60(i)(1)(2), TAG 0812 - The facility failed to comply with certain requirements related to food sources, storage, and safe handling. (Ranked No. 2 in FY 2019.)
- 3. **Develop/Implement Comprehensive Care Plan: 42 CFR 483.21(b)(1), TAG 0656** The facility failed to comply with certain requirements related to the development and implementation of a person-centered care plan. (Ranked No. 3 in FY 2019.)
- 4. Free of Accident Hazards/Supervision/Devices: 42 CFR 483.25(d)(1)(2), TAG 0689 The facility failed to comply with accident prevention requirements. (Ranked No. 4 in FY 2019.)
- 5. Reporting of Alleged Violations: 42 CFR 483.12(c)(1)(4), TAG 0609 Ensure that all alleged violations involving abuse, neglect, exploitation, or mistreatment, including injuries of unknown source and misappropriation of resident property, are reported immediately, but not later than 2 hours after the allegation is made, if the events that cause the allegation involve abuse or result in serious bodily injury, or not later than 24 hours if the events that cause the allegation do not involve abuse and do not result in serious bodily injury, to the administrator of the facility and to other officials (including to the State Survey

- Agency and adult protective services where state law provides for jurisdiction in long-term. (Ranked No. 9 in FY 2019.)
- 6. Resident Records Identifiable Information: 42 CFR 483.20(f)(5); 483.70(i)(1)-(5), TAG 0842 The facility failed to comply with resident-identifiable information and medical records requirements. (Ranked No. 7 in FY 2019.)
- 7. Pharmacy Services/Procedures/Pharmacist/Records: 42 CFR 483.45(a)(b)(1)-(3), TAG 0755 The facility failed to comply with requirements related to the provision of pharmaceutical services. (Tied for No. 5 in FY 2019.)
- 8. Label/Store Drugs and Biologicals: 42 CFR 483.45(g)(h)(1)(2), TAG 0761 Drugs and biologicals used in the facility must be labeled in accordance with currently accepted professional principles, and include the appropriate accessory and cautionary instructions, and the expiration date when applicable. (Tied for No. 5 in FY 2019.)
- Develop/Implement Abuse/Neglect Policies: 42 CFR 483.12(b)(1)-(3), TAG 0607 - The facility failed to comply with requirements related to the development and implementation of written policies and procedures on abuse, neglect, and exploitation of residents and misappropriation of resident property. (Ranked No. 10 in FY 2019.)
- 10. Quality of Care: 42 CFR 483.25, TAG 0684 Quality of care is a fundamental principle that applies to all treatment and care provided to facility residents. Based on the comprehensive assessment of a resident, the facility must ensure that residents receive treatment and care in accordance with professional standards of practice, the comprehensive person-centered care plan, and the residents' choices. (Ranked No. 8 in FY 2019.)

Top 10 Deficiencies Cited During Inspections for FY 2020: Nursing Facilities - Life Safety Code

- Heating Ventilation and Air Conditioning: National Fire Protection
 Association (NFPA) 101, TAG 0521 The facility failed to comply with Life
 Safety Code requirements for heating, ventilation, and air conditioning systems.
 (Ranked No. 1 in FY 2019)
- 2. **Sprinkler System Maintenance and Testing: NFPA 101, TAG 0353** The facility failed to comply with requirements for testing, maintaining, and inspecting a

- sprinkler system or for retaining records related to the sprinkler system. (Ranked No. 2 in FY 2019)
- 3. Subdivision of Building Spaces Smoke Barrier Construction: NFPA 101, TAG 0372 The facility failed to construct smoke barriers in accordance to certain Life Safety Code requirements or with the required resistance ratings. (Ranked No. 4 in FY 2019)
- 4. **Means of Egress General: NFPA 101, TAG 0211** The facility failed to comply with requirements for egress, including aisles, passageways, corridors, exit discharges, or exit locations. (Ranked No. 3 in FY 2019)
- 5. **Hazardous Areas Enclosure: NFPA 101, TAG 0321** The facility failed to comply with requirements related to the protection of hazardous areas. (Ranked No. 6 in FY 2019)
- 6. **Utilities Gas and Electric: NFPA 101, TAG 0511** The facility failed to comply with the National Fuel Gas Code or the National Electric Code related to equipment using gas or related gas piping. (Ranked No. 9 in FY 2019)
- 7. Electrical Systems Essential Electrical System Maintenance and Testing: NFPA 101, TAG 0918 The facility failed to test and maintain the generator or alternate power source as required by the Health Care Facilities Code. (Ranked No. 5 in FY 2019)
- 8. **Corridor Doors: NFPA 101, TAG 0363** The facility failed to comply with requirements related to corridor doors, including door construction and fire rating, means for keeping doors closed, clearance beneath doors, impediments to closure of doors, use of roller latches, or construction and labeling of door frames. (Ranked No. 7 in FY 2019)
- 9. **Cooking Facilities: NFPA 101, TAG 0324** The facility failed to comply with requirements related to cooking facilities or cooking equipment. (Ranked No. 8 in FY 2019)
- 10. Fire Alarm System Testing and Maintenance: NFPA 101, TAG 0345 A fire alarm system is tested and maintained in accordance with an approved program complying with the requirements of NFPA 70, National Electric Code, and NFPA 72, National Fire Alarm and Signaling Code. Records of system acceptance, maintenance and testing are readily available. (Ranked No. 10 in FY 2019)

Principles

Top 10 Principles Cited During Reviews for FY 2020: Home and Community-based Services

- 1. **Staff Training on Individual Needs: 40 TAC §9.177(d)(1)(A)** The program provider failed to conduct initial and periodic training that ensured staff members and service providers were qualified to deliver services as required by the current needs and characteristics of the individuals to whom they delivered services, including the use of restraint. (Ranked No. 2 in FY 2019)
- 2. **Critical Incident in Data System: 40 TAC §9.178(y)** The program provider failed to enter critical incident data in the HHSC data system no later than 30 calendar days after the last day of the month being reported. (Ranked No. 1 in FY 2019)
- 3. Nursing-Comprehensive Assessments: 40 TAC §9.174(a)(31)(J)(ii) The program provider failed to ensure the RN performed comprehensive assessments of individuals. (Ranked No. 5 in FY 2019)
- 4. **Nursing-Monitoring Medications: 40 TAC §9.174(a)(31)(B)** The program provider failed to ensure monitoring of medications. (Ranked No. 3 in FY 2019)
- 5. Access to Records: 40 TAC §9.178(g) The program provider failed to make available all records, reports, and other information related to the delivery of HCS Program services and Community First Choice services as requested by HHSC, other authorized agencies, or the Centers for Medicare and Medicaid Services (CMS) and deliver such items, as requested, to a specified location. (Ranked No. 6 in FY 2019)
- 6. **Background Checks: 40 TAC §9.177(n)** The program provider failed to complete the required background checks for employees. (Ranked No. 9 in FY 2019)
- 7. **Provide Services without Delay: 40 TAC §9.174(a)(3)** The program provider failed to provide or obtain as needed and without delay all program services. (Ranked No. 4 in FY 2019)
- 8. **Nursing–Monitor Health Data: 40 TAC §9.174(a)(31)(C)** The program provider failed to ensure monitoring of individuals' health information and that unlicensed staff only performed nursing tasks identified in the individual's nursing assessment. (Ranked No. 8 in FY 2019)

- 9. **ANE Training: 40 TAC §9.177(d)(1)(b)** The program provider failed to ensure staff were trained, initially and periodically, on acts that constitute ANE, signs, and symptoms of ANE. (Not ranked in FY 2019)
- 10. Fee Collection and Prohibition: 40 TAC §9.178(m)(2) The program provider failed to collect a monthly amount for board from an individual who lives in a threeperson or four-person residence, barring provisions prohibiting the act in subsequent sections. (Not ranked in FY 2019)

Top 10 Principles Cited During Reviews for FY 2020: Texas Home Living

- 1. **Report Critical Incident Data: 40 TAC §9.580(r)** The program provider failed to enter critical incident data in the HHSC data system no later than 30 calendar days after the last calendar day of the month being reported. (Ranked No. 1 in FY 2019)
- 2. **TxHmL Services Provided: 40 TAC §9.578(d)(1)** The program provider failed to provide Texas Home Living Program Services in accordance with an individual's Person Directed Plan, Individual Plan of Care, Transportation Plan, and Appendix C of the Texas Home Living Program Waiver Application. (Ranked No. 5 in FY 2019)
- 3. **Staff Knowledge/Report Abuse/Neglect: 40 TAC §9.579(d)(1)(B)** The program provider failed to obtain the signature of a third-party witness acknowledging that the provider obligations had been shared with the individual or Legally Authorized Representative. (Ranked No. 3 in FY 2019)
- 4. Staff Training: 40 TAC §9.579(d)(1)(A) The program provider failed to conduct initial and periodic training that ensured staff members and service providers are trained and qualified to deliver services as required by the current needs and characteristics of the individual to whom they deliver services. (Ranked No. 2 in FY 2019)
- 5. **Background Checks: 40 TAC §9.579(r)** The program provider failed to complete the required background checks for employees. (Ranked No. 4 in FY 2019)
- 6. **PDP Implementation: 40 TAC §9.580(a)(12)** The program provider failed to regularly inform the individual or LAR about the individual's or program provider's progress or lack of progress made in the implementation of the PDP. (Not ranked in FY 2019)

- 7. **Data Entry: 40 TAC §9.580(n)** The program provider failed to enter critical incident data in the HHSC data system no later than the last calendar day of the month that follows the month being reported in accordance with the TxHmL Provider User Guide. (Not ranked in FY 2019)
- 8. **Develop Implementation Plan: 40 TAC §9.578(c)(2)(A)** The program provider failed to develop an implementation plan in conjunction with the individual and the individual's family or LAR. (Not ranked in FY 2019)
- 9. Document Identified Outcomes: 40 TAC §9.578(f) The program provider failed to ensure that an individual's progress or lack of progress toward achieving the individual's identified outcomes is documented in observable, measurable terms that directly relate to the specific outcome addressed, and that such documentation is available for review by the service coordinator. (Not ranked in FY 2019)
- 10. No Nursing on Plan of Care: 40 TAC §9.578(q)(1) The program provider failed to determine that an individual did not require a nursing assessment when nursing services were not on the individual's plan of care and the program provider determined that no nursing task would be performed by unlicensed service providers. (Ranked No. 8 in FY 2019).

Informal Dispute Resolutions for Fiscal Year 2020

		Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Total	Monthly Average
	# Cases Received	19	13	20	23	13	15	16	8	10	15	11	23	186	15.5
	# Cases Withdrawn/Denied	3	2	4	3	1	3	0	0	0	3	1	5	25	2.1
	# Cases Reviewed	8	19	16	22	18	14	11	12	10	7	18	15	170	14.2
	% Completed Timely	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	# Cases Amended	3	6	9	12	6	8	7	4	3	3	11	7	79	6.6
	% Cases Amended	38%	32%	56%	55%	33%	57%	64%	33%	30%	43%	61%	47%	N/A	46%
Nursing	# Cases Amended/Rejected post IDR***	0	1	1	0	1	1	2	0	0	0	0	0	6	0.5
Facilities	# Citations Reviewed	34	87	55	100	56	34	51	40	34	20	71	39	621	51.8
	# Citations Deleted	6	10	18	22	16	9	20	6	4	2	9	9	131	10.9
	# Citations Partially Deleted	6	8	0	2	0	6	9	3	0	4	8	8	54	4.5
	# Severity/Scope Changed*	0	0	6	17	0	0	0	5	2	2	9	2	43	3.6
	# Citations Moved**	2	0	0	0	0	1	0	0	0	0	1	0	4	0.3
	# Citations Unchanged	20	69	31	59	40	18	22	26	28	12	44	20	389	32.4
	% Citations Amended	41%	21%	44%	41%	29%	47%	57%	35%	18%	40%	38%	49%	N/A	38%
	# Cases Received	7	8	4	1	2	1	4	4	2	5	6	11	55	4.6
	# Cases Withdrawn/Denied	1	2	0	1	1	0	1	1	0	0	4	1	12	1.0
	# Cases Reviewed	5	4	7	2	1	2	2	4	3	4	5	5	44	3.7
	% Completed Timely	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	# Cases Amended	3	1	1	1	1	1	2	0	0	1	0	1	12	1.0
Assisted	% Cases Amended	60%	25%	14%	50%	100%	50%	100%	0%	0%	25%	0%	8%	N/A	36%
Living	# Cases Amended/Rejected post IDR***	0	0	0	0	0	0	0	0	0	0	0	0	0	0.0
Facilities	# Citations Reviewed	6	10	20	17	1	3	8	7	4	10	6	8	100	8.3
(ALFs)	# Citations Deleted	3	2	0	2	1	1	2	0	0	1	0	1	13	1.1
	# Citations Partially Deleted	0	0	0	1	0	0	0	0	0	0	0	0	1	0.1
	# Severity/Scope Changed*	0	0	1	0	0	0	0	0	0	0	0	1	2	0.2
	# Citations Moved**	0	0	0	0	0	0	0	0	0	0	0	0	0	0.0
	# Citations Unchanged	3	8	19	14	0	2	6	7	4	9	6	6	84	7.0
	% Citations Amended	50%	20%	5%	18%	100%	33%	25%	0%	0%	10%	0%	25%	N/A	24%

		Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Total	Monthly Average
Intermediate Care Facilities (ICFs)	# Cases Received	1	1	1	1	1	2	1	1	1	2	1	3	16	1.3
	# Cases Withdrawn/Denied	1	0	0	0	0	0	0	0	0	0	0	0	1	0.1
	# Cases Reviewed	1	1	1	0	1	2	2	1	1	1	2	3	16	1.3
	% Completed Timely	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	# Cases Amended	1	0	1	0	1	1	1	0	1	0	1	2	9	0.8
	% Cases Amended	100%	0%	100%	0%	100%	50%	50%	0%	100%	0%	50%	67%	N/A	51%
	# Cases Amended/Rejected post IDR***	0	0	0	0	0	0	0	0	0	0	0	0	0	0.0
	# Citations Reviewed	6	3	2	0	3	4	12	1	4	4	11	12	62	5.2
	# Citations Deleted	2	0	2	0	2	1	0	0	2	0	0	7	16	1.3
	# Citations Partially Deleted	0	0	0	0	0	0	0	0	0	0	7	0	7	0.6
	# Severity/Scope Changed*	0	0	0	0	0	0	0	0	0	0	0	3	3	0.3
	# Citations Moved**	1	0	0	0	0	0	1	0	0	0	0	0	2	0.2
	# Citations Unchanged	3	3	0	0	1	3	11	1	2	4	4	2	34	2.8
	% Citations Amended	50%	0%	100%	0%	67%	25%	8%	0%	50%	0%	64%	83%	N/A	37%
	# Cases Received	27	22	25	25	16	18	21	13	13	22	18	37	257	21.4
	# Cases Withdrawn/Denied	5	4	4	4	2	3	1	1	0	3	5	6	38	3.2
	# Cases Reviewed	14	24	24	24	20	18	15	17	14	12	25	23	230	19.2
	% Completed Timely	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	# Cases Amended	7	7	11	13	8	10	10	4	4	4	12	10	100	8.3
	% Cases Amended	50%	29%	46%	54%	40%	56%	67%	24%	29%	33%	48%	43%	N/A	43%
Totals	# Cases Amended/Rejected post IDR***	0	1	1	0	1	1	2	0	0	0	0	0	6	0.5
1 otals	# Citations Reviewed	46	100	77	117	60	41	71	48	42	34	88	59	783	65.3
	# Citations Deleted	11	12	20	24	19	11	22	6	6	3	9	17	160	13.3
	# Citations Partially Deleted	6	8	0	3	0	6	9	3	0	4	15	8	62	5.2
	# Severity/Scope Changed*	0	0	7	17	0	0	0	5	2	2	9	6	48	4.0
	# Citations Moved**	3	0	0	0	0	1	1	0	0	0	1	0	6	0.5
	# Citations Unchanged	26	80	50	73	41	23	39	34	34	25	54	28	507	42.3
	% Citations Amended	43%	20%	35%	38%	32%	44%	45%	29%	19%	26%	39%	53%	N/A	35%

Notes:

- * This outcome represents tags that were only reduced in S/S. It does not include the number of tags with SQC/IJ findings that were deleted/partially deleted. Those are included in the #citations deleted and # citations partially deleted.
- ** This outcome represents tags that were moved from one regulatory requirement to another to reflect the appropriate citation.
- *** This outcome only includes cases/citations where regulatory disagreed with a recommended deletion or reduction in S/S. It does not include cases or citations where regulatory decided to delete citations recommended to be upheld in IDR.

Appendix J: Waiver Programs - Home and Communitybased Services (HCS) and Texas Home Living (TxHmL)

Home and Community-based Services and Texas Home Living Contracts

The tables in this appendix contain information relating to the HCS and TxHmL waiver programs, by category, for fiscal year (FY) 2020.

Vendor Hold

If LTCR determines that the program provider is not in compliance at the end of the follow-up review, it recommends a vendor hold be placed on payments due to the program provider. LTCR conducts a second on-site follow-up review between 30 and 45 calendar days after the effective date of the vendor hold.

Denial of Certification

If LTCR determines that the program provider is not in compliance at the end of the follow-up review to vendor hold, it recommends denial of certification of the program provider and recommends termination of its waiver program provider agreement.

LTCR can recommend denial of certification of a program provider's contract if there is a hazard to the health, safety, or welfare of individuals and the hazard is not eliminated before the end of any review or based on a program provider's serious or pervasive noncompliance with one or more of the certification principles.

Home and Community-based Services Vendor Holds

HHSC did not recommend vendor hold for any HCS in FY 2020.

Texas Home Living Vendor Holds

HHSC did not recommend vendor hold for any TxHmL in FY 2020.

Home and Community-based Services Denials of Certification

Waiver Contract Area	Waiver Contract City	Contract Number	Contract	Visit Exit Date
5	HOUSTON	1029207	Above and Beyond Home Care LLC	09/08/2019
5	HOUSTON	1007323	The Sean Ashley House	10/16/2019

2 Total Home and Community-based Services decertification.

Texas Home Living Denial of Certifications

HHSC did not recommend denial of certification for any TxHmL in FY 2020.

Home and Community-based Services and Texas Home Living Complaints

Waiver Program	Referred to Waiver Program	On-site Review Conducted
Home and Community-based Services	235	17
Texas Home Living	17	1
Total	252	18