

LEGISLATIVE BUDGET AND FINANCE COMMITTEE

A JOINT COMMITTEE OF THE PENNSYLVANIA GENERAL ASSEMBLY

Status of Legislative Budget and Finance Committee Recommendations FY 2020-21 to FY 2024-25

October 2026



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For the eleventh straight year, the National Legislative Program Evaluation Society (NLPES) awarded the Legislative Budget and Finance Committee a Certificate of Impact. NLPES presents the Certificate of Impact to legislative offices that produce evaluations or audit reports that result in documented public policy changes, program improvements, dollar savings, or other public impacts.

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SECTION I

OBJECTIVES, SCOPE, AND METHODOLOGY



Why we conducted this study...

Generally Accepted Government Auditing Standards require audit organizations to evaluate whether audited entities took appropriate corrective action on findings and recommendations from previous engagements.

Objectives

The purpose of this report is to provide the General Assembly with an update on the implementation status of recommendations previously issued by the Legislative Budget and Finance Committee (LBFC). By documenting actions taken, identifying open recommendations, and highlighting areas where additional action may be warranted, this report supports the General Assembly's ongoing oversight of state government and provides insight into the extent to which prior recommendations have been implemented.

Our objective for this project was to:

Evaluate the status of each recommendation made by the LBFC in reports from the past five fiscal years.

Scope

This review included all LBFC reports and recommendations released to the public in fiscal years 2020-21 to 2024-25. During this period, LBFC released 38 reports, 21 of which included recommendations. Within these 21 reports, LBFC made 121 recommendations.

Methodology

For this project, we make a note to more purposely define a recommendation. Throughout LBFC's history, we have developed findings, suggestions, and ideas in various ways, some more explicit than others. Though the LBFC may imply, suggest, or offer points for consideration, we define a recommendation to be the information that follows "We recommend..." or "We recommend that...", where "we" refers to the LBFC staff.

To assess the implementation status of recommendations, we contacted each agency that received recommendations in our reports. We asked the agencies to indicate whether they agreed with each recommendation

and whether the recommendation had been implemented. We also requested supporting documentation for each response.

Some executive branch agencies provided documentation supporting their implementation of recommendations, while others did not. When responses were incomplete or unclear, we conducted additional follow-up; however, in some cases, those efforts yielded little or no further information.

We considered recommendations closed when an executive agency provided sufficient and appropriate evidence that it had been implemented, or when we could independently verify implementation. All other recommendations remain open, including those with which an agency disagrees.

For recommendations directed to the General Assembly, we reviewed legislative actions to determine whether the recommendations were addressed.

Acknowledgments

We thank each agency for its cooperation.

Important Note

This report was developed by the Legislative Budget and Finance Committee staff, including Project Specialist Anne Witkonis and analysts Mitch Macek and Amy Hockenberry. The release of this report should not be construed as an indication that the LBFC as a whole or its individual members necessarily concur with the report's findings, conclusions, or recommendations.

Any questions or comments regarding the contents of this report should be directed to:

Christopher R. Latta, MBA
Executive Director
Legislative Budget and Finance Committee
PO Box 8737
Harrisburg, Pennsylvania 17105-8737
717-783-1600
email: lbfcinfo@palbfc.gov

SECTION II REPORTS FROM FY 2020-21



Fast Facts...

- ❖ *In FY 2020-21, the LBFC released seven reports.*
- ❖ *Of the seven reports, two contained recommendations.*
- ❖ *LBFC made two recommendations in FY 2020-21.*

In fiscal year 2020-21, the LBFC made two recommendations to two executive agencies within the following reports, listed chronologically:

- A. *An Evaluation of Department of Health Grants Funded Through the Governor Robert P. Casey Memorial Organ and Tissue Donation Awareness Trust Fund*
- B. *Pennsylvania Game Commission Compliance with Its Strategic Plan*

Of the two recommendations, one remains open, and one has been closed.

For additional information on any LBFC report, please refer to the LBFC website at <https://www.palbfc.gov/Reports.cfm>.

A. An Evaluation of Department of Health Grants Funded Through the Governor Robert P. Casey Memorial Organ and Tissue Donation Awareness Trust Fund

Act 90 of 2018 directed the LBFC to conduct a study and performance evaluation of expenditures that utilized grants from the Department of Health relating to the Governor Robert P. Casey Memorial Organ and Tissue Donation Awareness Trust Fund. Our study primarily covered the period July 1, 2013, through June 30, 2018. The LBFC released this report on February 2, 2021.

Exhibit 1

LBFC Recommendations and Agency Response and Actions

Department of Health		1 Recommendation
LBFC Recommendation	The Pennsylvania Department of Health should alter future grant agreements to better align with the Trust Fund's goals, needs, and resources.	
Agency Response and Actions	The Department of Health agreed with this recommendation and implemented it in a modified manner.	
	The agency reported taking steps to address this recommendation. However, LBFC has not yet received sufficient evidence to determine whether the actions fully address the recommendation.	
Status	Open	

B. PA Game Commission Compliance with Its Strategic Plan

A 1998 amendment to the Game and Wildlife Code required the LBFC to conduct a performance audit every three years of the Pennsylvania Game Commission's (PGC's) compliance with its strategic plan for agency operations. The LBFC released this report on May 12, 2021.

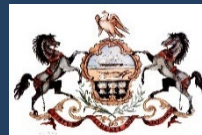
Exhibit 2

LBFC Recommendations and Agency Response and Actions

Pennsylvania Game Commission		1 Recommendation
LBFC Recommendation	We recommend that the PGC's next strategic plan reduce the number of core goals, allowing the commission to focus more intently on the following: 1. Recruiting significantly more new hunters and bringing lapsed hunters back to the sport, and 2. Diversifying the Commission's revenues to rely less on the sale of natural resources, given the instability of that source of revenue.	
Agency Response and Actions	In 2023, the PGC adopted a comprehensive 2023-2026 R3 (recruitment, retention, and reactivation) Strategic Plan, which established measurable goals, objectives, and performance measures focused on increasing participation in hunting, trapping, and shooting sports while expanding organizational capacity to deliver recruitment, retention, and reactivation programs. To support the implementation of this plan, the commission established the Bureau of Marketing and Strategic Communications to increase public awareness of the agency's mission, promote hunting and trapping, and integrate R3 messaging throughout agency communications and outreach. The commission stated that it has also made progress toward diversifying revenue sources and strengthening long-term financial sustainability through strategic management of natural resource assets. These efforts will continue to evolve as part of the Commission's ongoing strategic planning process. For example, in FY 2020-21, interest income accounted for 4 percent of PGC's revenue, rising to 20 percent in FY 2024-25.	
Status	Closed	

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SECTION III REPORTS FROM FY 2021-22



Fast Facts...

- ❖ In FY 2021-22, the LBFC released seven reports.
- ❖ Of the seven reports, four contained recommendations.
- ❖ The LBFC made 13 recommendations in FY 2021-22.

In fiscal year 2021-22, the LBFC made 13 recommendations to executive agencies and the General Assembly within the following reports, listed chronologically:

- A Report in Response to HR 1087 of 2020 COVID-19 Death Reporting
- A Study in Response to Act 2020-93: A Review of the Emergency Medical Services Operating Fund
- A Performance Audit of the PA Fish and Boat Commission
- A Report on the Limitations on Liability Under Pennsylvania's Sovereign and Governmental Immunity Laws

Of the 13 recommendations, nine remain open, three were closed, and one is no longer applicable.

For additional information on any LBFC report, please refer to the LBFC website at <https://www.palbfc.gov/Reports.cfm>.

A. A Report in Response to HR 1087 of 2020 COVID-19 Death Reporting

House Resolution 1087 directed the LBFC to issue a report on COVID-19 data collected by the Department of Health (DOH) for the period from March 6, 2020, to March 6, 2021. The LBFC released this report on November 10, 2021.

Exhibit 3

LBFC Recommendations and Agency Response and Actions

Department of Health	2 Recommendations
LBFC Recommendation #1	DOH needs to improve its data collection and presentation on its website. COVID-19 data on DOH's website, while plentiful, needs better descriptions of its source and where and why it may conflict with other presented data sources. Some states, like Oregon, Wisconsin, and Alaska, to name three specific examples, provide detailed descriptions of where death data is collected, how the collection process works, and why fluctuations may be apparent. Wisconsin includes YouTube videos with relevant state experts explaining the details of its data collection and reporting procedures. DOH needs to improve upon its data definitions and, in clear terms, explain the significance of the data to end-users.

	Further, and most importantly, DOH needs to resolve the inconsistent reporting that is apparent in long-term care facility data.
Agency Response and Actions	The agency reported taking steps to address this recommendation. However, LBFC has not yet received sufficient evidence to determine whether the actions fully address the recommendation.
Status	Open
LBFC Recommendation #2	DOH should monitor the accuracy in cause of death reporting through, in part, the creation of a task force of stakeholders to address ongoing issues. Cause-of-death (COD) reporting was an issue area prior to the pandemic. Since the pandemic, the need for accurate COD reporting has been emphasized. DOH should form and lead a task force of stakeholders, which at a minimum would include representatives of coroners, physicians, funeral directors, and medical schools. The task force should work to identify a plan to address issues, including, but not limited to, the following: a. Communication barriers between parties involved in preparing death records. b. Information technology solutions and best practices. c. Curriculum enhancements for medical professionals on death reporting/cause of death reporting. d. Need for continued education and training opportunities for medical certifiers and others on death reporting. e. Development of a "data quality" team to semi-annually monitor the suitability of cause of death reporting in Pennsylvania.
Agency Response and Actions	The agency reported taking steps to address this recommendation. However, LBFC has not yet received sufficient evidence to determine whether the actions fully address the recommendation.
Status	Open
General Assembly	1 Recommendation
LBFC Recommendation	The General Assembly should consider amending the Vital Statistics Law to expressly grant access to the records to legislative agencies. To avoid any future confusion, the General Assembly should consider amending the Vital Statistics Law to expressly grant legislative service agencies access to all vital record information as needed to conduct authorized research and studies.
Agency Response and Actions	Senate Bill 1136 of 2021 would have amended the Vital Statistics Law to explicitly allow legislative service agencies to request information or data from vital statistics records; however, this legislation did not pass. LBFC continues to monitor the General Assembly's actions in response to this recommendation.
Status	Open

B. A Study in Response to Act 2020-93: A Review of the Emergency Medical Services Operating Fund

Act 93 of 2020 directed the LBFC to review court records to ensure that revenues for the Emergency Medical Services Operating Fund (EMSOF) were properly collected and deposited. The LBFC released this report on April 12, 2022.

Exhibit 4

LBFC Recommendations and Agency Response and Actions

The Administrative Office of Pennsylvania Courts		1 Recommendation
LBFC Recommendation	The Administrative Office of Pennsylvania Courts (AOPC) should continue its efforts to ensure that judges and court staff are given training on the applicable costs and purposes of the costs associated with traffic violations and Accelerated Rehabilitative Disposition Driving Under the Influence (ARD DUIs) that are directed to the EMSOF. This can be accomplished through AOPC's monthly notifications to counties and through its continued cooperation with the Pennsylvania State Association of Prothonotaries and Clerks of Courts.	
Agency Response and Actions	AOPC agrees with the recommendation and has implemented it. 1. AOPC sent notification to all users of its Magisterial District Judge System and its Common Pleas Criminal Case Management System with information regarding the EMSOF. These notifications were sent as bulletins on November 3, 2025, and AOPC plans to issue annual reminders. 2. The Minor Judiciary Education Board, which plans annual magisterial district judge (MDJ) training, will include EMSOF. The board administrator also posted the above-mentioned bulletin on the mobile app available to MDJs. 3. EMSOF will be addressed at the Summer Conference of the Statewide Association of Clerks of Courts and Prothonotaries scheduled for the third week in June 2026, and annually thereafter.	
Status	Closed	

C. A Performance Audit of the PA Fish and Boat Commission

Act 59 of 2004 required the LBFC to conduct reviews of the Pennsylvania Fish and Boat Commission (PFBC) every three years. This report covered the period July 1, 2019, through June 30, 2021, with some areas extended through 2022. This report was our sixth review under this mandate. The LBFC released this report on May 25, 2022.

Exhibit 5

LBFC Recommendations and Agency Response and Actions

PA Fish and Boat Commission		2 Recommendations
LBFC Recommendation #1	The PFBC should complete a full audit of the verification leave incentive to ensure all employees complied with the Office of Administration's requirements for obtaining verification leave procedures. DOH needs to improve upon its data definitions and in clear terms explain the significance of the data to end-users.	
Agency Response and Actions	The verification leave incentive offered eligible employees five days of paid leave for being fully vaccinated against COVID-19. The five days of Verification Leave could be used from December 20, 2021, to March 31, 2022. If the leave was not used during this period, it was paid out to the employee. The Governor's Office of Administration established this incentive to encourage vaccination; however, the recommendation is no longer relevant, as verification leave is no longer available. To be consistent and fair to its employees, the PFBC followed the Governor's Office of Administration's guidance on this program, as well as its other processes and policies, management and accounting systems, and internal control processes for administering employee pay and benefits. The PFBC stated that it is unaware of any efforts by the Governor's Office of Administration to audit the verification leave incentive program.	
Status	No longer applicable	
LBFC Recommendation #2	PFBC commissioners should consider whether to proceed with any further incentives from the Office of Administration that will involve unexpected costs to the Fish Fund and Boat Fund.	
Agency Response and Actions	The PFBC continues to work with the Governor's Office of Administration on employee pay and benefits and follows the Office of Administration's guidelines, policies, and management directives regarding leave incentives, including the verification leave incentive program established in 2021.	
Status	Closed	
Office of the Governor and Department of General Services		1 Recommendation
LBFC Recommendation	The Governor's Office and the Department of General Services should expedite the completion of the projects for the hatcheries, as well as other projects related to dams, lakes, and other access points.	

Agency Response and Actions	- Office of the Governor Response and Actions: After further inquiry, the Governor's Office provided no additional information regarding the implementation of this recommendation, and the LBFC has not yet received evidence to determine whether it has been addressed. Therefore, this recommendation remains open. - DGS Response and Actions: DGS stated that it cannot expedite or determine the priority of an agency's capital projects. DGS Capital Programs implements contracts, design, and construction as determined by agencies and funded through the capital itemization budget.
Status	Open
General Assembly	3 Recommendation
LBFC Recommendation #1	The General Assembly should direct the LBFC to further study the feasibility of merging the Fish Fund and the Boat Fund into one special fund. As part of this analysis, the LBFC should factor all relevant cost savings, not just to the PFBC, but to other state governmental agencies, e.g., the Department of Revenue and the State Treasury. Additionally, opinions of such a consolidation should be obtained from relevant boating and angling stakeholders.
Agency Response and Actions	LBFC continues to monitor the General Assembly's actions in response to this recommendation.
Status	Open
LBFC Recommendation #2	The results of the above analysis should be reported to the House and Senate Game and Fisheries Committees for their collective consideration and possible action.
Agency Response and Actions	LBFC continues to monitor the General Assembly's actions in response to this recommendation.
Status	Open
LBFC Recommendation #3	To ensure that the PFBC's hatcheries continue to support the agency's mission, we recommend that the General Assembly consider passing the proposed projects listed for the PFBC within the capital budget act for FY 2021-22.
Agency Response and Actions	This recommendation was implemented with the passage of the Capital Budget Project Itemization Act of 2021-2022.
Status	Closed

D. A Report on the Limitations on Liability Under Pennsylvania's Sovereign and Governmental Immunity Laws

Senate Resolution 146 of 2021 directed the LBFC to conduct a study and prepare a report concerning the limitations on commonwealth and local government liability established in Acts 152 and 330 of 1978, respectively. The LBFC released this report on June 22, 2022.

Exhibit 6

LBFC Recommendations and Agency Response and Actions

General Assembly		3 Recommendation
LBFC Recommendation #1	The General Assembly should consider: • Developing new liability caps for economic damages to cover catastrophic claims. The caps should reflect the same purchasing power as the 1978 caps in today's dollars and should be adjusted for inflation going forward. • Maintaining the current caps for non-catastrophic claims. • Increasing the medical expenses threshold for non-economic damages by the same percentage increase as the increases for economic damages in catastrophic claims. • Reviewing other states' most recent changes to their sovereign immunity statutes and damage caps structures. • Requiring local government entities to report their insurance carrier for property and liability (insurance) coverage. We suggest using DCED's municipal statistics database, which currently captures statistics through a required e-filing form.	
Agency Response and Actions	Senate Bill 383 was introduced during the 2025-26 session and is currently in the Senate Judiciary Committee. LBFC continues to monitor the General Assembly's actions in response to this recommendation.	
Status	Open	
LBFC Recommendation #2	If the General Assembly raises the commonwealth's liability cap, it should consult with the Department of General Services' Bureau of Finance and Risk Management to determine the appropriate General Fund Restricted Receipt Appropriation level for the applicable scenario to best protect commonwealth agencies/entities.	
Agency Response and Actions	LBFC continues to monitor the General Assembly's actions in response to this recommendation.	
Status	Open	
LBFC Recommendation #3	The General Assembly should direct appropriate resources to the Department of Community and Economic Development (DCED) to establish and maintain a statewide reporting system for claims made against local governments.	
Agency Response and Actions	LBFC continues to monitor the General Assembly's actions in response to this recommendation.	
Status	Open	

SECTION IV REPORTS FROM FY 2022-23



Fast Facts...

- ❖ *In FY 2022-23, the LBFC released eight reports.*
- ❖ *Of the eight reports, five contained recommendations.*
- ❖ *The LBFC made 26 recommendations to executive agencies and the General Assembly.*

In fiscal year 2022-23, the LBFC made 26 recommendations to executive agencies and the General Assembly within the following reports, listed chronologically:

- A. *A Study Pursuant to Senate Resolution 96: 911 Communication Services*
- B. *Report on the Establishment of the Northern Pennsylvania Regional College Conducted Pursuant to Act 2014-126 and Act 2016-86*
- C. *A Study Pursuant to House Resolution 68: Rural Dental Health*
- D. *Prescription Drug Pricing Under the Medical Assistance Managed Care Program*
- E. *A Study Pursuant to House Resolution 2021 - 149: Proposed Revisions to Biosolids Permits*

Of the 26 recommendations, 15 remain open and 11 were closed.

For additional information on any LBFC report, please refer to the LBFC website at <https://www.palbfc.gov/Reports.cfm>.

A. A Study Pursuant to Senate Resolution 96: 911 Communication Services

Senate Resolution 96 (SR 96), adopted by the Pennsylvania Senate on May 11, 2021, directed the LBFC to conduct a study of 911 communication services in the commonwealth. SR 96 tasked the LBFC to examine the administrative, operational, and financial performance of the 911 system at both the state and county levels, and to make recommendations on the reauthorization of the 911 communication service provisions under 35 Pa.C.S. Ch. 53. We reviewed county and state data for the period 2016 through 2020. The LBFC released this report on September 13, 2022.

Exhibit 7

LBFC Recommendations and Agency Response and Action

Pennsylvania Emergency Management Agency, 911 Advisory Board, and County Public Safety Answering Points		9 Recommendations
LBFC Recommendation #1	PEMA and the county PSAPs should continue to monitor the demand for telecommunicators, especially as telecommunicators leave the workforce. ¹	
Agency Response and Actions	PEMA implemented this recommendation. It recognizes that recruitment and retention of 911 telecommunicators remain critical issues for 911 services. PEMA and the county PSAPs understand that addressing this issue will be a continual effort using a variety of strategies across funding, technology, public recognition, and operations. Stakeholder engagement includes PEMA, county 911 professionals, elected officials, and other 911 system stakeholders. Per 35 Pa.C.S. § 5304 (a)(2), each county is required to maintain a 911 System Plan based on standards established by PEMA. PEMA has incorporated personnel information into the county 911 System Plan process, including requirements for organization charts, staffing complement, positions filled, and other details. PEMA launched the "I Am 911" outreach campaign to support county efforts to recruit and retain 911 personnel. Goals and objectives for the campaign include increasing awareness of the 911 industry, serving as a recruitment tool, and providing opportunities to recognize PSAP staff. PEMA coordinates with counties on the placement of advertisements in relation to county hiring cycles.	
Status	Closed	
LBFC Recommendation #2	PEMA should continue to be a leader in workforce development for PSAPs and should foster discussions on best practices in hiring and retaining telecommunicator staff	
Agency Response and Actions	PEMA implemented this recommendation. PEMA launched the "I Am 911" outreach campaign to support county efforts to recruit and retain 911 personnel. As part of this effort, PEMA has a website page dedicated to careers in 911 and emergency communications, including minimum education requirements, training, desired skill sets, and links to county employment resources. PEMA worked with the 911 Advisory Board and its Operations Subcommittee to foster discussions on best practices in recruitment and retention.	
Status	Closed	
LBFC Recommendation #3	PEMA should advise the PSAPs on the critical skills that will be required of new telecommunicator hires across the state. This guidance can be carried out primarily through establishing annual training and certification standards for PSAPs and telecommunicators. PSAPs should ensure that their job descriptions adhere to these standards.	

¹ Telecommunicators are 911 operators who answer 911 calls.

Agency Response and Actions	PEMA implemented this recommendation. PEMA works closely with the 911 Advisory Board and Operations Subcommittee to review and update Pennsylvania's minimum training, certification, and quality assurance and improvement standards for 911 service annually.
Status	Closed
LBFC Recommendation #4	PEMA and the counties should build upon the framework set by the Act and continue to incentivize cost-sharing opportunities, especially in the areas of personnel and equipment.
Agency Response and Actions	PEMA implemented this recommendation. PEMA, the 911 Advisory Board, and our county partners have managed statewide interconnectivity funding to address 911 center needs, invest in 911 system improvements, and incentivize efficiencies while maintaining the ability to fund the implementation and operation of Next Generation 911 (NG911) call delivery across Pennsylvania. Fifty-four PSAPs participate in a shared system to identify cost and operational efficiencies. PEMA's 911 Annual Reports provide details on Statewide Interconnectivity funding authorized by the Act.
Status	Closed
LBFC Recommendation #5	We recommend that PEMA, the 911 Advisory Board, and the counties continue to work towards the adoption of a new 911 Fund distribution formula, using statewide interconnectivity payments to counties as temporary offsets of revenue losses if necessary.
Agency Response and Actions	PEMA implemented this recommendation. A new distribution formula was implemented in 2024, and the Pennsylvania 911 Program 2024 Guidance handbook was updated to incorporate it.
Status	Closed
LBFC Recommendation #6	With the funding cycles that remain, we recommend that PEMA prioritize grants for consolidation feasibility studies among statewide interconnectivity awards.
Agency Response and Actions	PEMA implemented this recommendation and prioritizes consolidation feasibility studies among statewide interconnectivity awards. Appendix B of the Pennsylvania 911 Program 2025 Guidance provides Consolidation Funding Guidelines.
Status	Closed
LBFC Recommendation #7	PEMA should continue to develop and maintain training requirements that will maximize situational preparedness in NG911, while also remaining mindful of the staffing constraints experienced by many PSAPs across the commonwealth.
Agency Response and Actions	PEMA implemented this recommendation. PEMA works closely with the 911 Advisory Board and the Operations Subcommittee to review and update minimum training, certification, and quality assurance and improvement standards for 911 service annually.
Status	Closed
LBFC Recommendation #8	We recommend that PEMA and the 911 Advisory Board use their statutory roles as the curators of the 911 system and training requirements to further promote the dissemination of mental health and well-being best practices to the PSAPs, leading up to and following the transition to NG911, including the formation of a 911 personnel wellness subcommittee within the Advisory Board.
Agency Response and Actions	PEMA implemented this recommendation and worked with the 911 Advisory Board and Operations Subcommittee to develop the "Guide to Mental Health

	and Wellness Resources for 911 Personnel.” The document provides best practices, recommendations, and resources that focus on the mental health and wellness of 911 telecommunicators. Although we were unable to find this specific document, PEMA 911 Program Guidance (2026) lists mental health on its Eligible Factors List (a listing of costs that enhance, operate, or maintain a 911 system).
Status	Closed
LBFC Recommendation #9	County PSAPs should continue to explore options to leverage NG911 technology to address common issues in the 911 system, especially regarding staffing.
Agency Response and Actions	PEMA implemented this recommendation. PEMA continues to prioritize projects that leverage technology to share the workload among county PSAPs. According to the Pennsylvania 911 Program 2025 Guidance, PEMA has an NG911 Service Enhancement Roadmap Development Process that aims to establish a structured framework for managing planned enhancements to the NG911 system and to define roles, responsibilities, policies, and procedures for handling NG911 service enhancement requests.
Status	Closed
General Assembly 8 Recommendation	
LBFC Recommendation #1	Barring additional action from the Federal Communications Commission (FCC), we recommend the General Assembly consider exploring requiring service providers to block incoming autodialed calls to the commonwealth’s PSAPs.
Agency Response and Actions	LBFC continues to monitor the General Assembly’s actions in response to this recommendation.
Status	Open
LBFC Recommendation #2	We recommend that, in the next authorization of 35 Pa.C.S. Ch. 53, the General Assembly consider adding a requirement for PEMA to report on PSAP staffing and call processing metrics as part of its annual report, in order to better understand trends in telecommunicator staffing and workload.
Agency Response and Actions	Although this has not been accomplished through legislative action, the Pennsylvania 911 Program 2025 Guidance handbook requires PSAPs to submit annual reports that document staffing levels, call-processing performance, and compliance with published guidelines.
Status	Closed
LBFC Recommendation #3	The General Assembly should consider expanding the recognition of 911 personnel and their importance in the field of public safety, including amending the definition of an emergency responder in Act 87 of 2021 to include 911 personnel and including 911 personnel in any future legislation pertaining to first responders and related occupations.
Agency Response and Actions	LBFC continues to monitor the General Assembly’s actions in response to this recommendation.
Status	Open
LBFC Recommendation #4	In the next reauthorization of 35 Pa.C.S. Ch. 53, we recommend the General Assembly consider directing PEMA and the 911 Advisory Board to develop standardized data collection procedures for alarms, alert notifications, and other

	applicable Internet of Things (IoT) devices as part of the statewide Management Information System (MIS) solution, with the goal of analyzing the impact these devices have on telecommunicator workload, while also determining the viability for adjustment to the Voice over Internet Protocol (VoIP) surcharge base.
Agency Response and Actions	Although Act 147 of 2024 reauthorized and amended portions of Chapter 53 relating to NG911 and the statewide Emergency Services IP Network (ESInet) implementation, it does not contain language expressly mandating this specific IoT/MIS data collection framework or authorizing surcharge-based adjustments tied to IoT-generated workload. LBFC continues to monitor the General Assembly's actions in response to this recommendation.
Status	Open
LBFC Recommendation #5	In absence of action from the FCC, we recommend the General Assembly explore the establishment of a demarcation point between the commonwealth's 911 authorities and Originating Service Providers (OSPs) within the NG911 call delivery environment, including the delineation of costs that are expected from each, as part of the next reauthorization of 35 Pa.C.S. Ch. 53. In addition, such considerations could also take into account future technologies that may not require to be physically connected to other portions of the NG911 system.
Agency Response and Actions	LBFC continues to monitor the General Assembly's actions in response to this recommendation.
Status	Open
LBFC Recommendation #6	We recommend that the General Assembly consider directing the Legislative Budget and Finance Committee to perform another review of the commonwealth's 911 system within five years of the reauthorization of 35 Pa.C.S. Ch. 53, with one of the primary objectives being to determine the impact of regionalization and consolidation efforts on the commonwealth's PSAPs within the NG911 environment.
Agency Response and Actions	The Legislative Budget and Finance Committee released a report in June of 2025 entitled <i>A Study Pursuant to Act 2023-34: 911/988 Efficiency</i> . The first objective of this study was to identify options for consolidating county 911 system operations.
Status	Closed
LBFC Recommendation #7	The General Assembly should consider strengthening language in 35 Pa.C.S. Ch. 53 §5305 to explicitly require counties to explore efficiencies to be achieved from regionalization and consolidation as part of their 911 plans.
Agency Response and Actions	LBFC continues to monitor the General Assembly's actions in response to this recommendation.
Status	Open
LBFC Recommendation #8	The General Assembly should consider whether remote dispatch centers should be required to connect to the statewide ESInet as part of the reauthorization of 35 Pa.C.S. Ch. 53.
Agency Response and Actions	LBFC continues to monitor the General Assembly's actions in response to this recommendation.
Status	Open

B. Report on the Establishment of the Northern Pennsylvania Regional College Conducted Pursuant to Act 2014-126 and Act 2016-86

Act 86 of 2016, as amended by Act 55 of 2022, provided for the establishment, operation, administration, and funding of a rural regional college, now the Northern Pennsylvania Regional College (NPRC), in a multicounty area that is underserved by comprehensive community college education and workforce development. It also directed the LBFC to review the college's success in satisfying the goals set forth in the plan approved by the Secretary of Education. LBFC was required to submit an interim report to the General Assembly by June 30, 2018, and the final report by December 31, 2022. The interim report was released in June 2018. This is the final report under the act, covering the academic year 2016-17 through the fall semester 2021. The LBFC released this report on December 20, 2022.

Exhibit 8

LBFC Recommendations and Agency Response and Action

General Assembly		1 Recommendation
LBFC Recommendation	We recommend the General Assembly consider directing the Legislative Budget and Finance Committee to conduct a study of the Northern Pennsylvania Regional College in five years to determine whether the college has met its plan goals and become an accredited college. Given that this study was conducted when the college had been independent for a relatively short period of time and while it was still working toward accreditation and operating during the COVID-19 pandemic, we believe another review may be useful to the General Assembly.	
Agency Response and Actions	The General Assembly did not direct LBFC to conduct another report within five years, although we note that five years have not yet passed. LBFC continues to monitor the General Assembly's actions in response to this recommendation.	
Status	Open	

C. A Study Pursuant to House Resolution 68: Rural Dental Health

House Resolution 68, adopted by the Pennsylvania House on March 23, 2021, directed the LBFC to study the availability of dental health services in rural areas of Pennsylvania and to seek recommendations to expand oral healthcare in those areas. The LBFC released this report on January 25, 2023.

Exhibit 9

LBFC Recommendations and Agency Response and Action

Department of Health		1 Recommendation
LBFC Recommendation	We are encouraged that the Department of Health has begun to endorse many of these strategies in its Pennsylvania Oral Health Plan 2020-2030. Going forward, we recommend that this plan be used to guide the expansion of further rural dental health initiatives.	
Agency Response and Actions	The department indicated in October 2025 that it agrees with the recommendation and was in the process of implementing it. The agency reported taking steps to address this recommendation. However, LBFC has not yet received sufficient evidence to determine whether the actions fully address the recommendation. T	
Status	Open	
General Assembly		1 Recommendation
LBFC Recommendation	As a first step, we recommend the General Assembly consider defining mobile dentistry and teledentistry to improve documentation efforts for private and public providers.	
Agency Response and Actions	LBFC continues to monitor the General Assembly's actions in response to this recommendation.	
Status	Open	

D. Prescription Drug Pricing Under the Medical Assistance Managed Care Program

The Prescription Drug Pricing Study subsection of Act 120 of 2020 directed the LBFC to provide an overview of pharmaceutical distribution and payment in the medical assistance managed care program. The LBFC released this report on January 25, 2023.

Exhibit 10

LBFC Recommendations and Agency Response and Action

Department of Human Services		1 Recommendation
LBFC Recommendation	Pharmacy Benefit Managers (PBMs), Managed Care Organizations (MCOs), and Pharmacy Services Administrative Organizations (PSAOs) should ensure Maximum Allowable Cost (MAC) reimbursement practices are transparent to pharmacies prior to claim adjudication.	
Agency Response and Actions	DHS agrees with this recommendation and has implemented it. Beginning in 2020, the HealthChoices MCO Agreements and the Community HealthChoices MCO Agreements require the MCO or subcontractor to report all changes to payment methodology and rates, including, but not limited to, maximum allowable cost rates, to network pharmacy providers. Following the LBFC's recommendations, DHS required the MCOs to provide documentation demonstrating that MAC rates are available in real time to network pharmacies. All MCOs provided policies and procedures documenting compliance. DHS Pharmacy has not received complaints from pharmacies about MAC rate transparency since 2023. The agency reported taking steps to address this recommendation. However, LBFC has not yet received sufficient evidence to determine whether the actions fully address the recommendation.	
Status	Open	
General Assembly		2 Recommendations
LBFC Recommendation #1	The General Assembly should require contracts between PBMs and pharmacies to be submitted to DHS and released to oversight organizations, e.g., the LBFC and the Auditor General, when conducting a study of the PBMs and/or pharmacies.	
Agency Response and Actions	LBFC continues to monitor the General Assembly's actions in response to this recommendation.	
Status	Open	
LBFC Recommendation #2	The General Assembly should require all pharmacies participating in the Pennsylvania Medical Assistance Managed Care program to comply with any Department of Human Services request for information on pharmacy acquisition costs net of all discounts, rebates, chargebacks, and any other adjustments to the price of the drug, not including professional fees.	
Agency Response and Actions	LBFC continues to monitor the General Assembly's actions in response to this recommendation.	
Status	Open	

E. House Resolution 2021 - 149: Proposed Revisions to Biosolids Permits

House Resolution 149, adopted by the Pennsylvania House of Representatives on December 15, 2021, directed the LBFC to conduct a study on costs associated with proposed revisions to Pennsylvania's biosolid land application permits and assess the ability of permit holders to practically comply with these changes. The LBFC released this report on June 21, 2023.

Exhibit 11

LBFC Recommendations and Agency Response and Action

Department of Environmental Protection		2 Recommendations
LBFC Recommendation #1	DEP should update the underlying regulations on the beneficial use of biosolids by land application (25 Pa Code Chapter 271 Subchapter J) to provide better consistency between the regulations and DEP's proposed general permits.	
Agency Response and Actions	DEP disagrees with LBFC's recommendation to update the regulations at 25 Pa. Code Chapter 271 Subchapter J. The department believes the existing Subchapter J regulations provide clear and sufficient authority for DEP to revise the general permits for land application of biosolids to include the revisions studied in LBFC's report, and that advancing the proposed permit revisions without revising the regulations is the best use of limited public resources. For additional details, see pages 5, 18, and 19 of DEP's original response letter to the LBFC report. Since LBFC's original report, DEP has continued to engage stakeholders to calibrate the path forward for the proposed permit revisions.	
Status	Open	
LBFC Recommendation #2	If continuing with a P-Index requirement for biosolids land applications, DEP should document all information that will be required from EPA to receive credit in the Chesapeake Bay Watershed Implementation Plan (WIP).	
Agency Response and Actions	DEP stated that the permits for the beneficial use of biosolids by land application were not issued as drafts for public comment or as final permits. If the P-Index requirement for biosolids land application is included in the permit requirements, DEP will ensure that the resulting phosphorus reductions will be reflected in Pennsylvania's Chesapeake Bay programmatic and numeric progress reporting to EPA. It appears that DEP is considering P-Index-based land application requirements as one option in its phosphorus reduction strategy. DEP has not updated the regulations and continues to revise general permits.	
Status	Open	
General Assembly		1 Recommendation
LBFC Recommendation	The General Assembly should consider establishing a grant program similar to the Dairy Investment Program to aid municipal authorities in developing innovative uses for biosolids.	
Agency Response and Actions	LBFC continues to monitor the General Assembly's actions in response to this recommendation.	
Status	Open	

SECTION V REPORTS FROM FY 2023-24



Fast Facts...

- ❖ In FY 2023-24, LBFC released eight reports.
- ❖ Of the eight reports, four contained recommendations.
- ❖ LBFC made 17 recommendations in FY 2023-24.

In fiscal year 2023-24, LBFC made 17 recommendations to four executive agencies and the General Assembly in the following reports, listed chronologically:

- A. Department of Corrections - Safety-Related Staffing Plans
- B. A Study Pursuant to Senate Resolution 2023 - 116: Supplier Consolidated Billing
- C. A Study Pursuant to Senate Resolution 120: EMS Treat/No Transport in Medical Assistance Managed Care
- D. A Study Pursuant to House Resolution 2023-87: The Current Status of Conservation Connectivity in Pennsylvania

Of the 17 recommendations, 13 remain open and 4 were closed.

For additional information on any LBFC report, please refer to the LBFC website at <https://www.palbfc.gov/Reports.cfm>.

A. Department of Corrections—Safety-Related Staffing Plans

House Resolution 174, adopted by the Pennsylvania House of Representatives on October 26, 2022, directed LBFC to conduct a study on the cost of implementing a safety-related staffing plan at state correctional institutions (SCIs) with Level 3 and Level 4 housing units. The LBFC released this report on October 18, 2023.

Exhibit 12

LBFC Recommendations and Agency Response and Action

Department of Corrections		2 Recommendations
LBFC Recommendation #1	DOC should begin collecting and tracking more detailed violent incident data. HR 174 asked LBFC to study the cost of implementing a safety plan on all Level 3 and Level 4 housing units in Pennsylvania SCIs. Although we were able to do some analysis of overall violent incidents, the lack of readily available data by housing unit prevented us from performing a more granular analysis exclusively on those two housing units. Increased knowledge of specific violent incident locations would enhance SCIs' staffing decision-making.	

Agency Response and Actions	The department is engaged in a multi-year project to enhance its information systems. There are two relevant initiatives within this effort to support the recommendation to collect more detailed violent incident data: the construction of a new misconduct tracking system and the rebuilding of the Extraordinary Occurrences System.² Active efforts are underway to revamp the department's misconduct tracking system to collect more detailed, reportable data on violent incidents. The system is being designed to electronically capture data from paper forms to enhance the collection of relevant data points on locations, types of violence, and injuries. The misconduct system encompasses complex processes from the time of a violent infraction through release from applicable disciplinary custody, where relevant data is to be captured. Business process requirement gathering began in May 2024, and the appended project notes provide evidence that the system is being designed to address current information gaps. Due to resource availability, the scope of work, and the complexity of the business rules, the target completion date for this project is December 2027. At this time, the project is approximately 35% complete, with developers working on prototypes of data collection screens. The extraordinary occurrence reporting system is currently housed on a third-party platform. The system collects information regarding unusual incidents, including facility violence, and captures incidents of violence outside the misconduct process (i.e., staff violence). This system has limited capacity for improvement and is slated for replacement. Because the system depends on the construction of prerequisite systems, this project has not yet started, and no completion date is anticipated. A second approach to improve DOC's data collection is occurring through the Department's Violence Reduction Committee. This committee began meeting in October 2024 and began formulating strategies for decreasing violence between inmates, violence between staff, and violence between inmates and staff. Part of this initiative involves improving data collection strategies and more clearly defining assault categories. The committee recently met to approve recommendations from the data collection subcommittees to improve the categorization of violent incidents, the accuracy of data, and the recording of associated injuries. Recommendations from this committee will inform revisions to policies and to the specific types of incidents captured in the future misconduct tracking system. The agency reported taking steps to address this recommendation. However, LBFC has not yet received sufficient evidence to determine whether the actions fully address the recommendation. Therefore, the recommendation remains open.
Status	Open

² This system tracks occurrences that has or could have a significant impact on the public, staff, inmates, physical plant, operation of a DOC facility or property, and requires staff action or response.

LBFC Recommendation #2	DOC should invest in an updated Misconduct Tracking System. According to DOC, only basic data, such as the charged infractions, dates/times of the hearing, sanctions imposed, and appeal decisions, are available in the Misconduct Tracking System. An updated system would allow for streamlined access to and analysis of SCI violent incident data.
Agency Response and Actions	As noted under recommendation one, the department is engaged in a multi-year project to enhance its misconduct tracking system to collect more detailed, reportable data on violent incidents. Requirements gathering began in May 2024. The agency reported taking steps to address this recommendation. However, LBFC has not yet received sufficient evidence to determine whether the actions fully address the recommendation. Therefore, the recommendation remains open.
Status	Open

B. A Study Pursuant to Senate Resolution 2023-116: Supplier Consolidated Billing

Senate Resolution 116 directed LBFC to study supplier-issued consolidated billing within retail energy markets.³ The study included a detailed examination of which entity should be responsible for sending monthly electric bills: the utility (as is the current practice), the supplier, or both. The report included significant historical and contextual issues on the matter and a review of activity in selected states. The LBFC released this report on March 20, 2024.

Exhibit 13

LBFC Recommendations and Agency Response and Action

Public Utility Commission		1 Recommendation
LBFC Recommendation	During the next refresh of the PUC's retail energy shopping websites, it should include updates that would allow users to: a. Choose different languages (other than English/Spanish) b. Add additional sorting and search capability c. Include complaint information.	

³ Under supplier or utility consolidated billing, a customer receives one consolidated bill from the electric distribution company (EDC), which covers the EDC's distribution charges (i.e., the charges for getting electricity to the customer's home through power lines, etc.) and an electric distribution company's generation and transmission charges (i.e., charges for supplying or generating electricity).

Agency Response and Actions	The PUC agreed with and implemented all parts of these recommendations. The PUC updated both of its consumer-facing websites, PAPowerSwitch.com and PAGasSwitch.com, to include translation options in 17 languages. PUC also added various search and sort capabilities to both sites, including term length, price range, rate options, and terms and conditions such as cancellation fees, enrollment fees, monthly fees, introductory price, discounts, and renewable energy. Search results can be sorted alphabetically or by price. Complaint links are included on both websites.
Status	Closed
General Assembly	2 Recommendations
LBFC Recommendation #1	Pennsylvania policymakers should monitor supplier consolidated billing (SCB) implementation in Maryland. We recommend that the General Assembly require the LBFC to conduct a follow-up report evaluating SCB implementation in Maryland and its applicability to Pennsylvania.
Agency Response and Actions	LBFC continues to monitor the General Assembly's actions in response to this recommendation.
Status	Open
LBFC Recommendation #2	If policymakers determine that SCB is a viable and needed outcome in Pennsylvania, the Public Utility Code should be amended to permit SCB to be an allowable billing method for electric service. Additional sections that conflict with electric distribution company (EDC)/electric generation supplier (EGS) responsibilities should be amended.
Agency Response and Actions	LBFC continues to monitor the General Assembly's actions in response to this recommendation.
Status	Open

C. A Study Pursuant to SR 120: EMS Treat/No Transport in Medical Assistance Managed Care

Senate Resolution 120 directed the LBFC to conduct a study of the impact of "treat and release" calls on emergency medical services (EMS), specifically for patients covered by Pennsylvania's Medical Assistance (MA) Managed Care Organizations (MCOs). Treat/no transports (TNT) are incidents in which EMS treats a patient on the scene of an emergency and then "releases" the patient without transport to a hospital (either per medical protocols or because the patient refused transport against medical advice). The LBFC released this report on March 20, 2024.

Exhibit 14

LBFC Recommendations and Agency Response and Action

General Assembly		3 Recommendations
LBFC Recommendation #1	The General Assembly should consider implementing a specific stated-directed payment or minimum fee requirement for TNT, similar to the other ground ambulance minimum rates contained in the Fiscal Code.	
Agency Response and Actions	While the General Assembly has not enacted a mandatory state-directed payment model for TNT across all payers, legislation has been introduced in both the House and the Senate. House Bill 857 and Senate Bill 1147 both fulfill this recommendation; however, as of May 2026, both bills remain in committee in their respective chambers. LBFC continues to monitor the General Assembly's actions in response to this recommendation.	
Status	Open	
LBFC Recommendation #2	The General Assembly should consider requiring a broader study or audit by the LBFC of payments to EMS after the United States Centers for Medicare and Medicaid Services (CMS) releases federal Medicare Ground Ambulance Data Collection System (GADCS) data.	
Agency Response and Actions	LBFC continues to monitor the General Assembly's actions in response to this recommendation.	
Status	Open	
LBFC Recommendation #3	The General Assembly should consider requiring reimbursement for new models of EMS care delivery, including transport to alternative or non-emergency locations after emergency calls and EMS treatment (e.g., drug treatment facilities, urgent care).	
Agency Response and Actions	LBFC continues to monitor the General Assembly's actions in response to this recommendation.	
Status	Open	

D. A Study Pursuant to House Resolution 2023-87: The Current Status of Conservation Connectivity in Pennsylvania

House Resolution 87 directed the LBFC to study the status, management, and benefits of conservation corridors. Conservation corridors connect or reconnect areas impacted by habitat fragmentation, which occurs when habitats are split into disconnected islands. The LBFC released this report on March 20, 2024.

Exhibit 15

LBFC Recommendations and Agency Response and Action

Office of the Governor		3 Recommendations
LBFC Recommendation #1	The Governor should create a position to work among and between state agencies and independent commissions to direct conservation connectivity work in Pennsylvania.	
Agency Response and Actions	The PA Wildlife Connectivity Workgroup, convened by the governor, is led by the Secretaries of the Departments of Conservation and Natural Resources and Transportation.	
Status	Closed	
LBFC Recommendation #2	The Office of the Governor should convene an official interagency/commission conservation connectivity working group to build on existing collaborations (including federal and nongovernmental partners).	
Agency Response and Actions	In July 2026, the governor announced the PA Wildlife Connectivity Workgroup, led by the Departments of Conservation and Natural Resources and Transportation. The group brings together 11 agencies to develop a statewide wildlife connectivity strategy.	
Status	Closed	
LBFC Recommendation #3	An interagency/commission conservation connectivity working group should identify high-priority areas of conservation connectivity in Pennsylvania and establish common goals.	
Agency Response and Actions	In July 2026, the governor announced the PA Wildlife Connectivity Workgroup, led by the Departments of Conservation and Natural Resources and Transportation. The group brings together 11 agencies to develop a statewide wildlife connectivity strategy.	
Status	Closed	
Department of Transportation		1 Recommendation
LBFC Recommendation	The Pennsylvania Department of Transportation should add considerations for wildlife crossings in its long-term planning.	
Agency Response and Actions	PennDOT has partially implemented the recommendation. Chapter 21 of PennDOT's Publication 13, as amended in 2021 and prior to the subject study, already provides criteria and information related to the consideration of wildlife crossings in the design of its projects. Additional information is available on the Wildlife Crossings page on the PennDOT website, which provides details about conservation connectivity and PennDOT's work to date in this area. PennDOT sought and obtained funding under the Wildlife Crossings Pilot Program (23 USC § 171) in 2025, a new federal program authorized by the Infrastructure Investment and Jobs Act to construct wildlife crossings. Though leveraging available federal funds, PennDOT is constrained from further implementation absent legislatively appropriated state funding for transportation and this program.	
	Although PennDOT had obtained additional federal funding, there is no consideration for wildlife crossings in its long-term planning.	
Status	Open	

General Assembly		5 Recommendations
LBFC Recommendation #1	The General Assembly should consider requiring a study by the LBFC after PennDOT implements the "Pennsylvania Wildlife Crossings Strategic Plan and Analytical Tools" to provide an update on where Pennsylvania is in implementing conservation connectivity procedures.	
Agency Response and Actions	LBFC continues to monitor the General Assembly's actions in response to this recommendation.	
Status	Open	
LBFC Recommendation #2	If the General Assembly deems expanding commonwealth-owned land a public policy priority in conservation connectivity, it should consider, at a minimum, an inflation adjustment to the Pennsylvania Game Commission's \$400 per acre land acquisition limit.	
Agency Response and Actions	LBFC continues to monitor the General Assembly's actions in response to this recommendation.	
Status	Open	
LBFC Recommendation #3	The General Assembly should consider requiring auto insurance carriers to track and provide state transportation agencies with annual data identifying wildlife-vehicle collision locations in Pennsylvania to identify hotspots.	
Agency Response and Actions	LBFC continues to monitor the General Assembly's actions in response to this recommendation.	
Status	Open	
LBFC Recommendation #4	The General Assembly should consider requiring commonwealth agencies, independent commissions, contractors, etc., who remove animal carcasses from roadways to centrally track the data, including coordinates where animal carcasses were removed, to aid in identifying wildlife-vehicle collision hotspots.	
Agency Response and Actions	LBFC continues to monitor the General Assembly's actions in response to this recommendation.	
Status	Open	
LBFC Recommendation #5	The General Assembly should consider funding to develop new and preserve existing conservation corridors if deemed a public policy priority.	
Agency Response and Actions	LBFC continues to monitor the General Assembly's actions in response to this recommendation.	
Status	Open	

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SECTION VI REPORTS FROM FY 2024-25



Fast Facts...

- ❖ *In FY 2024-25, the LBFC released eight reports.*
- ❖ *Of the eight reports, six contained recommendations.*
- ❖ *The LBFC made 63 recommendations in FY 2024-25.*

In fiscal year 2024-25, the LBFC made 63 recommendations to executive agencies and the General Assembly in the following reports, listed chronologically:

- A. *The Impact of Housing on Health*
- B. *A Study Pursuant to Senate Resolution 178: A Review of Act 44 School Safety Initiatives*
- C. *A Study Pursuant to Senate Resolution 2023-169: Workforce Development Programs*
- D. *A Study Pursuant to HR 165: Home and Community-Based Services*
- E. *A Study Pursuant to Act 2023-34: 911/988 Efficiency*
- F. *A Performance Audit of the PA Fish and Boat Commission*

Of the 63 recommendations, 53 remain open and 10 were closed.

For additional information on any LBFC report, please refer to the LBFC website at <https://www.palbfc.gov/Reports.cfm>.

A. The Impact of Housing on Health

House Resolution 66, adopted by the Pennsylvania House of Representatives on June 26, 2023, directed the LBFC to conduct a study and issue a report concerning the impact of housing on health in Pennsylvania. The LBFC released this report on October 9, 2024.

Exhibit 16

LBFC Recommendations and Agency Response and Action

Department of Human Services		5 Recommendations
LBFC Recommendation #1	DHS should develop health-centered outcome measures and key performance targets for housing-related services within the medical assistance (MA) program to ensure that state and federal Medicaid spending is being efficiently used to improve the independence and health of MA participants.	
LBFC Recommendation #2	Healthcare and housing stakeholders from across the commonwealth should collaborate and engage in new data-sharing partnerships that will provide the insights needed to benefit the shared goal of improving the health and well-being of Pennsylvanians.	
LBFC Recommendation #3	DHS should continue to proactively engage stakeholders throughout the Keystones of Health waiver demonstration period, emphasizing statewide coordination.	
LBFC Recommendation #4	DHS should collaborate with managed care organizations (MCOs), community-based organizations (CBOs), and other Keystones of Health stakeholders to develop guidelines to mitigate the impact of transitioning off waiver rental assistance in situations where housing stability may not be achieved.	
LBFC Recommendation #5	DHS should collect data to assess potential healthcare cost savings and healthcare outcomes realized from housing support during the Keystones of Health waiver demonstration period.	
Agency Response and Actions	When the Department of Human Services responded to our inquiry regarding the implementation of report recommendations, the department stated: As an initial matter, the department appreciates the committee's recommendations regarding implementation of and engagement during the Department's Bridges to Success: Keystones of Health Section 1115 demonstration waiver. This demonstration waiver expands resources available to address a broader scope of health needs and challenges in the commonwealth, including an array of options available to address health-related social needs, as well as health outcomes and spending. The Department agrees with the recommendations for outcome measures, key performance targets, and collaboration between healthcare and housing stakeholders. The department tracks outcomes across DHS programs and services for which it has authority and access to relevant data. However, due to varying authorities, initiatives, service definitions, and target populations, outcome tracking is not uniform across all MCOs or initiatives. Additionally, tracking for Community-Based Case Management is limited because it is funded with administrative dollars, which limits control over required outcome measures. The agency reported taking steps to address this recommendation. However, LBFC has not yet received sufficient evidence to determine whether the actions fully address the recommendation.	
Status	Open	
General Assembly and Office of the Governor		3 Recommendations

LBFC Recommendation #1	The General Assembly should consider requiring DHS to report findings on healthcare cost savings experienced during the waiver period to the legislature.
Agency Response and Actions	LBFC continues to monitor the General Assembly's actions in response to this recommendation.
Status	Open
LBFC Recommendation #2	The General Assembly should consider allowing all counties the flexibility to increase the amount of the maximum allowable fee for the optional affordable housing trust fund commensurate with their current recording fees and subsequently index the fee maximum for inflation.
Agency Response and Actions	LBFC continues to monitor the General Assembly's actions in response to this recommendation.
Status	Open
LBFC Recommendation #3	The General Assembly and Governor's Office convene a working group of public and private partners to address all issues surrounding the intersection of housing and health to determine the best uses of available resources, encourage coordination and data sharing among entities to maximize the impact of all services and supports, and determine the best interventions and best practices.
Agency Response and Actions	LBFC continues to monitor the General Assembly's and the Governor's Office actions in response to this recommendation.
Status	Open

B. A Study Pursuant to Senate Resolution 178: A Review of Act 44 School Safety Initiatives

Senate Resolution 178, adopted by the Pennsylvania Senate on November 15, 2023, directed the LBFC to conduct a comprehensive study of policy initiatives created under Act 44 of 2018.⁴ The LBFC released this report on March 19, 2025.

⁴ Act 44 of 2018 amended the Public School Code by establishing a statewide structure intended to combine physical security, emergency preparedness, behavioral health, prevention, training, and confidential reporting.

Exhibit 17

LBFC Recommendations and Agency Response and Action	
PA State Police	
1 Recommendation	
LBFC Recommendation	The Pennsylvania State Police (PSP) should increase the number of troopers assigned to the Risk and Vulnerability Assessment Team (RVAT) or include non-PSP or civilian members to assist with the assessment process.
Agency Response and Actions	The PSP disagrees with the recommendation and is taking steps to increase the efficiency of the RVAT program. Over the past year, several vacancies that were created by recent retirements and promotions have been filled. Additionally, the PSP is testing and procuring new software and hardware that will enable members to improve proficiency and expedite the assessment process. The PSP also began encrypting and electronically transmitting assessments to stakeholders, reducing the time and cost of distributing reports. The goal is to establish a more streamlined process that reduces the time required to conduct assessments, produce reports, and enhance the overall productivity of the RVAT program.
	The agency reported taking steps to address this recommendation. However, LBFC has not yet received sufficient evidence to determine whether the actions fully address the recommendation. Therefore, the recommendation remains open.
Status	Open
PA Commission on Crime and Delinquency	
7 Recommendations	
LBFC Recommendation #1	The School Safety and Security Committee (SSSC) of the Pennsylvania Commission on Crime and Delinquency (PCCD) should prioritize the periodic review of its school safety and security assessment criteria to bring the materials in line with the statutory requirements of the Public School Code.
Agency Response and Actions	The SSSC formally updated the school safety and security assessment criteria on March 19, 2025. The PA Commission on Crime and Delinquency stated that it will continue to follow the School Code requirement to review the criteria every three years thereafter.
Status	Closed
LBFC Recommendation #2	The SSSC should require providers to report the number of assessments completed by type (physical assessments, student assistance, behavioral health, and school climate assessments) annually.
Agency Response and Actions	After further inquiry, the department provided no additional information regarding the implementation of this recommendation, and the LBFC has not yet received evidence to determine whether it has been addressed. Therefore, this recommendation remains open.
Status	Open
LBFC Recommendation #3	PCCD should integrate information about the number of assessments completed by providers (as suggested above) into the registry so that school entities can better identify those more experienced professionals.
Agency Response and Actions	After further inquiry, the department provided no additional information regarding the implementation of this recommendation, and the LBFC has not yet received evidence to determine whether it has been addressed. Therefore, this recommendation remains open.
Status	Open

LBFC Recommendation #4	The SSSC should establish a set of performance metric criteria encompassing multiple information points related to school safety and security.
Agency Response and Actions	After further inquiry, the department provided no additional information regarding the implementation of this recommendation, and the LBFC has not yet received evidence to determine whether it has been addressed. Therefore, this recommendation remains open.
Status	Open
LBFC Recommendation #5	The SSSC should develop an annual report on school safety and security using the consolidation of all school safety and security data, including grant data.
Agency Response and Actions	After further inquiry, the department provided no additional information regarding the implementation of this recommendation, and the LBFC has not yet received evidence to determine whether it has been addressed. Therefore, this recommendation remains open.
Status	Open
LBFC Recommendation #6	PCCD should further expand school safety organizationally and create an "Office for School Safety."
Agency Response and Actions	After further inquiry, the department provided no additional information regarding the implementation of this recommendation, and the LBFC has not yet received evidence to determine whether it has been addressed. Therefore, this recommendation remains open.
Status	Open
LBFC Recommendation #7	The SSSC should establish a youth/student advisory board within the SSSC.
Agency Response and Actions	After further inquiry, the department provided no additional information regarding the implementation of this recommendation, and the LBFC has not yet received evidence to determine whether it has been addressed. Therefore, this recommendation remains open.
Status	Open
Office of Attorney General 1 Recommendation	
LBFC Recommendation	The Office of the Attorney General (OAG) should provide School Safety and Security Coordinators with advanced training on proper tip disposition procedures so that tips are tracked and resolved according to best practices established by OAG.
Agency Response and Actions	The Safe2Say Something (S2SS) Program has added slides to the existing School Team Training that focus on reporting dispositions. The training recommends that school teams provide a disposition for each tip within 30 days of receiving it. Article XIII-D of Act 47 of 2025 requires school entities to provide OAG with the final disposition of all S2SS anonymous tips within 30 days of receipt and within 48 hours of receipt for tips involving a life-safety event. Act 47 also directs OAG to develop an S2SS training program for school personnel.
Status	Closed

General Assembly		7 Recommendations
LBFC Recommendation #1	The General Assembly should consider amending section 1305-B of the Public School Code to require school entities to submit copies of their pre-existing assessments to PCCD with any future iterations of the preparedness survey.	
Agency Response and Actions	LBFC continues to monitor the General Assembly's actions in response to this recommendation.	
Status	Open	
LBFC Recommendation #2	The General Assembly should consider amending section 1304-B of the Public School Code to require the SSSC to review the School Safety and Security Provider Registry at least every three years and make updates as needed.	
Agency Response and Actions	Act 47 of 2025 amended Section 1304-B and added explicit oversight provisions, requiring the SSSC to review all registered providers at least every three years.	
Status	Closed	
LBFC Recommendation #3	The General Assembly should consider amending section 1303-D of the Public School Code of 1949, as amended, to require school entities to resolve all S2SS tips within 30 days of receipt by the school entities.	
Agency Response and Actions	Act 47 of 2025 requires a final disposition of each report received by the school entity within 30 days of receipt, unless it is a life safety event that must be disposed of within 48 hours of receipt.	
Status	Closed	
LBFC Recommendation #4	The General Assembly should consider amending section 1309-B of the Public School Code to require School Safety and Security Coordinators to provide annual attestations to the OAG that S2SS disposition information is accurate.	
Agency Response and Actions	LBFC continues to monitor the General Assembly's actions in response to this recommendation.	
Status	Open	
LBFC Recommendation #5	The General Assembly should consider amending section 1304-D of the Public School Code to allow aggregated and redacted data sharing with the Legislative Budget and Finance Committee so that performance audits on tip dispositions can be conducted every five years. These audits will help ensure that school entities are adhering to established procedures.	
Agency Response and Actions	LBFC continues to monitor the General Assembly's actions in response to this recommendation.	
Status	Open	
LBFC Recommendation #6	The General Assembly should consider amending the Public School Code to create a school safety and security coordinator certification similar to other nationally recognized professional accreditation processes.	
Agency Response and Actions	LBFC continues to monitor the General Assembly's actions in response to this recommendation.	
Status	Open	
LBFC Recommendation #7	The General Assembly should consider passing a requirement for panic button notification systems. We also recommend that these panic notification systems be implemented in a phased approach and with funding assistance.	
Agency Response and Actions	While this recommendation has not been enacted, two pieces of legislation, House Bill 653 (February 14, 2025) and Senate Bill 541 (April 2, 2025), have been introduced. Both bills require all public schools to be equipped with silent panic alarms that directly notify law enforcement in the event of a school-based	

	emergency. LBFC continues to monitor the General Assembly's actions in response to this recommendation.
Status	Open

C. A Study Pursuant to Senate Resolution 2023-169: Workforce Development Programs

Senate Resolution 169 of 2023, adopted by the Pennsylvania Senate on December 12, 2023, directed the LBFC to study the efficiency and effectiveness of workforce development programs in Pennsylvania. The LBFC released this report on April 8, 2025.

Exhibit 18

LBFC Recommendations and Agency Response and Action

Department of Labor and Industry		4 Recommendations
LBFC Recommendation #1	The Department of Labor and Industry (L&I) should develop internal benchmarks for required performance indicators related to employment and earnings that keep pace with statewide and national employment and earnings figures for the Workforce Innovation and Opportunity Act (WIOA) Title I programs to better assess the programs' performance compared to the general workforce.	
Agency Response and Actions	Performance goals for the state and 23 local workforce development areas are established annually for WIOA Title I Adult, Dislocated Workers, and Youth Programs. L&I monitors progress quarterly and shares it with stakeholders via a series of reports. Areas of concern are highlighted, and technical assistance is provided to the state and/or local areas if needed. These protocols were in place prior to the recommendations being made. Since the LBFC's report was released, L&I has added a WIOA dashboard to its website; however, L&I has not added the recommended internal benchmarks.	
Status	Open	
LBFC Recommendation #2	L&I should develop a performance indicator that compares the earnings of individuals before entering Title I programs to their earnings after. This performance indicator would better assess the program's ability to increase participants' earnings through workforce development training and services.	
Agency Response and Actions	L&I stated that this recommendation was relatively broad in scope and would require additional detail, clarification, and likely dedicated resources before a practical implementation plan could be considered. Given that most participants are unemployed upon entry into services, the following would need to be established before a baseline could be determined:	

	• Baseline Earnings: A consistent time frame for establishing initial earnings comparisons. • Long-Term Comparison Timelines: The overall duration and intervals for tracking and comparing earnings over time. The LBFC has not yet received evidence to determine whether it has been addressed.
Status	Open
LBFC Recommendation #3	L&I should develop internal benchmarks for required performance indicators related to employment and earnings that keep pace with statewide and national employment and earnings figures for the WIOA Title III program to better assess the program's performance compared to the general workforce.
Agency Response and Actions	Statewide performance goals are established annually for the WIOA Title III Program. L&I monitors progress quarterly and shares it with stakeholders. Areas of concern are highlighted, and technical assistance is provided if needed. These protocols were in place prior to the recommendations being made. Since the LBFC's report was released, L&I has added a WIOA dashboard to its website, however, L&I has not added the recommended internal benchmarks. The LBFC has not yet received evidence to determine whether it has been addressed. Therefore, this recommendation remains open.
Status	Open
LBFC Recommendation #4	The Apprenticeship and Training Office (ATO) should focus effort and resources on increasing the number of unduplicated occupation-specific program sponsors for Apprenticeship and Pre-Apprenticeship programs, specifically in sectors outside of manufacturing and building trades, to diversify and expand the occupational training opportunities for apprentices and pre-apprentices.
Agency Response and Actions	The Apprenticeship and Training Office (ATO) is implementing the recommendation to increase the number of unduplicated occupation-specific sponsors beyond the traditional manufacturing and building trades. This focused effort is driven by the goal of both diversifying the apprenticeship ecosystem and expanding occupational training opportunities across Pennsylvania. The ATO's strategy addresses this through dedicated personnel and standardized program development. This proactive strategy has yielded demonstrable results, showing the recommendation is already in effect. Between 2022 and 2024, the ATO achieved significant program expansion in new sectors, with particularly high growth rates in Agriculture (+75%), Education (+30.7%), and Technology (+8.6%).
Status	Closed
Department of Education 3 Recommendations	
LBFC Recommendation #1	The Pennsylvania Department of Education (PDE) should collect accurate and reliable performance data from career and technical education centers accredited by the State Board of Career and Technical Education and other education facilities that receive public funding under the Secondary Career and Technical Education Subsidy (SCTES).

Agency Response and Actions	After further inquiry, the department provided no additional information regarding the implementation of this recommendation, and the LBFC has not yet received evidence to determine whether it has been addressed.
Status	Open
LBFC Recommendation #2	PDE should make its post-CTE survey more user-friendly and find methods to increase the response rate. PDE should differentiate between one-year and five-year survey participants to better understand CTE students' career paths. Additionally, PDE should track whether an individual is "gainfully placed" within a career field related to the industry credential received through CTE.
Agency Response and Actions	After further inquiry, the department provided no additional information regarding the implementation of this recommendation, and the LBFC has not yet received evidence to determine whether it has been addressed.
Status	Open
LBFC Recommendation #3	PDE should track data to determine CTE program participants' employment status and average salary post-program completion. These measures should be the same as those required by WIOA, including second and fourth-quarter employment rates, median earnings (second quarter), credential attainment, and measurable skill gain. Collecting this data via social security numbers would require a data-sharing agreement between L&I and PDE, in accordance with 20 CFR Part 603 and Pennsylvania's Unemployment Compensation statute.
Agency Response and Actions	After further inquiry, the department provided no additional information regarding the implementation of this recommendation, and the LBFC has not yet received evidence to determine whether it has been addressed.
Status	Open
Department of Human Services 2 Recommendations	
LBFC Recommendation #1	The Department of Human Services (DHS) should develop a performance indicator that compares the earnings of individuals before entering workforce development (WFD) programs to their earnings after. This performance indicator would better assess the program's ability to increase participants' earnings through WFD training and services.
Agency Response and Actions	After further inquiry, the department provided no additional information regarding the implementation of this recommendation, and the LBFC has not yet received evidence to determine whether it has been addressed.
Status	Open
LBFC Recommendation #2	DHS should collect program participant employment retention data for all programs within three-, six-, and 12-month periods. This would allow the department to assess the participants' ability to retain employment over time.
Agency Response and Actions	DHS disagrees with this recommendation and stated that the Department already includes job retention as a performance metric. The recommendation to collect employment retention for the specific intervals outlined by the LBFC is duplicative and unnecessary.
	After further inquiry, the department provided no additional information regarding the implementation of this recommendation, and the LBFC has not yet received evidence to determine whether it has been addressed.
Status	Open

Department of Community and Economic Development		4 Recommendations
LBFC Recommendation #1	The Department of Community and Economic Development (DCED) should collect and track annual WEDnetPA job retention and wage increase data. Because WEDnetPA focuses on incumbent worker training, these outcome measures would better evaluate the program's success.	
Agency Response and Actions	After further inquiry, the department provided no additional information regarding the implementation of this recommendation, and the LBFC has not yet received evidence to determine whether it has been addressed.	
Status	Open	
LBFC Recommendation #2	We recommend that WEDnetPA track company retention in Pennsylvania for one, two, and three years after receiving grant funding. To accomplish this, the program would require using a Federal Employer Identification Number (FEIN) or other data to determine whether the company remained within Pennsylvania. This would require an interdepartmental agreement with L&I for data sharing.	
Agency Response and Actions	In October 2025, DCED told us it is actively collaborating with L&I's Center for Workforce Information & Analysis to assess the feasibility of using company FEINs to track whether WEDnetPA grant recipients continue to operate in Pennsylvania. DCED is also exploring what results may be provided without requiring a formal data-sharing agreement. Because the WEDnetPA program already captures FEIN data, DCED has generated a report that includes all company FEINs, separated by year, for the last five years. If retention rates can be calculated using this dataset alone, DCED anticipates delivering preliminary results before the end of the calendar year. Should a data-sharing agreement be necessary, the timeline and next steps will depend on its scope and requirements.	
Status	The agency reported taking steps to address this recommendation. However, LBFC has not yet received sufficient evidence to determine whether the actions fully address the recommendation.	
Status	Open	
LBFC Recommendation #3	For the Manufacturing-to-Career Grant program, DCED should require training-grant grantees to conduct a follow-up employment survey with individuals one year after completion to determine whether that employment is in a field related to the program.	
Agency Response and Actions	DCED supports this recommendation and has implemented it. Program grantees are currently required to complete annual activity reports detailing accomplishments to date and upcoming activities, as well as a final programmatic report that summarizes the program's overall performance, highlighting success stories and lessons learned.	
	To strengthen accountability and align with statewide workforce development policy, in October 2025, DCED updated program guidelines to encourage greater use of outcome tracking by recommending that grantees conduct follow-up employment surveys with individuals one year after training completion to determine whether they found employment in a manufacturing-related field.	
Status	Closed	

LBFC Recommendation #4	For the Foundations in Industry Training (FIT) Program, DCED should consider monitoring apprentices one year after program exit for job placement and starting wage, and compare those measures to those of apprentices in similar fields from non-FIT programs.
Agency Response and Actions	After further inquiry, the department provided no additional information regarding the implementation of this recommendation, and the LBFC has not yet received evidence to determine whether it has been addressed.
Status	Open
State Workforce Development Board	
1 Recommendation	
LBFC Recommendation	We recommend that the State Workforce Development Board develop and recommend a definition of workforce development to clarify all programming, including training, education, skills development, and employment assistance and supports.
Agency Response and Actions	After further inquiry, the department provided no additional information regarding the implementation of this recommendation, and the LBFC has not yet received evidence to determine whether it has been addressed.
Status	Open

D.A Study Pursuant to HR 165: Home and Community-Based Services

House Resolution 165, adopted on October 3, 2023, directed LBFC to conduct a study of the effect of home and community-based services (HCBS) workforce shortages on commonwealth-supported Medicaid waiver programs, Pennsylvania Lottery-funded Area Agencies on Aging (AAA) programs, and Act 150 services. The LBFC released this report on June 11, 2025.

Exhibit 19

LBFC Recommendations and Agency Response and Action

Department of Human Services		1 Recommendation
LBFC Recommendation	The Department of Human Services (DHS) should consider changing its regulation to require a periodic review of the Office of Long-Term Living's home and community-based services rates.	
Agency Response and Actions	In October 2025, DHS stated: "Given the release of these studies this past June, coupled with the existing financial constraints due to the continuing budget impasse since July 1, the Department will further review these recommendations, including rate setting, data collection, and additional public awareness campaigns, after enactment of the budget."	

	After further inquiry, the department provided no additional information regarding the implementation of this recommendation, and the LBFC has not yet received evidence to determine whether it has been addressed.
Status	Open
Departments of Human Services, Aging, and Labor and Industry	
1 Recommendation	
LBFC Recommendation	Absent the federal government changing workforce data collection to address the home and community-based workforce at large, the Departments of Human Services, Aging (PDA), and Labor and Industry (L&I) should collect data about the Pennsylvania HCBS workforce for rate setting, budget decisions, and other public policy considerations. This data collection should include tracking direct support professionals as a separate occupation.
Agency Response and Actions	DHS Response and Actions: In October 2025, DHS stated: "Given the release of these studies this past June, coupled with the existing financial constraints due to the continuing budget impasse since July 1, the Department will further review these recommendations, including rate setting, data collection, and additional public awareness campaigns, after enactment of the budget." After further inquiry, the department provided no additional information regarding the implementation of this recommendation, and the LBFC has not yet received evidence to determine whether it has been addressed. Therefore, the recommendation remains open. Department of Aging Response and Actions: While PDA supports the collection and tracking of direct support professionals, it does not have the resources or infrastructure to collect data from individual workers or home care/home health agencies. PDA feels this would be best suited for the PA Department of Labor and Industry, as it has the legal authority, mechanisms, and infrastructure to collect, review, and analyze labor and wage data. Absent legislation, PDA does not have the legal authority to collect employee information or data, or to compel or require home care/home health agencies to report data to the Department. Department of Labor and Industry Response and Actions: The Center for Workforce Information & Analysis (CWIA) within L&I is required to use the federally defined Standard Occupational Classification (SOC) system to collect and present occupational data. There are five unique SOC titles related to direct support professionals: Home Health Aides (SOC 31-1121); Personal Care Aides (SOC 31-1122); Nursing Assistants (SOC 31-1131); Orderlies (SOC 31-1132); and Psychiatric Aides (SOC 31-1133). Aggregate employment outlook, wage, and job posting data are presented regularly for the state and many sub-state regions, as releasable. The department has not added direct support professional as its own SOC.
Status	Open

General Assembly		5 Recommendations
LBFC Recommendation #1	The General Assembly should consider requiring performance audits to evaluate: - The effectiveness and efficiency of the Department of Labor and Industry's Direct Care Worker Job Quality Grants. - The steps taken to reduce the Office of Developmental Programs' waiting lists after the COVID-19 pandemic and the American Rescue Plan Act of 2021 funding. - The effectiveness of the additional \$5 million in funding (beginning in FY 2023-24) had on the OPTIONS Program waitlist to determine whether additional funds would enable the program to serve more Pennsylvania residents with unmet needs.	
Agency Response and Actions	LBFC continues to monitor the General Assembly's actions in response to this recommendation.	
Status	Open	
LBFC Recommendation #2	The General Assembly should consider requiring annual inflation adjustments to HCBS state-directed rates, including a required amount that must go directly to direct care workers.	
Agency Response and Actions	LBFC continues to monitor the General Assembly's actions in response to this recommendation.	
Status	Open	
LBFC Recommendation #3	The General Assembly should work with the Department of Human Services on the appropriate Office of Long-Term Living Home and Community-Based funding levels, including rate increases that periodically adjust for inflation and other market considerations.	
Agency Response and Actions	LBFC continues to monitor the General Assembly's actions in response to this recommendation.	
Status	Open	
LBFC Recommendation #4	The General Assembly should consider holistic solutions to address the direct support professional workforce shortage, such as additional funding for Office of Developmental Programs waivers (to increase direct support professionals' wages) while also funding other workforce recruitment/retention strategies (such as investments in education).	
Agency Response and Actions	The General Assembly has partially implemented components of this recommendation through Medicaid HCBS budget expansions, wage increases for direct support professionals, and workforce grant programs, but has not enacted a statutory framework. Act 54 of 2022 included DHS funding increases to support HCBS rate adjustments, and Acts 1A of 2023, 1A of 2024, and 1A of 2025 included funding for rate increases, reducing waiting lists, and workforce recruitment and retention efforts. LBFC continues to monitor the General Assembly's actions in response to this recommendation.	
Status	Open	
LBFC Recommendation #5	The General Assembly should work with the Department of Human Services on the appropriate funding levels to continue to prioritize reducing the Office of Developmental Programs' waiting lists.	
Agency Response and Actions	LBFC continues to monitor the General Assembly's actions in response to this recommendation.	
Status	Open	

E. A Study Pursuant to Act 2023-34: 911/988 Efficiency

Act 34 of 2023 (Act 34) directed the LBFC to conduct an “efficiency study” reviewing 911 communications services and the 988 suicide prevention hotline system. The LBFC released this report on June 11, 2025.

Exhibit 20

LBFC Recommendations and Agency Response and Action

PA State Police		1 Recommendation
LBFC Recommendation	We recommend that the Pennsylvania State Police (PSP) conduct a new feasibility study exploring the economic, technological, and operational benefits and challenges of integrating or increasing the interoperability of its dispatch services with county 911 operations within the Next Generation 911 (NG911) environment.	
Agency Response and Actions	The PSP conducted a feasibility study on integrating dispatching functions with county 911 operations. According to the PSP, the study concluded that transitioning PSP’s dispatching services would pose technological and operational challenges and yield no fiscal savings.	
	The agency reported taking steps to address this recommendation. However, the LBFC has not yet received sufficient evidence to determine whether the actions fully address the recommendation.	
Status	Open	
Pennsylvania Emergency Management Agency and Public Safety		7 Recommendations
Answering Points		
LBFC Recommendation #1	We recommend that commonwealth 911 systems continue to incorporate elevation data into Geographic Information System (GIS) datasets as the National Emergency Number Association (NENA) updates the NG911 GIS data scheme to include standards for elevation.	
Agency Response and Actions	PEMA is implementing this recommendation. The recommendation to incorporate vertical location and mapping into the NG911 process is addressed in the most recent Statewide 911 Plan, Goal 3.4.2: Operationalize 3-Dimensional Location for NG911 Service. This goal outlines the actions being taken by state and county stakeholders to incorporate elevation data into the 911 process.	
	Pennsylvania’s 911 and GIS stakeholders continue to make progress as national standards are updated and other related requirements are defined. PEMA agrees that adding elevation data will introduce new expenses to the 911 process, including GIS data development, technology, training, and other related costs. PEMA expects to incorporate recommended workflows to support the creation of 3D GIS data in Version 3 of the PEMA NG911 GIS Data Model and Best Practices Guide.	

	After further inquiry, the department provided no additional information regarding the implementation of this recommendation, and the LBFC has not yet received evidence to determine whether it has been addressed. Therefore, this recommendation remains open.
Status	Open
LBFC Recommendation #2	We recommend that the General Assembly and PEMA continue to monitor 911 costs and the revenue increase provided by surcharge rate increases over the next year and reassess the surcharge rate's effectiveness.
Agency Response and Actions	PEMA implemented this recommendation. PEMA's response to the LBFC's report provided details on the impact of the \$1.95 fee over the first year (second quarter of 2024 through the first quarter of 2025), a comparison of 911 fee revenue to total 911 system costs, and an outlook and considerations for 911 fee revenue.
Status	Closed
LBFC Recommendation #3	We recommend that public safety answering points (PSAPs) using AI-assisted technology in their 911 operations internally audit any cost savings and efficiencies attributable to the technology to assess its value for other PSAPs considering its use.
Agency Response and Actions	PEMA agreed with the recommendation that PSAPs adopt policies and procedures within their policy development frameworks as they incorporate new AI-assisted technologies, virtual PSAPs, and other capabilities into their operations. PEMA also expects that technology will continue to evolve faster than standards, regulations, and legislation, and that it will require regular evaluation and updating to keep pace.
	After further inquiry, the department provided no additional information regarding the implementation of this recommendation, and the LBFC has not yet received evidence to determine whether it has been addressed. Therefore, this recommendation remains open.
Status	Open
LBFC Recommendation #4	To ensure the safe and effective use of AI-assisted tools, we recommend that PSAPs adopt AI use standards and policies. These policies could include permitted uses, audit procedures, internal controls, and use disclosure. Moreover, PSAPs should look to review NENA's AI standards once they are adopted and published.
Agency Response and Actions	PEMA agreed with the recommendation that PSAPs adopt policies and procedures within their policy development frameworks as they incorporate new AI-assisted technologies, virtual PSAPs, and other capabilities into their operations. PEMA also expects that technology will continue to evolve faster than standards, regulations, and legislation, and that it will require regular evaluation and updating to keep pace.
	After further inquiry, the department provided no additional information regarding the implementation of this recommendation, and the LBFC has not yet received evidence to determine whether it has been addressed. Therefore, this recommendation remains open.
Status	Open

LBFC Recommendation #5	To ensure safe and effective use, we recommend that PSAPs using or intending to use virtual PSAP options be cognizant of future legislative mandates on hosting data off-site. In addition, PSAPs should develop human resource procedures, such as background checks and a code of conduct, for individuals working remotely, whether in their homes or a mobile response vehicle.
Agency Response and Actions	PEMA agreed with the recommendation that PSAPs adopt policies and procedures within their policy development frameworks as they incorporate new AI-assisted technologies, virtual PSAPs, and other capabilities into their operations. PEMA also expects that technology will continue to evolve faster than standards, regulations, and legislation, and that it will require regular evaluation and updating to keep pace. After further inquiry, the department provided no additional information regarding the implementation of this recommendation, and the LBFC has not yet received evidence to determine whether it has been addressed. Therefore, this recommendation remains open.
Status	Open
LBFC Recommendation #6	We recommend that PSAPs be proactive in addressing the impact of the Internet of Things (IoT) by establishing best practices for data retention and disclosure, information privacy, and cybersecurity.
Agency Response and Actions	PEMA agreed with the recommendation that PSAPs adopt policies and procedures within their policy development frameworks as they incorporate new AI-assisted technologies, virtual PSAPs, and other capabilities into their operations. PEMA also expects that technology will continue to evolve faster than standards, regulations, and legislation, and that it will require regular evaluation and updating to keep pace. After further inquiry, the department provided no additional information regarding the implementation of this recommendation, and the LBFC has not yet received evidence to determine whether it has been addressed. Therefore, this recommendation remains open.
Status	Open
LBFC Recommendation #7	988 Lifeline Centers, 911 PSAPs, and other stakeholders should continue to work towards building relationships to foster interoperability. These efforts can be formalized through memoranda of understanding (MOUs) between relevant parties.
Agency Response and Actions	PEMA is implementing this recommendation. PEMA stated that coordination between 911 and 988 is critical to the success of both systems. Technical and operational integration between these services is unavoidable to provide seamless service to those in need from 911/988 personnel, first responders in the field, mobile crisis teams, stabilization services, and other considerations. The 911/988 Working Group was established in October 2021 and includes representatives from PEMA, the Department of Human Services, county PSAPs, and 988 centers. The group has identified goals & objectives to promote coordination between both services; additionally, a resource guide was developed to educate PSAP personnel on how 988 works and operational considerations for coordination when working with 988 centers. The group held regional meetings,

	open to all 911 & 988 system stakeholders, to discuss these two emergency systems, how they operate, and how they can collaborate more efficiently. Planning and coordination of technological and operational considerations are foundational to identifying opportunities for interoperability and integration and to developing MOUs between PSAPs and 988 call centers. The 911/988 Working Group continues to meet today; however, liability protections for 911 staff have been a primary roadblock to the integration and interoperability between 911 and 988 services. If the liability protections issue can be addressed, the partnerships and framework are in place to expedite coordination between the two services. The agency reported taking steps to address this recommendation. However, LBFC has not yet received sufficient evidence to determine whether the actions fully address the recommendation. Therefore, the recommendation remains open.
Status	Open
Department of Human Services	
1 Recommendation	
LBFC Recommendation	The Department of Human Services (DHS) should continue to promote outreach and education efforts regarding the 988 Lifeline, including coordinating current and future campaigns through public awareness campaigns, partnerships with news organizations, traditional marketing and advertising, and beyond.
Agency Response and Actions	In October 2025, DHS stated: “Given the release of these studies this past June, coupled with the existing financial constraints due to the continuing budget impasse since July 1, the Department will further review these recommendations, including rate setting, data collection, and additional public awareness campaigns, after enactment of the budget.” After further inquiry, the department provided no additional information regarding the implementation of this recommendation, and the LBFC has not yet received evidence to determine whether it has been addressed.
Status	Open
General Assembly	
3 Recommendations	
LBFC Recommendation #1	We recommend that the General Assembly, with input from PEMA and the 911 Advisory Board, enact legislation establishing the precise eligibility and the scope of support PEMA can provide for a select number of carriers still transitioning to the NG911 system.
Agency Response and Actions	LBFC continues to monitor the General Assembly’s actions in response to this recommendation.
Status	Open
LBFC Recommendation #2	The General Assembly should consider legislation mandating the development of interoperability standards through partnerships and protocols between 911 PSAPs and 988 Lifeline Centers. This interoperability should include technical development to handle viable 10-digit or backup number transfers between these entities.
Agency Response and Actions	LBFC continues to monitor the General Assembly’s actions in response to this recommendation.

Status	Open
LBFC Recommendation #3	To encourage interoperability, the General Assembly should consider legislation providing liability protections for 911 staff when calls would benefit from a transfer to 988.
Agency Response and Actions	LBFC continues to monitor the General Assembly's actions in response to this recommendation.
Status	Open

F. A Performance Audit of the PA Fish and Boat Commission

Act 59 of 2004 required the LBFC to conduct performance audits of the Pennsylvania Fish and Boat Commission (PFBC) every three years. This report covered July 1, 2021, through June 30, 2024, and was our seventh review under this mandate. The LBFC released this report on May 25, 2025.

Exhibit 21

LBFC Recommendations and Agency Response and Action

Pennsylvania Fish and Boat Commission		6 Recommendations
LBFC Recommendation #1	The Pennsylvania Fish and Boat Commission (PFBC) should negotiate higher financial penalties, specifically during peak-demand months for fishing and boating products, within its Service Level Agreement (SLA) for the Session Response Time metric in HuntFishPA to incentivize desired system performance.	
Agency Response and Actions	PFBC disagrees with this recommendation and does not intend to strengthen the SLA or increase penalties, as it believes current standards are reasonable, system performance is improving, and any contract changes must be balanced against broader operational and contractual considerations.	
Status	Open	
LBFC Recommendation #2	The PFBC should negotiate higher financial penalties, particularly during peak-demand months for fishing and boating products, within its Service Level Agreement for the First Contact HuntFishPA metric to incentivize desired system performance.	
Agency Response and Actions	PFBC disagrees with this recommendation and believes the current call center SLA remains appropriate and that performance is improving. Therefore, it does not support strengthening the SLA or increasing penalties at this time.	
Status	Open	
LBFC Recommendation #3	The PFBC should investigate how to improve its boat registration processing time to reduce backlogs.	
Agency Response and Actions	The PFBC has implemented this recommendation. Since FY 2021-22, the PFBC has taken several steps to evaluate the boat registration program and identify improvements to increase processing efficiency and enhance customer service.	

	PFBC implemented improvements, resulting in faster processing times and the elimination of the boat registration application backlog as of November 2024. See response to Recommendation 4 for specific improvements.
Status	Closed
LBFC Recommendation #4	The PFBC should develop specific and measurable benchmarks for boat registration application processing and customer support metrics to better track and improve the Division of Licensing and Registration's (DLAR's) boat registration processing and customer support functions.
Agency Response and Actions	The PFBC has fully implemented comprehensive performance expectations for DLAR staff working in the call center, staffing the front desk, and processing boat registrations. Specific, measurable performance expectations for the various roles include: • Processing registrations before any issued temporary registrations expire (i.e., no more than 60 days). • Processing four to eight boat registration applications per hour while handling minimal customer phone calls or in-person assistance; one to three applications with occasional phone calls or in-person assistance; and zero to one application per hour under busy call center or in-person customer assistance scenarios. • Following up on customer inquiries within two business days of receipt. • Completing progressively complex levels of boat registration training scenarios in no more than two-week increments. • Following established procedures for opening, closing, and balancing cash drawers daily. • Reviewing all assigned boat registration/title applications within two business days of assignment. • Reviewing suspended applications and responding within three business days of receipt. • Notifying a supervisor when the number of pending applications in an assigned workflow is reduced to ten so that other tasks can be assigned (e.g., more registration/title applications, preparing documents to be scanned, mail support, assisting the call center, etc.). • Producing processing reports daily. PFBC defines backlog as the number of boat registration and title applications received and logged by DLAR for processing. DLAR maintained a nearly zero backlog of boat registration/title applications from November 2024 through March 2026. Due to recent DLAR staffing challenges during the 2026 peak season, the backlog has fluctuated, reaching as high as 631 applications. Despite these factors, processing times are currently less than five days, and all applications are processed before temporary registrations expire, well within established performance expectations for DLAR staff.
Status	Closed
LBFC Recommendation #5	The PFBC should record all access point assessments according to its developed criteria and develop a policy to ensure assessments are completed and documented every four years. This would give the agency an overall picture of access point needs and allow for better maintenance planning.

Agency Response and Actions	In October 2025, the PFBC issued its Standard Inspection guidelines for boating and fishing access areas. The guidelines direct inspections every five years. The PFBC completed all access point assessments by the anticipated completion date of December 31, 2025, and documented the infrastructure condition rating for each access point in regional databases.
Status	Closed
LBFC Recommendation #6	The PFBC should define the number of access points it would like to add to measure its progress in meeting its goals.
Agency Response and Actions	PFBC does not support establishing a specific target for new access sites because most access development depends on external partners, local priorities, and funding factors beyond the Commission's direct control.
Status	Open