



STATE OF NORTH CAROLINA
DEPARTMENT OF HEALTH AND HUMAN SERVICES

JOSH STEIN
GOVERNOR

DEV DUTTA SANGVAI
SECRETARY

May 7, 2026

SENT VIA ELECTRONIC MAIL

Mr. Brian Matteson, Director
Fiscal Research Division
Suite 619, Legislative Office Building
Raleigh, NC 27603-5925

Dear Director Matteson:

Session Law 2023-134, Section 9F.10 requires the Department of Health and Human Services, Division of Health Service Regulation, to submit a semi-annual report on facility licensure, complaints, inspections and staffing. This report is due to the Joint Legislative Oversight Committee on Health and Human Services and the Fiscal Research Division. Pursuant to the provisions of law, the Department is pleased to submit the attached reports for the reporting periods of April – September 2024 and October 2024 – March 2025.

Should you have any questions regarding this report, please contact Karen Wade, Director of Policy, at Karen.Wade@dhhs.nc.gov.

Sincerely,

Signed by:

33023E3C927E460... on behalf of Devdutta Sangvai
Devdutta Sangvai
Secretary



STATE OF NORTH CAROLINA
DEPARTMENT OF HEALTH AND HUMAN SERVICES

JOSH STEIN
GOVERNOR

DEVDUTTA SANGVAI
SECRETARY

May 7, 2026

SENT VIA ELECTRONIC MAIL

The Honorable Carla Cunningham, Chair
Joint Legislative Oversight Committee on
Health and Human Services
North Carolina General Assembly
Room 403, Legislative Office Building
Raleigh, NC 27603

The Honorable Donny Lambeth, Chair
Joint Legislative Oversight Committee on
Health and Human Services
North Carolina General Assembly
Room 303, Legislative Office Building
Raleigh, NC 27603

The Honorable Larry Potts, Chair
Joint Legislative Oversight Committee on
Health and Human Services
North Carolina General Assembly
Room 307B1, Legislative Office Building
Raleigh, NC 27603

The Honorable Jim Burgin, Chair
Joint Legislative Oversight Committee on
Health and Human Services
North Carolina General Assembly
Room 620, Legislative Office Building
Raleigh, NC 27603

Dear Chairmen:

Session Law 2023-134, Section 9F.10 requires the Department of Health and Human Services, Division of Health Service Regulation, to submit a semi-annual report on facility licensure, complaints, inspections and staffing. This report is due to the Joint Legislative Oversight Committee on Health and Human Services and the Fiscal Research Division. Pursuant to the provisions of law, the Department is pleased to submit the attached reports for the reporting periods of April – September 2024 and October 2024 – March 2025.

Should you have any questions regarding this report, please contact Karen Wade, Director of Policy, at Karen.Wade@dhhs.nc.gov.

Sincerely,

Signed by:


33023E3C927E460... on behalf of Devdutta Sangvai
Devdutta Sangvai
Secretary

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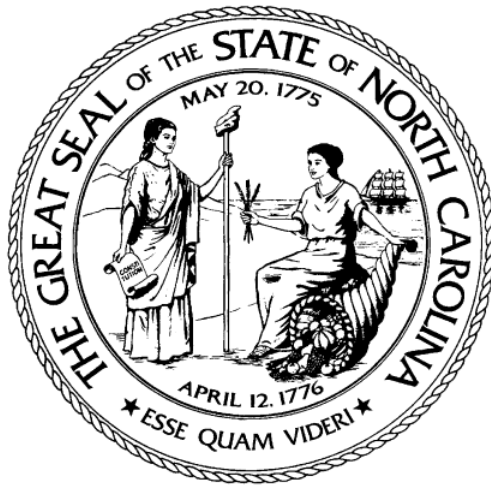
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AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

**DHSR Semi-Annual Report
April 2024 – September 2024**

Session Law 2023-134, Section 9F.10



**Joint Legislative Oversight Committee on Health
and Human Services
and**

Fiscal Research Division

By

**North Carolina Department of Health and
Human Services**

May 7, 2026

Reporting Requirements

Session Law 2023-134, Section 9F.10 requires that the Department of Health and Human Services, Division of Health Service Regulation (DHSR), submit a semi-annual report to the Joint Legislative Oversight Committee on Health and Human Services and the Fiscal Research Division on information regarding its facilities.

Pursuant to that requirement, below is information for the time period of April 2024 – September 2024.

- (1) For each facility type the DHSR has a duty imposed by State or federal law to inspect:
- The number of facilities seeking initial licensure in the State.
 - The number of facilities licensed and operating in the State.
 - The frequency of the inspection requirement.
 - Whether the DHSR is current on completing the required inspections.

		(1) a.	(1) b.	(1) c.	(1) d.
Section (Total Regulated Facilities/Programs)	Facility Type	# of Facilities Initially Licensed Between April 1, 2024 - September 30, 2024	# of Facilities as of September 30, 2024	Inspection Requirement	Current on Inspections?
Acute Care	Ambulatory Surgery Centers	4	150	3-4 Years	No
	Clinical Laboratory Improvement Amendments (CLIA)	0	11,482	24 months / certificates of compliance	No
	End Stage Renal Disease (ESRD)	3	251	36 months	No
	Hospitals	0	132	3 Years / non-deemed accredited	No
	Home Care	192	2,678	3 Years	No
	Abortion Clinics	0	15	Annual	Yes
	Cardiac Rehab Program (CRP)	2	84	Annual attestations	Yes
	Rural Health Clinics	0	88	6 Years	No
	Home Health	0	168	36 months	Yes
	Hospice	0	213	36 months	Yes
	Portable X-Ray (Pxray)	0	7	6 Years	No
	OPT	0	66	6 Years	No

Adult Care	Adult Care Homes (7 or more beds)	2	583	Initial Inspection, Annual Inspection Unless 4 Stars, if 4 Stars Biennial Inspections are Allowed (approx. 25% are 4 Star facilities), Follow-up Inspections, State-involved Complaint Inspections	No
	Family Care Homes (2-6 beds)	14	521	Initial Inspection, Annual Inspection Unless 4 Stars, if 4 Stars Biennial Inspections are Allowed (approx. 25% are 4 Star facilities), Follow-up Inspections, State-involved Complaint Inspections	No
	<i>Overnight Respite in Adult Day Programs</i>	0	1	Initial Inspection, Annual Inspection, Follow-up Inspection, Complaint Inspection	Yes
Nursing Home	Nursing Home - Licensed and Certified	0	419	Annually - The survey and certification provisions set forth in §§1819(g)(2)(A)(iii) and 1919(g)(2)(A)(iii) of the Act and in 42 CFR §488.308 require that each skilled nursing facility and nursing facility be subject to a standard survey no later than 15 months after the last day of the previous standard survey and that the statewide average interval between standard surveys of skilled nursing facilities and nursing facilities not exceed 12 months.	No
	<i>Licensed Only Nursing Homes</i>	0	14	N/A	N/A
Mental Health	Mental Health Residential Programs	84	1,977	Annual Inspections, Per G. S. 122C - 25 Inspections & 10 A NCAC 27G .0404 - Operations During Licensed Period (h)	No
	Psychiatric Residential Treatment Facility (PRTF)	0	22	Annual Inspections, Per G. S. 122C - 25 Inspections & 10 A NCAC 27G .0404 - Operations During Licensed Period (h)	No
	Mental Health Day Programs	51	1,645	N/A	N/A
	Intermediate Care Facilities- Individuals with Developmental Disabilities (ICF-IDD)	0	339	Annual Inspections, Per G. S. 122C - 25 Inspections & 10 A NCAC 27G .0404 - Operations During Licensed Period (h)	Yes

CMS Regulated Facilities

- (2) For the Complaint Intake Unit:
- The number of complaints received for each facility type.
 - The applicable time line for investigating these complaints.
 - Whether the DHSR is current on investigating these complaints.

		(2) a.	(2) b.	(2) c.
Section (Total Regulated Facilities/Programs)	Facility Type	# Complaints Received Between April 1, 2024 - September 30, 2024	Applicable Timeline for Investigating Complaints	Current on Investigating Complaints?
Acute Care	Ambulatory Surgery Centers	4	2 working days to next onsite visit dependent on severity of complaint	Yes
	Clinical Laboratory Improvement Amendments (CLIA)	10	2 working days to next onsite visit dependent on severity of complaint	Yes
	End Stage Renal Disease (ESRD)	23	2 working days to next onsite visit dependent on severity of complaint	No
	Hospitals	373*	2 working days to next onsite visit dependent on severity of complaint	No
	Home Care	107	1-10 calendar days dependent of severity of complaint	Yes
	Abortion Clinics	1	2 working to 45 calendar days dependent on severity of complaint	Yes
	Cardiac Rehab Program (CRP)	0	2 working to 45 calendar days dependent on severity of complaint	Yes
	Rural Health Clinics	0	2 working days to next onsite visit dependent on severity of complaint	Yes
	Home Health	11	2 working days to next onsite visit dependent on severity of complaint	Yes
	Hospice	16	2 working days to next onsite visit dependent on severity of complaint	Yes
	Portable X-Ray (Pxrax)	0	2 working days to next onsite visit dependent on severity of complaint	Yes
	OPT	0	2 working days to next onsite visit dependent on severity of complaint	Yes

Adult Care	Adult Care Homes (7 or more beds)	648**	Immediately -2 weeks (requirement for local DSS)***	Yes****
	Family Care Homes (2-6 beds)	41**	Immediately -2 weeks (requirement for local DSS)***	Yes****
	<i>Overnight Respite in Adult Day Programs</i>	0	No statutory timeframes for investigating complaints.	Yes
Nursing Home	Nursing Home - Licensed and Certified	1,910	3 working days to next onsite visit dependent on severity of complaint (federal requirement) The NH Section is current on all complaints that have alleged harm and serious harm. It is not current with lower-level triages that CMS does not rate us on or that did not allege harm.)	No
	<i>Licensed Only Nursing Homes</i>	5*****	3 working days to next onsite visit dependent on severity of complaint	No
Mental Health	Mental Health Residential Programs	409*****	2, 10, 45 working days to next onsite visit dependent on severity of complaint	No
	PRTF-Psychiatric Residential Treatment Facility	64	2, 10, 45 working days to next onsite visit dependent on severity of complaint	No
	Mental Health Day Programs	96	2, 10, 45 working days to next onsite visit dependent on severity of complaint	No
	Intermediate Care Facilities- Individuals with Developmental Disabilities (ICF-IDD)	166	2, 10, 45 working days to next onsite visit dependent on severity of complaint	Yes

CMS Regulated Facilities

*Does not include Psychiatric Hospitals.

**Only includes complaints received directly by DHSR. Complaints can also be made directly to the local DSS.

*** DHSR conducts complaint investigations for adult care homes and family care homes when state-involvement is requested by the complainant or DSS. All other complaints are referred to the local DSS for investigation.

****DHSR is current on our state-involved complaint investigations.

***** We do not receive complaints for Nursing Homes not in operation.

***** Only reflects complaints and not self-entity investigations.

(3) The total amount of compensatory time accrued by staff, broken down by Section.

Section	Hours of Compensatory Time Accrued by Staff
Acute Care	1,208.01
Adult Care	864.95
Complaint Intake	11.49
Nursing Home	3,547.96
Mental Health	825.65
TOTAL	6,458.06

Note: Data provided by DHHS Human Resources. DHSR has not verified the data.

(4) The total amount of overtime hours worked by staff, broken down by Section.

DHSR is unable to provide this information, as there is no readily available report that specifically reflects overtime hours earned. Existing reports only show total hours recorded per work week and may include both worked time and leave time, without distinguishing actual work hours.

(5) The total amount of lapsed salary funds and, of that amount, the total amount used for the following purposes, broken down by Section:

- To hire temporary or contract staff to assist the DHSR in performing its duties.
- To provide overtime compensation to staff.
- To provide salary supplements to staff.
- To provide performance bonuses to staff.

Section	Lapsed Salaries Available	a. Temporary/ Contract Staff Costs	b. Overtime Compensation**	c. Salary Supplements	d. Performance Bonuses
Acute Care	\$477,425.02	\$14,374.00	\$1,836.53	-	-
Adult Care	\$995,359.80*	\$35,911.59	\$11,918.62	-	-
Complaint Intake		\$35,449.13	-	-	-
Nursing Home		\$64,770.39	\$27,830.25	-	-
Mental Health	\$226,686.33	\$16,494.20	\$2,395.37	-	-

*Lapsed Salary available is calculated at the budget fund level. Adult Care, Nursing Home, and Complaint Intake are in the same budget fund.

**OT paid during the period of April 2024-September 2024 was paid pursuant to an OT Pay Pilot approved by OSBM that ended May 1st; DHSR is not otherwise permitted to pay OT.

(6) An explanation of any problems the DHSR is experiencing with recruiting or retaining staff, broken down by Section.

Turnover By Section

Personnel Area	Total Separations	Total Turnover Rate %	Active Employees (at end of selection period)
Acute Care	5	16.67	30
Adult Care	3	5.26	57
Complaint Intake	No Separations/Transfers During this 6-Month Time Frame		
Mental Health	No Separations/Transfers During this 6-Month Time Frame		
Nursing Home	8	7.84	102

Turnover By Job

Section	Job Description	Total Separations*	Total Turnover Rate %	Active Employees (at end of selection period)
Acute and Home Care	Nurse Consultant I	5	23.81	21
Acute and Home Care	Nurse Consultant II	1	16.67	6
Acute and Home Care	Facility Compliance Consultant II	1	33.33	3
Adult Care	Nurse Consultant I	2	9.52	21
Adult Care	Facility Compliance Consultant I	1	5.56	18
Nursing Home	Nurse Consultant I	7	14.29	49
Nursing Home	Facility Compliance Branch Manager	1	25.00	4
Nursing Home	Facility Compliance Consultant I	2	8.70	23

- Includes retirements

Description of Hiring Challenges During This Time Period by Section

(Note: NC is a Nurse Consultant and FCC is a Facility Compliance Consultant) Complaint Intake Unit

- NC I position posted 1 time with 2 declined offers (salary, personal)
- FCC I and FCC II positions posted 1 time, filled

Adult Care Licensure

- Eastern Branch
 - 9 positions that were vacant during this period were posted multiple times since date of vacancy with no accepted offers.
 - 1 NC I position posted 11 times
 - 1 NC I position posted 10 times
 - 1 NC I position posted 8 times with 1 declined offer (salary)
 - 1 NC I position posted 7 times
 - 1 NC I position posted 6 times
 - 1 NC II and 1 NC I position posted 5 times
 - 1 NC I and 1 FCC I position posted 3 times, the FCC I with 1 declined offer (better job)
- Central Branch
 - 1 NC I position vacant during this period was posted 1 time since date of vacancy with 1 declined offer (better job)
- Western Branch
 - 1 FCC I position vacant during this period was posted 2 times since date of vacancy with 1 declined offer (better job)

Acute & Home Care Licensure & Certification

- All NC I positions unless specified
- CLIA
 - 1 FCC II position vacant during this period was posted 1 time since date of vacancy with 1 declined offer (benefit package)
- Acute Branch
 - 5 positions that were vacant during this period were posted multiple times since date of vacancy.
 - 1 position posted 8 times with 1 declined offer (salary) before filled.
 - 1 position posted 4 times with 2 declined offers (travel schedule; better job) before filled
 - 1 position posted 3 times
 - 1 position posted 2 times before filled
 - 1 position posted 1 time with 1 declined offer (better job) before filled.

- Home Care Branch
 - 10 positions that were vacant during this period were posted multiple times since date of vacancy.
 - 1 position posted 11 times before filled
 - 1 position posted 9 times before filled
 - 3 positions posted 5 times, 2 with declined offers (personal, salary), 2 filled
 - 1 position posted 4 times
 - 2 positions posted 3 times, 1 filled
 - 2 positions posted 2 times, 1 with declined offer (travel/OT schedule), 1 filled

Mental Health Licensure & Certification

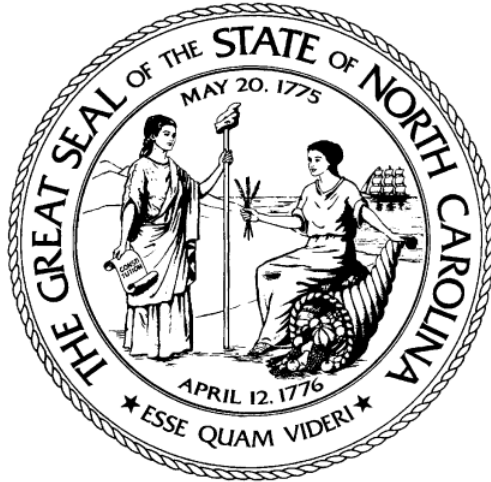
- Eastern Branch
 - 3 positions that were vacant during this period were posted multiple times since date of vacancy, all filled
 - 1 FCC I position posted 6 times before filled
 - 1 FCC I position posted 4 times before filled (this is one of the new positions)
 - 1 position was reallocated from NC I to FCC I and then posted 2 times with 1 declined offer (salary) before filled
- Central/Western Branch
 - 2 positions that were vacant during this period were posted multiple times since date of vacancy, both filled
 - 1 FCC I position posted 3 times with 1 declined offer (salary) before filled (this is one of the new positions)
 - 1 FCC II position posted 2 times before filled

Nursing Home Licensure & Certification

- Eastern Branch
 - 1 NC I position vacant during this period was posted 3 times since date of vacancy with 1 declined offer (salary) before filled
- Central Branch
 - 9 positions that were vacant during this period were posted multiple times since date of vacancy
 - 1 NC I position posted 10 times with 6 declined offers (salary, better job, personal, No Show on Day 1) before filled
 - 1 NC I position posted 8 times with 1 declined offer (better job) before filled
 - 2 NC I positions posted 5 times, 1 with 2 declined offers (salary) before filled, and 1 with 1 declined offer (unknown reason)
 - 1 FCC I position posted 5 times with 1 declined offer (better job)
 - 1 NC I position posted 4 times with 1 declined offer (better job)
 - 1 FCC I position in the Western Branch posted 4 times with 1 declined offer (travel schedule) before being transferred to the Central Branch and posted 4 times before filled
 - 1 NC I position posted 2 times with 1 declined offer (salary) before being filled
 - 1 FCC I position posted 2 times with 1 declined offer (salary) before being filled
- Western Branch
 - 11 positions that were vacant during this period were posted multiple times since date of vacancy
 - 1 NC I position posted 6 times with 3 declined offers (personal, better job) before being reallocated to a FCC I and posted 2 times with 1 declined offer (travel schedule)
 - 1 FCC I position in the Western Branch posted 4 times with 1 declined offer (travel schedule) before being transferred to the Central Branch and posted 4 times before filled (also included above in Central Branch data)
 - 1 NC I posted 5 times with 1 declined offer (better job) before being reallocated to a FCC I and posted 1 time before filled
 - 1 NC I position posted 3 times before being reallocated to a FCC I and posted 2 times
 - 1 NC I position posted 4 times with 3 declined offers (salary, better job) before filled
 - 1 NC I posted 2 times with no offers before being reallocated to a FCC I and posted 1 time
 - 5 NC I positions posted 2 times, 3 filled, 1 with 3 declined offers (personal, better job), 2 with 1 declined offer (salary, ghosted)
 - 1 FCC I position posted 1 time with 2 declined offers (salary, better job) before filled

**DHSR Semi-Annual Report
October 2024 – March 2025**

Session Law 2023-134, Section 9F.10



**Joint Legislative Oversight Committee on Health
and Human Services
and**

Fiscal Research Division

By

**North Carolina Department of Health and
Human Services**

May 7, 2026

Reporting Requirements

Session Law 2023-134, Section 9F.10 requires that the Department of Health and Human Services, Division of Health Service Regulation (DHSR), submit a semi-annual report to the Joint Legislative Oversight Committee on Health and Human Services and the Fiscal Research Division on information regarding its facilities.

Pursuant to that requirement, below is information for the time period of April 2024 – September 2024.

- (1) For each facility type the DHSR has a duty imposed by State or federal law to inspect:
- The number of facilities seeking initial licensure in the State.
 - The number of facilities licensed and operating in the State.
 - The frequency of the inspection requirement.
 - Whether the DHSR is current on completing the required inspections.

		(1) a.	(1) b.	(1) c.	(1) d.
Section (Total Regulated Facilities/Programs)	Facility Type	# of Facilities Initially Licensed Between October 1, 2024 – March 31, 2025	# of Facilities as of March 31, 2025	Inspection Requirement	Current on Inspections?
Acute Care	Ambulatory Surgery Centers	3	150	3-4 years	No
	Clinical Laboratory Improvement Amendments (CLIA)	0	11,312	24 months / certificates of compliance	No
	End Stage Renal Disease (ESRD)	2	253	36 months	No
	Hospitals	1	133	3 years / non-deemed accredited	No
	Home Care	167	2,531	3 years	No
	Abortion Clinics	0	14	Annual	Yes
	Cardiac Rehab Program (CRP)	0	84	Annual attestations	Yes
	Rural Health Clinics	7	95	6 years	No
	Home Health	0	208	36 months	Yes
	Hospice	0	213	36 months	Yes
	Portable X-Ray (Pxray)	0	7	6 years	Yes
	OPT	0	64	6 years	No

Adult Care	Adult Care Homes (7 or more beds)	1	574	Initial Inspection, Annual Inspection Unless 4 Stars, if 4 Stars Biennial Inspections are Allowed (approx. 25% are 4 Star facilities), Follow-up Inspections, State-involved Complaint Inspections	No
	Family Care Homes (2-6 beds)	13	516	Initial Inspection, Annual Inspection Unless 4 Stars, if 4 Stars Biennial Inspections are Allowed (approx. 25% are 4 Star facilities), Follow-up Inspections, State-involved Complaint Inspections	No
	<i>Overnight Respite in Adult Day Programs</i>	0	1	Initial Inspection, Annual Inspection, Follow-up Inspection, Complaint Inspection	Yes
Nursing Home	Nursing Home - Licensed and Certified	1	420	Annually - The survey and certification provisions set forth in §§1819(g)(2)(A)(iii) and 1919(g)(2)(A)(iii) of the Act and in 42 CFR §488.308 require that each skilled nursing facility and nursing facility be subject to a standard survey no later than 15 months after the last day of the previous standard survey and that the statewide average interval between standard surveys of skilled nursing facilities and nursing facilities not exceed 12 months.	Yes
	<i>Licensed Only Nursing Homes</i>	0	14	N/A	N/A
Mental Health	Mental Health Residential Programs	73	1,933	Annual Inspections, Per G. S. 122C - 25 Inspections & 10 A NCAC 27G .0404 - Operations During Licensed Period (h)	No
	Psychiatric Residential Treatment Facility (PRTF)	0	22	Annual Inspections, Per G. S. 122C - 25 Inspections & 10 A NCAC 27G .0404 - Operations During Licensed Period (h)	Yes
	Mental Health Day Programs	48	1,664	N/A	N/A
	Intermediate Care Facilities- Individuals with Developmental Disabilities (ICF-IDD)	0	339	Annual Inspections, Per G. S. 122C - 25 Inspections & 10 A NCAC 27G .0404 - Operations During Licensed Period (h)	Yes

CMS Regulated Facilities

- (2) For the Complaint Intake Unit:
- The number of complaints received for each facility type.
 - The applicable time line for investigating these complaints.
 - Whether the DHSR is current on investigating these complaints.

		(2) a.	(2) b.	(2) c.
Section (Total Regulated Facilities/Programs)	Facility Type	# Complaints Received Between October 1, 2024 – March 31, 2025	Applicable Timeline for Investigating Complaints	Current on Investigating Complaints?
Acute Care	Ambulatory Surgery Centers	2	2 working days to next onsite visit dependent on severity of complaint	No
	Clinical Laboratory Improvement Amendments (CLIA)	9	2 working days to next onsite visit dependent on severity of complaint	Yes
	End Stage Renal Disease (ESRD)	21	2 working days to next onsite visit dependent on severity of complaint	Yes
	Hospitals	310*	2 working days to next onsite visit dependent on severity of complaint	No
	Home Care	104	1-10 calendar days dependent of severity of complaint	Yes
	Abortion Clinics	1	2 working to 45 calendar days dependent on severity of complaint	Yes
	Cardiac Rehab Program (CRP)	0	2 working to 45 calendar days dependent on severity of complaint	Yes
	Rural Health Clinics	0	2 working days to next onsite visit dependent on severity of complaint	Yes
	Home Health	8	2 working days to next onsite visit dependent on severity of complaint	Yes
	Hospice	6	2 working days to next onsite visit dependent on severity of complaint	Yes
	Portable X-Ray (Pxray)	0	2 working days to next onsite visit dependent on severity of complaint	Yes
	OPT	0	2 working days to next onsite visit dependent on severity of complaint	Yes

Adult Care	Adult Care Homes (7 or more beds)	591**	Immediately -2 weeks (requirement for local DSS)***	Yes****
	Family Care Homes (2-6 beds)	50**	Immediately -2 weeks (requirement for local DSS)***	Yes****
	<i>Overnight Respite in Adult Day Programs</i>	0	No statutory timeframes for investigating complaints.	Yes
Nursing Home	Nursing Home - Licensed and Certified	1,724	3 working days to next onsite visit dependent on severity of complaint (federal requirement) The NH Section is current on all complaints that have alleged harm and serious harm. It is not current with lower-level triages that CMS does not rate us on or that did not allege harm.)	No
	<i>Licensed Only Nursing Homes</i>	3*****	3 working days to next onsite visit dependent on severity of complaint	No
Mental Health	Mental Health Residential Programs	417*****	2, 10, 45 working days to next onsite visit dependent on severity of complaint	No
	PRTF-Psychiatric Residential Treatment Facility	53	2, 10, 45 working days to next onsite visit dependent on severity of complaint	Yes
	Mental Health Day Programs	71	2, 10, 45 working days to next onsite visit dependent on severity of complaint	No
	Intermediate Care Facilities-Individuals with Developmental Disabilities (ICF-IDD)	152	2, 10, 45 working days to next onsite visit dependent on severity of complaint	Yes

CMS Regulated Facilities

*Does not include Psychiatric Hospitals.

**Only includes complaints received directly by DHSR. Complaints can also be made directly to the local DSS.

*** DHSR conducts complaint investigations for adult care homes and family care homes when state-involvement is requested by the complainant or DSS. All other complaints are referred to the local DSS for investigation.

****DHSR is current on our state-involved complaint investigations.

***** We do not receive complaints for Nursing Homes not in operation.

***** Only reflects complaints and not self-entity investigations.

(3) The total amount of compensatory time accrued by staff, broken down by Section.

Section	Hours of Compensatory Time Accrued by Staff
Acute Care	1,528.55
Adult Care	564.70
Complaint Intake	-
Nursing Home	3,270.74
Mental Health	1,016.18
TOTAL	6,380.17

Note: Data provided by DHHS Human Resources. DHSR has not verified the data.

(4) The total amount of overtime hours worked by staff, broken down by Section.

DHSR is unable to provide this information, as there is no readily available report that specifically reflects overtime hours earned. Existing reports only show total hours recorded per work week and may include both worked time and leave time, without distinguishing actual work hours.

(5) The total amount of lapsed salary funds and, of that amount, the total amount used for the following purposes, broken down by Section:

- To hire temporary or contract staff to assist the DHSR in performing its duties.
- To provide overtime compensation to staff.
- To provide salary supplements to staff.
- To provide performance bonuses to staff.

Section	Lapsed Salaries Available	a. Temporary/ Contract Staff Costs	b. Overtime Compensation**	c. Salary Supplements	d. Performance Bonuses
Acute Care	\$423,730.68	\$45,522.23	-	-	-
Adult Care	\$1,075,296.00*	\$34,861.67	\$24,209.23	-	-
Complaint Intake		\$30,874.33	-	-	-
Nursing Home		\$56,554.57	\$10,223.95	-	-
Mental Health	\$226,686.33	\$6,195.89	\$3,829.36	-	-

*Lapsed Salary available is calculated at the budget fund level. Adult Care, Complaint Intake, and Nursing Home are in the same budget fund.

**OT paid during the period of October 2024-March 2025 was paid pursuant to OSBM's approval in connection with additional work performed during states of emergency. DHSR is not otherwise permitted to pay OT.

(6) An explanation of any problems the DHSR is experiencing with recruiting or retaining staff, broken down by Section.

Turnover By Section

Personnel Area	Total Separations	Total Turnover Rate %	Active Employees (at end of selection period)
Acute Care	6	20.69	29
Adult Care	5	9.43	53
Complaint Intake	No Separations/Transfers During this 6-Month Time Frame		
Nursing Home	16	16.33	98
Mental Health	1	1.43	70

Turnover By Job

Section	Job Description	Total Separations*	Total Turnover Rate %	Active Employees (at end of selection period)
Acute and Home Care	Nurse Consultant I	5	26.32	19
Acute and Home Care	Nurse Consultant II	1	16.67	6
Adult Care	Nurse Consultant I	3	17.65	17
Adult Care	Nurse Consultant II	2	40.00	5
Nursing Home	Nurse Consultant I	12	25.53	47
Nursing Home	Facility Compliance Consultant I	4	19.05	21
Nursing Home	Facility Compliance Consultant II	1	10.00	10
Mental Health	Facility Compliance Consultant I	1	1.79	56

- Includes retirements

Description of Hiring Challenges During This Time Period by Section

(Note: NC is a Nurse Consultant and FCC is a Facility Compliance Consultant)

Complaint Intake Unit

- NC I position posted 1 time with 2 declined offers (salary, personal)
- FCC I and FCC II positions posted 1 time, filled

Adult Care Licensure

- Eastern Branch
 - 9 positions that were vacant during this period were posted multiple times since date of vacancy with no accepted offers.
 - 1 NC I position posted 11 times
 - 1 NC I position posted 10 times
 - 1 NC I position posted 8 times with 1 declined offer (salary)
 - 1 NC I position posted 7 times
 - 1 NC I position posted 6 times
 - 1 NC II and 1 NC I position posted 5 times
 - 1 NC I and 1 FCC I position posted 3 times, the FCC I with 1 declined offer (better job)
- Central Branch
 - 1 NC I position vacant during this period was posted 1 time since date of vacancy with 1 declined offer (better job)
- Western Branch
 - 1 FCC I position vacant during this period was posted 2 times since date of vacancy with 1 declined offer (better job)

Acute & Home Care Licensure & Certification

- All NC I positions unless specified
- CLIA
 - 1 FCC II position vacant during this period was posted 1 time since date of vacancy with 1 declined offer (benefit package)
- Acute Branch
 - 5 positions that were vacant during this period were posted multiple times since date of vacancy.
 - 1 position posted 8 times with 1 declined offer (salary) before filled.
 - 1 position posted 4 times with 2 declined offers (travel schedule; better job) before filled
 - 1 position posted 3 times

- 1 position posted 2 times before filled
 - 1 position posted 1 time with 1 declined offer (better job) before filled.
- Home Care Branch
 - 10 positions that were vacant during this period were posted multiple times since date of vacancy.
 - 1 position posted 11 times before filled
 - 1 position posted 9 times before filled
 - 3 positions posted 5 times, 2 with declined offers (personal, salary), 2 filled
 - 1 position posted 4 times
 - 2 positions posted 3 times, 1 filled
 - 2 positions posted 2 times, 1 with declined offer (travel/OT schedule), 1 filled

Mental Health Licensure & Certification

- Eastern Branch
 - 3 positions that were vacant during this period were posted multiple times since date of vacancy, all filled
 - 1 FCC I position posted 6 times before filled
 - 1 FCC I position posted 4 times before filled (this is one of the new positions)
 - 1 position was reallocated from NC I to FCC I and then posted 2 times with 1 declined offer (salary) before filled
- Central/Western Branch
 - 2 positions that were vacant during this period were posted multiple times since date of vacancy, both filled
 - 1 FCC I position posted 3 times with 1 declined offer (salary) before filled (this is one of the new positions)
 - 1 FCC II position posted 2 times before filled

Nursing Home Licensure & Certification

- Eastern Branch
 - 1 NC I position vacant during this period was posted 3 times since date of vacancy with 1 declined offer (salary) before filled
- Central Branch
 - 9 positions that were vacant during this period were posted multiple times since date of vacancy
 - 1 NC I position posted 10 times with 6 declined offers (salary, better job, personal, No Show on Day 1) before filled
 - 1 NC I position posted 8 times with 1 declined offer (better job) before filled
 - 2 NC I positions posted 5 times, 1 with 2 declined offers (salary) before filled, and 1 with 1 declined offer (unknown reason)
 - 1 FCC I position posted 5 times with 1 declined offer (better job)
 - 1 NC I position posted 4 times with 1 declined offer (better job)
 - 1 FCC I position in the Western Branch posted 4 times with 1 declined offer (travel schedule) before being transferred to the Central Branch and posted 4 times before filled
 - 1 NC I position posted 2 times with 1 declined offer (salary) before being filled
 - 1 FCC I position posted 2 times with 1 declined offer (salary) before being filled
- Western Branch
 - 11 positions that were vacant during this period were posted multiple times since date of vacancy
 - 1 NC I position posted 6 times with 3 declined offers (personal, better job) before being reallocated to a FCC I and posted 2 times with 1 declined offer (travel schedule)
 - 1 FCC I position in the Western Branch posted 4 times with 1 declined offer (travel schedule) before being transferred to the Central Branch and posted 4 times before filled (also included above in Central Branch data)
 - 1 NC I posted 5 times with 1 declined offer (better job) before being reallocated to a FCC I and posted 1 time before filled
 - 1 NC I position posted 3 times before being reallocated to a FCC I and posted 2 times
 - 1 NC I position posted 4 times with 3 declined offers (salary, better job) before filled
 - 1 NC I posted 2 times with no offers before being reallocated to a FCC I and posted 1 time

- 5 NC I positions posted 2 times, 3 filled, 1 with 3 declined offers (personal, better job), 2 with 1 declined offer (salary, ghosted)
- 1 FCC I position posted 1 time with 2 declined offers (salary, better job) before filled