

Response to Request for Information

Docket No. A-2026-3060634

Application of In His Hands Human Services LLC

Applicant:

In His Hands Human Services LLC

588 Lougeay Road

Pittsburgh, PA 15235

Response to Question 2(b) – Criminal Background Checks

(Title 52 Pa. Code §29.505 – Criminal History)

The Commission indicated that the previously submitted policy did not fully comply with the **record retention requirement contained in 52 Pa. Code §29.505(a)(4)**.

In His Hands Human Services LLC has revised its policy to ensure full compliance with the regulation. The company will maintain proper documentation of criminal background checks for all drivers and will retain those records in accordance with the requirements set forth in the Pennsylvania Public Utility Commission regulations.

The revised policy is provided below.

Driver Criminal History Background Check Policy

In His Hands Human Services LLC

In accordance with **Title 52 Pa. Code §29.505**, In His Hands Human Services LLC requires all individuals who operate vehicles under the company's authority to undergo a criminal history background check prior to employment.

Background Check Procedure

Criminal background checks will be obtained through:

- The **Pennsylvania State Police PATCH system**, or
- Another authorized criminal background screening provider.

Background checks will be conducted **prior to hiring any driver** and may be repeated periodically as deemed appropriate by the company.

Disqualifying Criminal Offenses

Applicants may be disqualified from employment as drivers if criminal history reveals offenses that may endanger passengers or the public, including but not limited to:

- Violent crimes
- Sexual offenses
- Crimes involving theft or fraud
- Drug trafficking offenses
- Any offense that could compromise the safety of passengers or the public

Each background check will be reviewed individually and evaluated in accordance with applicable laws and regulations.

Record Retention (52 Pa. Code §29.505(a)(4))

In His Hands Human Services LLC will maintain records of criminal background checks conducted for all drivers.

These records will include:

- Documentation showing that the criminal background check was completed
- The date the background check was conducted
- Documentation verifying that the driver met the company's hiring standards

All background check records will be:

- Maintained in **secure driver personnel files**
- **Retained for the duration of the driver's employment and for a minimum of four (4) years thereafter**
- Made available to the **Pennsylvania Public Utility Commission upon request**

All records will be maintained in a secure and confidential manner.

Criminal background check documentation will be maintained in the driver qualification file for each driver.

Verification Statement

I, **Melanie Pitts**, hereby state that the facts above set forth are true and correct to the best of my knowledge, information and belief, and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of **18 Pa.C.S. §4904 (relating to unsworn falsification to authorities)**.

Signature: 

Melanie Pitts
Owner
In His Hands Human Services LLC

Date: 3/18/2026