pennsylvania
DEPARTMENT OF HUMAN SERVICES

APR 13 2016

Mr. Frank Wentzel, Executive Director
Community Specialist Corporation
900 Agnew Road
Pittsburgh, Pennsylvania 15227

RE: New Outlook Academy
License #: 401650

Dear Mr. Wentzel:

As a result of the Department of Human Services' annual licensing inspections on February 16, 2016 and February 17, 2016 of the above facility, the violations with 55 Pa.Code Ch. 3800 (relating to Child Residential and Day Treatment Facilities) specified on the enclosed License Inspection Summary were found.

All violations specified on the enclosed License Inspection Summary must be corrected by the dates specified on the License Inspection Summary and continued compliance with 55 Pa.Code Ch. 3800 must be maintained.

Sincerely,

Matthew J. Jones
Director

Enclosure
License Inspection Summary

VIOLATION REPORT
CHILD RESIDENTIAL LICENSING - 55 Pa.Code Chapter 3800

Facility Name: NEW OUTLOOK ACADEMY	**License Number:** 40165
Address: 900 AGNEW ROAD BLDG 2, PITTSBURGH, PA 15227	**County:** Allegheny
Director: Frank Wentzel	**Region:** WEST
Legal Entity Name: COMMUNITY SPECIALISTS CORPORATION	
Legal Entity Address: 900 AGNEW ROAD, PITTSBURGH, PA 15227	

Certificate(s) of Occupancy

I-1
03/21/1990
City of Pittsburgh

Program Type:	**Licensed Capacity:**	**Number of Children Served:**
Residential Services	120	53

Type of Inspection: Full	**BHA Docket Number:**	**Notice:** Announced

Reason(s) for Inspection(s)

Renewal

On-Site Inspections Dates and Department Representatives On-Site

02/16/2016: Patton, Jessica; Pugh, Bridget; White, Anthony; Alejandre, Carlos
02/17/2016: Patton, Jessica; Pugh, Bridget; White, Anthony; Alejandre, Carlos

Off-Site Inspection Dates and Inspectors, if Applicable

Other Details

Partial or Full Triggers:

Random Indicators:

Child Demographic Data as of Inspection Dates

Age of Children:

0 to 5 years: 0

6 to 13 years: 1

14 to 17 years: 42

18 to 21 years: 10

Number of Children who:

Are Adjudicated Delinquent: 41

Are Dependent: 12

Have Mental Illness: 43

Have an Intellectual Disability: 0

Have a Physical Disability: 0

Licensing Inspection Summary: 40165 - 02/16/2016 - Patton, Jessica
Facility Name: NEW OUTLOOK ACADEMY

1. REGULATION 55 Pa.Code §3800
3800.132(c) - A written fire drill record shall be kept of the date, time, the amount of time it took for evacuation, the exit route used, the number of children in the facility at the time of the drill, problems encountered and whether the fire alarm or smoke detector was operative.

2a. DESCRIPTION OF VIOLATION
The fire drill record for the drill conducted on 2-8-16 at 6:05 does not indicate AM or PM.

3. PLAN OF CORRECTION (POC) (Attach pages as necessary. Remember that you must sign and date any attached pages.)
Include steps to correct the violation described above and steps to prevent a similar violation from occurring again. If steps cannot be completed immediately, include dates by which the steps will be completed.

The employee who failed to indicate the full time of the fire drill (by failing to indicate AM or PM) will be retrained regarding the requirement to document the complete time that the fire drill occurred on all future reports.

This training will occur by Monday, March 28, 2016.

5/1/16 - All staff persons responsible for recording fire drills will be educated on Chapter 3800.132 (c). BS 3/23/16

The director will review fire drill records monthly to ensure compliance with Chapter 3800.132 (c). BS 3/23/16

Repeat Violation: No	Date(s) of Previous Violation(s):			

Signature of Legal Entity Representative (Required on EVERY Page)

Printed Name and Title of Legal Entity Representative (Required on EVERY Page): Frank Wentzel, Executive Director

Date: 03/16/16

DEPARTMENT USE ONLY - FACILITIES MAY NOT WRITE BELOW THIS LINE!

The above plan of correction is approved as of 3/23/16 (Date)

The above plan of correction was approved by BS (Initials)

Plan of correction implementation status as of 3/23/16 (Date)

- ☐ Fully Implemented
- ☒ Partially Implemented - Adequate Progress
- ☐ Partially Implemented - Inadequate Progress
- ☐ Not Implemented

Licensing Inspection Summary: 40185 - 02/16/2016 - Patton, Jessica
Facility Name: NEW OUTLOOK ACADEMY

1. REGULATION 55 Pa.Code §3800

3800.203(a) - For each child for whom restrictive procedures will be used beyond unanticipated use specified in § 3800.204 (relating to unanticipated use), a restrictive procedure plan shall be written and included in the ISP specified in § 3800.226 (relating to content of the ISP), prior to use of restrictive procedures.

2a. DESCRIPTION OF VIOLATION

Resident # 2 was manually restrained on 3-8-15, 4-19-15, twice on 5-18-15, and on 5-27-15. The facility uses a document titled *Individual Crisis Management Plan* to comply with this regulation. An *Individual Crisis Management Plan* was not created for resident #2 until 6-24-15.

3. PLAN OF CORRECTION (POC) (Attach pages as necessary. Remember that you must sign and date any attached pages.)

Include steps to correct the violation described above and steps to prevent a similar violation from occurring again. If steps cannot be completed immediately, include dates by which the steps will be completed.

The restrictive procedures log will be reviewed by the Administrative Assistant upon each entry to determine the number of restrictive procedures that the particular student has been involved in during the past three months.

In the event that a student has been involved in 3 restrictive procedures in less than three months, the Administrative Assistant will inform the District Supervisor to be aware that the student will require an Individual Crisis Management Plan (ICMP) in the event of another unanticipated use of restrictive procedure in the specified time period. If the student has been involved in 4 restrictive procedures in less than three months, the Administrative Assistant will inform the District Supervisor to complete the ICMP at that time.

The Administrative Assistant and District Supervisor will be trained on this procedure by Monday, March 28, 2016.

5/1/16 - All staff persons responsible for restrictive procedure plans will be educated on Chapter 3800.203(a). BS 3/23/16

The director will implement monitoring procedures to ensure Compliance with Chapter 3800.203(a). BS 3/23/16

Repeat Violation: No	Date(s) of Previous Violation(s):			

Signature of Legal Entity Representative (Required on EVERY Page)

Printed Name and Title of Legal Entity Representative (Required on EVERY Page)	Date
Frank Wentzel, Executive Director	03/16/16

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Licensing Inspection Summary: 40165 - 02/16/2016 - Patton, Jessica
Facility Name: NEW OUTLOOK ACADEMY

1. REGULATION 55 Pa.Code §3800

3800.203(d) - The plan shall be reviewed, approved, signed and dated by persons involved in the development and revision of the plan, prior to the use of a restrictive procedure, whenever the plan is revised and at least every 6 months. The child, the child's parent and, if applicable, the child's guardian or custodian shall be given the opportunity to sign the plan.

2a. DESCRIPTION OF VIOLATION

The facility uses a document titled *Individual Crisis Management Plan* to comply with this regulation. The *Individual Crisis Management Plan* for resident #2 dated 6-24-15 has not been reviewed, approved, signed and dated.

3. PLAN OF CORRECTION (POC) (Attach pages as necessary. Remember that you must sign and date any attached pages.)

Include steps to correct the violation described above and steps to prevent a similar violation from occurring again. If steps cannot be completed immediately, include dates by which the steps will be completed.

When an ICMP is created, the appropriate individuals as per regulation 3800.203(d) will review, approve, sign and date the plan. In the event that the ICMP is revised or at least every six months from its creation, it will be reviewed, approved, signed and dated once again by all appropriate individuals.

In order to ensure that an ICMP is reviewed, approved, signed and dated at least every six months (in the event that no revisions occur), it will be attached to the student's Individualized Service Plan and updated at the same time as that document.

The Administrative Assistant and District Supervisor will be trained on these requirements no later than Monday, March 28, 2016.

Resident #2 was discharged on 3/21/16. BS 3/23/16

Repeat Violation: No	Date(s) of Previous Violation(s):			

Signature of Legal Entity Representative
(Required on EVERY Page)

Printed Name and Title of Legal Entity Representative
(Required on EVERY Page) Frank Wentzel, Executive Director

Date 03/16/16

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Licensing Inspection Summary: 40165 - 02/16/2016 - Patton, Jessica
Facility Name: NEW OUTLOOK ACADEMY

1. REGULATION 55 Pa.Code §3800
3800.203(e) - The plan shall include: (1) through (7).

2a. DESCRIPTION OF VIOLATION
The facility uses a document titled *Individual Crisis Management Plan* to comply with this regulation. The *Individual Crisis Management Plan* for resident #2 dated 6-24-2015 does not include:
(2) The behavioral outcomes desired, stated in measurable terms.
(4) The types of restrictive procedures that may be used and the circumstances under which the restrictive procedure may be used.
(5) The length of time the restrictive procedure may be applied, not to exceed the maximum time periods specified in this chapter.
(6) Health conditions that may be affected by the use of specific restrictive procedures.

3. PLAN OF CORRECTION (POC) (Attach pages as necessary. Remember that you must sign and date any attached pages.)
Include steps to correct the violation described above and steps to prevent a similar violation from occurring again. If steps cannot be completed immediately, include dates by which the steps will be completed.

Revisions have been made to The New Outlook Individual Crisis Manangement Plan (ICMP) to meet the four criteria listed above that were not previously addressed

In addition, the District Supervisor and program supervisors will be trained on the new ICMP requirements which will address each subsection of regulation 3800.203(e).

The amended ICMP is attached as Attachment A.

The training related to this plan of correction for the District Supervisor and the program supervisors will be completed by Monday, March 28, 2016.

The district supervisor or program supervisor will review restrictive procedure plans at least monthly to ensure the plans include each requirement of Chapter 3800.203(e). BB 3/23/16

Resident #2 was discharged on 3/21/16. BB 3/23/16

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Printed Name and Title of Legal Entity Representative (Required on EVERY Page): Frank Wentzel, Executive Director

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