pennsylvania
DEPARTMENT OF HUMAN SERVICES

CERTIFIED MAIL – RETURN RECEIPT REQUESTED
MAILING DATE: September 26, 2016

Mr. Frank Wentzel, Exec. 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' licensing inspection on July 7, 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,

Carlos Alejandre
Child Residential Licensing Manager

Enclosure
Licensing 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	

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WEST Human Services Licensing

Certificate(s) of Occupancy

Program Type:	**Licensed Capacity:**	**Number of Children Served:**
Residential Services	120	64

Type of Inspection: Partial	**BHA Docket Number:**	**Notice:** Unannounced

Reason(s) for Inspection(s)
Complaint

On-Site Inspections Dates and Department Representatives On-Site
07/07/2016: Alejandre, Carlos; Turby, Megan

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:	**Number of Children who:**
0 to 5 years: 0	**Are Adjudicated Delinquent:** 48
6 to 13 years: 1	**Are Dependent:** 16
14 to 17 years: 47	**Have Mental Illness:** 54
18 to 21 years: 16	**Have an Intellectual Disability:** 0
	Have a Physical Disability: 0

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Licensing Inspection Summary: 40165 - 07/07/2016 - Alejandro, Carlos
Facility Name: NEW OUTLOOK ACADEMY

1. REGULATION 55 Pa.Code §3800
3800.32(c) - A child has the right to be treated with fairness, dignity and respect.

2a. DESCRIPTION OF VIOLATION
On 6/6/2016 Staff Member A walked into bedroom #304 and opened the door of the in-room bathroom while Resident #1 was using the toilet.

In June of 2016 Staff Member A said to Resident #2, "You are the reason your sisters died." Resident #2's sisters recently passed away.

Staff Member A walked into a bedroom and opened the door of the in-room bathroom while Resident #3 was stepping out of the shower and Resident #2 was stepping into the shower.

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 occuring again. If steps cannot be completed immediately, include dates by which the steps will be completed.

New Outlook Academy objects to the issuance of this violation based on the description listed above and the information obtained by BHSL inspectors on July 7, 2016. When BHSL spoke with Staff Member A, the staff person denied the above allegations, and the resident files reviewed by BHSL indicated that the three residents have a history of being heavily influenced by their peers, and acting in a manipulative way. No independent or corroborating evidence was found by BHSL or discussed during the exit interview, other than the stories told to BHSL by Resident #1, Resident #2, and Resident #3, who are supervised by Staff Member A.

However, because a Plan of Correction is required even when New Outlook Academy objects to the issuance of a violation, New Outlook Academy submits the following POC:

Staff Member A will participate in individual training regarding Trauma Informed Care with a member of New Outlook Academy's Outpatient Mental Health Program. This training will be completed and documented by 7/29/16.

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: 7/25/16

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

The above plan of correction is approved as of 8.31.16 (Date)

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

Plan of correction implementation status as of 8.31.16 (Date)

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

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Licensing Inspection Summary: 40165 - 07/07/2016 - Alejandre, Carlos
Facility Name: NEW OUTLOOK ACADEMY

1. REGULATION 55 Pa.Code §3800
3800.84(b) - There may be no evidence of infestation of insects or rodents in the facility.

2a. DESCRIPTION OF VIOLATION
On 7/7/2016 at approximately 4:05 PM inspectors observed in the second floor bathroom:

16 phorid flies in the 1st shower stall on the right hand side
5 phorid flies in the 2nd shower stall
7 phorid flies in the 3rd shower stall
7 phorid flies in the 4th shower stall against the back wall
13 phorid flies in the 5th shower stall on the left side against the back wall
Over 20 phorid flies in the 6th shower stall
7 phorid flies in the 7th shower stall
8 phorid flies in the 8th shower stall

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.

Immediately after the inspection by BHSL, New Outlook Academy contacted Patriot Pest Control regarding the flies noted by inspectors in the second floor bathroom. On 7/11/16, Patriot Pest Control was on site and determined the flies to be "sewer moths", and as a result and based on the recommendation of Patriot Pest Control, New Outlook Academy will implement the following:

1. A New Outlook Academy Maintanenace staff member will flush the floor drains once a week with a cup of bleach to a gallon of warm water.
2. New Outlook Academy will now use Nature's Way Floor Cleaner everyday to clean floors, as recommended by Patriot Pest Control.
3. Patriot Pest Control will now implement a routine drain treatment to eliminate any future recurrence.

The necessary maintenance staff will be trainined on the protocols listed above by 7/29/16.

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 7/25/16

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The above plan of correction is approved as of 8.31.16 (Date)

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

Plan of correction implementation status as of 8.31.16 (Date)

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