pennsylvania
DEPARTMENT OF HUMAN SERVICES

CERTIFIED MAIL – RETURN RECEIPT REQUESTED
MAILING DATE: 1/25/17

Mr. Frank Wentzel, Executive Director
Community Sepcialist 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 November 9, 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,

Alex Shambach
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:** 40166
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
C-2 LP
11/05/2007
Labor and Industry

Program Type:	**Licensed Capacity:**	**Number of Children Served:**
Residential Services	120	48

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

Reason(s) for Inspection(s)
Complaint

On-Site Inspections Dates and Department Representatives On-Site
11/09/2018: Harris, Kristina; Yost, Diana

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: 34
6 to 13 years: 1	Are Dependent: 14
14 to 17 years: 45	Have Mental Illness: 38
18 to 21 years: 2	Have an Intellectual Disability: 0
	Have a Physical Disability: 0

Licensing Inspection Summary: 40165 - 11/09/2016 - Harris, Kristina
Facility Name: NEW OUTLOOK ACADEMY

1. REGULATION 55 Pa.Code §3800

3800.141(c) - The assessment shall include the following:

(1) Medical information and health concerns such as allergies; medications; immunization history; hospitalizations; medical diagnoses; medical problems that run in the family; issues experienced by the child's mother during pregnancy; special dietary needs; illnesses; injuries; dental, mental or emotional problems; body positioning and movement stimulation for children with disabilities, if applicable; and ongoing medical care needs.

(2) Known or suspected suicide or self-injury attempts or gestures and emotional history which may indicate a predisposition for self-injury or suicide.

(3) Known incidents of aggressive or violent behavior.

(4) Substance abuse history.

(5) Sexual history or behavior patterns that may place the child or other children at a health or safety risk.

2a. DESCRIPTION OF VIOLATION

Resident #1's Health and Safety assessment, completed o[redacted] was not updated within 24 hours to reflect a suicidal ideation that took place on [redacted]

Resident #1's Health and Safety assessment, completed on 4/5/16, was not updated within 24 hours to reflect his/her incidents of aggressive/violent behavior or [redacted] and [redacted]

Resident #2's Health and Safety assessment, completed on [redacted] was not updated within 24 hours to reflect the incidents of physical altercations with peers on [redacted]

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.

As a result of feedback received from BHSL regarding our initial Plan of Correction, New Outlook Academy is submitting an updated Plan. Specifically, BHSL indicated that the NOA POC must not only comply with the 55 Pa. Code §§3800.141(a) - (d), it must also follow statements contained in the RCG that "a health and safety assesment should be a 'living document' and must be kept accurate throughout the child's stay at the facility." (RCG, p.48). As a result, if a child displays a new behavior or medical condition which poses a health or safety risk; or if the child has a history of a behavior or medical condition that poses a health or safety risk which becomes known to NOA, the student's health and safety assessment will be reviewed and, when necessary, updated to reflect this information.

NOA will train all direct-care staff involved in the process of updating health and safety assessments of the new requirements by 2-10-17

As of November 9, 2016, the date of BHSL's initial inspection, both Resident #1 and Resident #2 have been discharged from NOA; as a result, it is impossible fro NOA to update either health and safety assessments.

Finally, New Outlook Academy (NOA) objects to the citation of the violation as New Outlook Academy respectfully disagrees that is a violation of the cited regulation.

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 1/23/17

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

The above plan of correction is approved as of 1-27-17 (Date)

The above plan of correction was approved by [initials] (Initials)

Plan of correction implementation status as of 1-27-17 (Date)

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

Licensing Inspection Summary: 40165 - 11/09/2016 - Harris, Kristina
Facility Name: NEW OUTLOOK ACADEMY

1. REGULATION 55 Pa.Code §3800
3800.142 - If the health and safety assessment in § 3800.141 (relating to health and safety assessment) identifies a health or safety risk, a written plan to protect the child shall be developed and implemented within 24 hours after the assessment is completed.

2a. DESCRIPTION OF VIOLATION
The Health and Safety Assessment, completed [redacted] states that Resident #1 has a history of fighting in school and in placement; however there was not an adequate written safety plan developed within 24 hours for this behavior. The safety plan created on [redacted] did not address what coping skills Resident #1 could do on his/her own and what staff could do to assist Resident #1 should Resident #1 have a trigger. Resident #1 had written incidents of aggressive/violent behavior on [redacted] and [redacted] however, there was not a written safety plan implemented to provide preventable measures to ensure the safety of Resident #1, other residents, and staff.

The Health and Safety Assessment, completed on 2/23/16, states that Resident #2 has a history of aggressive/ violent behavior; however there was not a written safety plan developed within 24 hours for this behavior to provide preventative measures and to ensure the safety of Resident #2, other residents, and staff. Resident #2 had written incidents of aggressive behaviors on [redacted] and [redacted] where he/she was involved in physical altercations with peers. A written safety plan was not implemented following the incidents of aggressive/violent behaviors to provide preventative measures to ensure the safety of Resident #2, other residents, and staff.

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.

As a result of feedback received from BHSL regarding our initial Plan of Correction, New Outlook Academy is submitting an updated Plan. Specifically, BHSL indicated that the NOA POC must not only comply with the 55 Pa. Code §§3800.142, NOA must also follow the statements contained in the BHSL Regulatory Compliance Guide, specifically, in this statement in the RCG that "[a] health and safety plan must be completed, if applicable, within 24 hours after the initial health and safety assessment or within 24 hours of any subsequent or updated health and safety assessment as described in §3800.141(a)." (RCG, pp. 48-49). As a result, if a student's health and safety assessment is updated to identify a behavior or medical concern (known, new or previously unidentified), a written plan to protect the child will be reviewed for efficacy (if previously developed) or devised within 24 hours after the updated health and safety assessment has been completed.

NOA will train all direct-care staff involved in the process of updating health and safety assessments of the new requirements by 2-10-17 AS

As of November 9, 2016, the date of BHSL's initial inspection, both Resident #1 and Resident #2 have been discharged from NOA; as a result, it is impossible for NOA to update either safety plan as requested by BHSL.

Finally, New Outlook Academy (NOA) objects to the citation of the violation as New Outlook Academy respectfully disagrees that is a violation of the cited regulation.

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

Signature of Legal Entity Representative (Required on EVERY Page) [signature]

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

Date 1/23/17

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

The above plan of correction is approved as of 1-27-17 (Date)

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

Plan of correction implementation status as of 1-27-17 (Date)

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

Licensing Inspection Summary: 40165 - 11/09/2016 - Harris, Kristina
Facility Name: NEW OUTLOOK ACADEMY

1. REGULATION 55 Pa.Code §3800

3800.148(b) - Medically necessary physical and behavioral health services, diagnostic services, follow-up examinations and treatment, such as medical, nursing, pharmaceutical, dental, dietary, hearing, vision, blood lead level, psychiatric and psychological services that are planned or prescribed for the child, shall be arranged for or provided.

2a. DESCRIPTION OF VIOLATION

Resident #1's Initial Health and Safety assessment, completed [redacted] and Resident #1's initial Vision Screening, completed [redacted] indicated that Resident #1 needed a follow up for reading glasses; however a follow- up exam for reading glasses was not provided.

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.

Since BHSL's initial visit on [redacted] Resident #1 went AWOL while on a home pass and has been discharged from NOA. As a result there has been no opportunity to send Resident #1 for a follow-up exam for reading glasses.

By December 30, 2016, the supervisor of transportation will be responsible for collecting the follow-up paperwork and providing the paperwork to the nurse on duty.

By December 30, 2016, the nurse on duty in the medical office who receives any follow-up paperwork is responsible for documenting and scheduling necessary examinations and treatment within ten (10) days of the initial exam.

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 1/23/17	

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

The above plan of correction is approved as of 1-24-17 (Date)

The above plan of correction was approved by [signature] (Initials)

Plan of correction implementation status as of 1-24-17 (Date)

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