pennsylvania
DEPARTMENT OF HUMAN SERVICES

MAY 17 2019

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

RE: New Outlook Academy
900 Agnew Road,
Pittsburgh, Pa. 15210

License # 401650

Dear Mr. Wentzel:

As a result of the Department of Human Services' (Western Office of Children, Youth and Families) licensing inspection on February 13 - 14, 2019 of the above facility, the violations with 55 Pa. Code Ch. 3800 regulations 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 Licensing Inspection Summary and continued compliance with 55 Pa. Code Ch. 3800 regulations must be maintained.

Sincerely,

Amy Grippi

Amy Grippi
Acting Deputy Secretary

Enclosure
Licensing Inspection Summary

LICENSING/APPROVAL/REGISTRATION INSPECTION SUMMARY

NAME OF AGENCY/FACILITY: Community Specialists Corporation New Outlook Academy #401650				TELEPHONE: (724) 282-1995	OCYF REGIONAL STAFF APPROVAL	DATE
ADDRESS: 900 Agnew Road, Building 2 Pittsburgh, Pennsylvania 15227				COUNTY: Allegheny		5-8-2019
INSPECTED BY: Daniel J. Nehlen, Tiana Jordan, Gregory Holts, Keith Witt, Wendy Reed				INSPECTION DATE(S): 2/13/2019 – 2/14/2019	Bonnie J. Studer	5.7.2019
INITIAL INSPECTION	RENEWAL INSPECTION	COMPLAINT	UNANNOUNCED INSPECTION	RANDOM SAMPLE	Amber D Kalp	5/9/19
	X					

The Department of Human Services, Office of Children, Youth and Families, Western Region (Department) conducted an annual licensing inspection of New Outlook Academy on 2/13/2019 and 2/14/2019 for licensing year 4/21/2019 to 4/21/2020. During this inspection, The Department reviewed: 8 of 66 child files and 92 personnel files. During review of the child files, the Department identified the initial Individual Service Plans (ISPs) did not contain an evaluation of the children's skill level for each of their goals. This regulatory violation is further outlined below. This matter was addressed with the program director, who promptly created a new ISP format to include the child's skill level; this format will be utilized for all newly developed ISPs. A physical site inspection was completed, and there were no regulatory concerns noted. The Department conducted interviews with a staff member and resident during this inspection. The staff member reported feeling well prepared for the job and stated they had received appropriate training. They reported the administration is always available if there are any questions, and they are open to suggestions from the staff. The staff member reported very few restraints happen, because the staff focus more on de-escalation techniques. They reported they work with the youth on academic goals, career goals, and social goals. The resident reported there are few restraints, and they reported feeling that staff and counselors care about the residents; they take the time to ask how they are doing. The resident explained she works in the kitchen doing dishes, sweeping floors, and making salads. She also reported having an opportunity to participate in some of the electives that New Outlook has to offer; such as photography, baking, and STEAM, which is a class based on web design. She also has the opportunity to participate in robotics and college level classes.

1. 55 PA CODE CHAPTER	2. NON-COMPLIANCE AREA	3. CORRECTION REQUIRED	4. REQUIRED CORRECTION DATE	5. PROVIDER'S PLAN OF CORRECTION OR RESPONSE	6. STATUS OF CORRECTION
3800.226 (2) Content of the ISP	This regulation states an ISP shall include an evaluation of the child's	The agency shall develop and implement a plan of correction to ensure the	March 26, 2019	Prior to the conclusion of the inspection, New Outlook Academy's Executive Director proposed changes	OK 5.7.19 PK

	skill level for each goal. This regulation states the ISP shall include an evaluation of the child's skill level for each goal. During the review of the six child files, the Department identified the initial Individual Service Plans (ISPs) did not contain an evaluation of the children's skills levels for each of their goals.	staff are evaluating a child's skill level, and documenting the skill level, during the development of the child's Individual Service Plan (ISP)		to the ISP form and process which address the evaluation of the child's skills level within the document. Specifically, the staff member completing the form will write the appropriate skill level for each ISP objective on the form. These changes were determined to be acceptable by the auditing team. Since then, the staff members responsible for completing the ISP form have been trained in the changes to the process and document. As of this date, the plan of correction has been fully implemented.	

THE LEGAL ENTITY REPRESENTATIVE MUST COMPLETE COLUMN 5, SIGN ON THE SIGNATURE LINE AT THE BOTTOM AND DATE ALL PAGES OF THIS DOCUMENT. RETURN THIS ENTIRE DOCUMENT WHEN COMPLETED TO YOUR REGIONAL OFFICE NO LATER THAN

	Executive Director
SIGNATURE OF LEGAL ENTITY REPRESENTATIVE	TITLE
March 15, 2019	412 885-5200
DATE	TELEPHONE NUMBER