pennsylvania
DEPARTMENT OF HUMAN SERVICES

February 19, 2020

Frank Wentzel, Executive Director
Community Specialists Corporation
900 Agnew Rd.
Pittsburgh, PA 15227

RE: New Outlook Academy
900 Agnew Rd., Bldg. 2
Pittsburgh, PA 15227
License #: 401650

Dear Mr. Wentzel:

As a result of the Pennsylvania Department of Human Services, Office of Children, Youth and Families, Western Region, ("Department") licensing inspections on February 6-7, 2020 of the above facility, no regulatory citations have been identified as a result of this inspection.

Sincerely,

Erin T. Bauer

Erin T. Bauer
Licensing Technician

Enclosure
<LIS>

Department of Human Services
Office of Children, Youth and Families
LICENSING/APPROVAL/REGISTRATION INSPECTION SUMMARY
55 PA.CODE CHAPTER 3800

Agency/Facility Information

Name: *NEW OUTLOOK ACADEMY*
Address: *900 AGNEW ROAD, BLDG 2,, PITTSBURGH, PA 15227*
Phone: *4128855200*

License #: *40165*
County: *ALLEGHENY*

Inspection Information

Start Date: *02/06/2020* **End Date:** *02/07/2020* **Type:** *Renewal* **Notice:** *Announced Visit*
Inspector(s): *Erin Bauer, Bonnie Studor, Matthew Rahuba, Gregory Holts*

Inspection Narrative

The Department of Human Services, Office of Children, Youth and Families, Western Region (Department) conducted an annual licensing inspection of New Outlook Academy on 2/06/2020 through 2/07/2020 for licensing year 4/21/2020 to 4/21/2021. During the inspection, the Department reviewed: 5 current resident files and an additional 2 files of discharged residents. The files were noted to be well-organized and contained all required information. The Individual Service Plans (ISPs) were thorough and specific to the needs of the individual youth. All agency personnel records were reviewed, and the records were also thorough and well-maintained. A physical site inspection was completed, and no concerns were noted. The physical walk-through included specialized areas for youth to engage in activities, such as the photography room, bakery, and STEAM laboratory within the on-site school. The facility has implemented a "Take 5" room, which the residents can use to calm and talk with a therapist as needed throughout the school day. The facility identified this has led to a decrease in restrictive procedures throughout the school day. The Department interviewed a resident and a staff member during this inspection. The resident was knowledgeable about supervision procedures and reported the staff conduct head counts every 10 minutes. She reported the staff are diligent regarding supervision and ensure the youth maintain appropriate personal space. She identified activities of interest offered at the facility including movies, playing cards, using music rooms, going outside, crocheting, and playing board games. They have outings every Sunday and attend local sporting events, the movies, and most recently went to a musical in Pittsburgh. The staff member was knowledgeable about offered trainings and identified specific trainings, such as ethical standards and co-occurring disorders, that have been helpful in their role. They provided information about their job duties and general routine of the facility.

OCYF Regional Staff Approval

Erin T. Bauer — Signature — 06.22.2020 — Date

Signature — 12/1/2020 — Date

Amber D. Kalp — Signature — 6/19/2020 — Date

No Deficiencies Identified