Department of Human Services
Office of Children, Youth and Families

October 25, 2021

[redacted], DIRECTOR
CHILDFIRST SERVICES, INC.
2021 NORTH 63RD STREET
NATHANIEL WILLIAMS
PHILADELPHIA, PA, 19151

RE: VICTORY HOUSE
4441 ANTHONY DRIVE
BETHLEHEM, PA, 18020
LICENSE/COC#: 22373

Dear [redacted],

As a result of the Pennsylvania Department of Human Services, Office of Children, Youth and Families licensing inspections on 06/30/2021 through 08/25/2021 of the above facility, the citations specified on the enclosed Licensing Inspection Summary (LIS) were found.

We have determined that your plan of correction is: Acceptable

All citations specified on the plan of correction must be corrected by the dates specified on the License Inspection Summary (violation report) and continued compliance with Department statutes and regulations must be maintained.

Sincerely,
Will Wilson

Enclosure
Licensing Inspection Summary (LIS)

cc: Pennsylvania Office of Children, Youth and Families

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

Agency/Facility Information

Name: *VICTORY HOUSE*
License Number: *22373*
Address: *4441 ANTHONY DRIVE, BETHLEHEM, PA 18020*
License Expiration: *05/08/2022*
County: *NORTHAMPTON* **Phone:** *6107175724*

Inspection Information

Start Date: *06/30/2021* **End Date:** *08/25/2021* **Type:** *Complaint* **Notice:** *Unannounced Visit*
Inspector(s): [redacted]

Inspection Narrative

The Department of Human Services completed a Child Protective Services Investigation and found violations with regard to 3800.32.

Inspections / Reviews

06/30/2021 - Complaint

Lead Inspector: [redacted] **Follow-Up Type:** *POC Submission* **Follow-Up Date:** *09/23/2021*

10/15/2021 - POC Submission

Lead Reviewer: [redacted] **Follow-Up Type:** *POC Submission* **Follow-Up Date:** *10/22/2021*

10/25/2021 - POC Submission

Lead Reviewer: [redacted] **Follow-Up Type:** *Document Submission* **Follow-Up Date:** *10/22/2021*

3800.32 Specific Rights

1. **Requirements**

3800.32.b. A child may not be abused, mistreated, threatened, harassed or subject to corporal punishment.

Description of Violation

On [redacted], child 1 was improperly restrained by staff member A. The staff member had child stomach to the ground and the staff members hands were seen around child's neck.

Plan of Correction **Do Not Accept**

The immediate action taken was to remove staff member A from [redacted] responsibilities until an investigation concluded. As of this time, staff member A has not returned to [redacted] role, and it is not the intention of ChildFirst Services, Inc. to consider having [redacted] return

Completion Date: *09/20/2021*

Update - 10/13/2021

Please submit a plan that will address how the agency will implement actions to prevent this in the future such as training, crisis planning, increased staff, etc?

Plan of Correction **Accept**

The agency has implemented retaining on De-escalation, and Safe Crisis Management of staff, including three, approved physical assists, which were demonstrated in-person and observed by an approved certified trainer of SCM as their test out. ChildFirst Services, Inc. will continue the practice of competency tests to ensure children's safety when staff is required to intervene and ensure they are not physically violating child rights.

Completion Date: *10/22/2021*