pennsylvania
DEPARTMENT OF HUMAN SERVICES

CERTIFICATE OF COMPLIANCE

This certificate is hereby granted to **COMMUNITY SPECIALISTS CORPORATION**
LEGAL ENTITY

To operate **NEW OUTLOOK ACADEMY**
NAME OF FACILITY OR AGENCY

Located at **900 AGNEW ROAD, BLDG 2, PITTSBURGH, PA 15227**
(COMPLETE ADDRESS OF FACILITY OR AGENCY)

ADDRESS OF SATELLITE SITE/SERVICE LOCATION

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ADDRESS OF SATELLITE SITE/SERVICE LOCATION

To provide **Residential Services - Institutional based, dependent & delinquent, Child Residential, Certified Specialty Prevention/Treatment of Sex Trafficking**
TYPE OF SERVICE(S) TO BE PROVIDED

The total number of persons which may be cared for at one time may not exceed **120** (MAXIMUM CAPACITY) or the maximum capacity permitted by the Certificate of Occupancy, whichever is smaller.

Restrictions:

This certificate is granted in accordance with the Human Services Code of 1967, P.L. 31, as amended, and Regulations

55 Pa.Code Chapter 3800: Child Residential and Day Treatment Facilities
(MANUAL NUMBER AND TITLE OF REGULATIONS)

and shall remain in effect from **July 1, 2021** until **April 21, 2022**, unless sooner revoked for non-compliance with applicable laws and regulations.

No: **401650**

ISSUING OFFICER

DEPUTY SECRETARY

NOTE: This certificate is issued for the above site(s) only and is not transferable and should be posted in a conspicuous place in the facility.

HS 628 – 01/21

pennsylvania
DEPARTMENT OF HUMAN SERVICES

June 30, 2021

Sal Costanzo
Community Specialists Corporation
900 Agnew Road BLDG 2,
Pittsburgh, Pa 15227

RE: New Outlook
900 Agnew Road, BLDG 2
Pittsburgh, Pa 15227
License #: 401650

Dear Sal Costanzo:

As a result of the Department of Human Services' initial certification review on 06/23/2021, at the above named agency, we have found the above named agency to be in complete compliance with meeting the standards set forth by OCYF Bulletin 3680-20-02, 3800-20-03: Certification as a Specialized Setting for Children and Youth to operate a specialized setting serving <type of setting>, therefore, an updated Certificate of Compliance is being issued. Your new Certificate of Compliance which reflects the certification as a specialized setting to serve <type of setting> is enclosed.

Sincerely,

Jonathan Rubin
Deputy Secretary

Enclosure
Certification Review Summary

SPECIALIZED SETTINGS CERTIFICATION REVIEW

Facility Name: New Outlook Academy

Facility Address: 900Agnew Road, BLDG2,
Pittsburgh, Pa 15227

DHS Certificate of Compliance (COC) Number: 401650

COC Effective Dates: 07/01/2021 – 04/21/2022

Legal Entity Name and Address: Community Specialists Corporation
900 Agnew Road, BLDG 2,
Pittsburgh, PA 15227

Specialized Setting Population: Sex Trafficking

Current Waivers: None

Reviewer Name(s): Tiana Jordan, Daryl Nelson, Curtis Caruso, and Wendy Reed

INITIAL	ANNUAL RECERTIFICATION	INTERIM MONITORING
Date of Application: 10/02/2020	Date(s) of Review:	Date(s) of Review:
Date of Site Visit: 3/12/2021,3/26/2021,4/09/2021, 4/15/2021,4/21/2021,5/03/202, 6/17/2021, and 6/23/2021	Status of Approval:	Reason for Visit: - POC Verification - Complaint - Follow Up Monitoring
	Census at Site Visit:	Census at Site Visit:
Status of Approval: Approved 06/23/21	Effective Dates:	
Effective Dates: 07/01/2021		

SPECIALIZED SETTING CERTIFICATION FOR PREVENTION/TREATMENT OF SEX TRAFFICKING

Practice Standard	Completed	Pending	Comments/Evidence to Support Findings
Trauma-Informed Care			
While the Department is not directing a specific trauma-informed model of care be implemented, the agency program description must identify what trauma-informed model is operational or being implemented. Key components include: • Identification of the key components of the trauma informed model, current status of implementation, and the certification and recertification process and status. • Addressing how fidelity to the model will be monitored and maintained. • Identification of the staff trauma training model and curriculum content including the agency defined qualifications of those providing the training must be included in the program description with dates and documentation of training completion maintained in staff training files, • Model practices are reflective in all policies, forms, records content.	Yes		Summit Academy has a contract with the Trauma Stress institute to implement the "Whole System Change" model to Trauma-Informed Care. This process offers comprehensive training and implementation of a trauma-informed curriculum (Risking Connections) that involves the entire organization. Summit Academy has initiated this process, training all staff in the organization, and modifying policies and procedures consistent with trauma-informed care. The Trauma Stress Institute provides ongoing consultation and monitoring to support fidelity to the model. Facility leadership has been receptive to technical assistance from the Western Region with incorporating the curriculum concepts into their standards of care.
Addressing Safety of the Children/Youth			
Physical Site Safety: The specialized services program description and related polices must detail how access to and egress from the facility will meet the safety needs of youth living at the facility and include OCYF waiver approval for any regulatory exceptions requested. • Notification to local law enforcement must also be reflected in this plan. • Waivers are implemented as approved. • Physical site walk-through confirms safety standards as operational.	Yes		Through ongoing dialogue with facility leadership and a review of documentation, Summit Academy has demonstrated awareness for physical site safety and response to possible challenges. The physical site walk-through did not result in any regulatory concerns.

Health and Safety Planning: Each child/youth shall have a personal safety that balances normalcy and safety based on the individual child's/youth's abilities and need. This should include: • The child's/youth's and their family's definition of safe. • The child's/youth's internal and external triggers and options to effectively de-escalate actions/responses caused by the trigger. • Identification of a "go-to" person(s) for each child/youth and how the child will be provided with a contact to call if they run or get in trouble. • The child's/youth's level of developed coping alternatives to running. • Triggers for the child/youth including past events, and effective strategies to support alternative coping options for the child/youth are to be reflected in the information documented. In addition: • Child/youth specific safety issues will be addressed in teaming efforts and/or communicated to external community supports. • Each staff person will develop familiarity with and understand criteria in each child's/youth's personal safety plan as a resource to limit/prevent each child from running, including individualized prompts and triggers. • Staff will have immediate access to a child's/youth's safety plan including updates and how receipt of updated information is documented. • There is a process in place to update the child's/youth's safety plans monthly in conjunction with updates made to the ISP and with the treatment team and the child/youth.	Yes		The transition to a trauma-informed care model addresses "safety" in a comprehensive manner. Through training, staff members at Summit Academy have learned additional tools to assist them in supporting youth through challenges they experience. Interviews with staff members have demonstrated their enhanced awareness of how a youth's experiences have an impact on their functioning. Building supportive and non-threatening relationships with youth is emphasized. Processes were implemented to address youth who are struggling, involving staff from multiple levels within the organization.

Policies Related to Outside Access and Visitors to Facility: The specialized setting should have facility operating policies and procedures that incorporate and demonstrate implementation specifically addressing site access and visitation practices related to site safety including: • A sign-in and sign-out protocol that is enforced with photo identification provided by any adult visitor to the facility regardless of the nature of the visit. • Posting of items that are not allowed to be brought into the facility. Policies should reflect that family visits following admission are never prohibited ("Black Out" periods of restricted contact are prohibited). Flexibility and individualization of visiting options should be evident. A list of approved visitors for each resident, reflecting court orders and county directives, that is updated and accessible to staff.	Yes		Summit Academy has modified their policies to enhance their visitation practices and encourage family involvement as much as possible. This is supported through ongoing dialogue with facility leadership as well as a review of the policies.
Social Media Policies - The agency should have an internet/social media policy in place that identifies the practices for both youth and staff related to access to and use of computers, tablets and cell phones at the specialized setting.	Yes		Summit Academy has clear policies on the use of internet and social media, demonstrated through a review of the policy and interviews with both staff and youth.
Enhanced Meaningful Family Involvement			
The child's/youth's definition of family is identified. Facility policies and practices demonstrate meaningful family engagement. County directives respective to family involvement are followed. Information packets provided upon admission to the child/youth and their family identifies: • Facility identifies a point of contact for families. • Family involvement in service and treatment planning, visitation, educational programming and discharge planning.		Yes	Summit Academy offers information packets to families on all aspects of the program. Documentation and interviews with both staff and family members supports this. An advocate role for family and/or youth is in process.

Agency has a parent advocate staff position and/or peer specialist to assist families in the process. If facility does not have a position, the facility has a plan to establish and fill the position within three years of initial program approval. • Agency demonstrates recruitment efforts in consideration of former consumers of services and/or family members for the advocacy position.			
Enhanced Meaningful Child/Youth Involvement			
Facility policies and practices demonstrate meaningful child/youth engagement that is age appropriate and includes efforts toward successful discharge. • Child/youth should be directly involved in decisions and concerns that affect their lives. • Program staff are responsible to assist youth in developing goals and realistic and attainable. • Staff should help youth develop lifelong supportive connections.	Yes		Summit Academy has incorporated their trauma-informed curriculum to support and enhance their staff's abilities in forming healthy relationships with the youth. Interviews with youth support their involvement in developing goals, and staff interviews demonstrated an understanding of the importance of forming relationships.
Visitation/Family Time Practices			
Facility policy and procedures must support contact between children/youth and family and significant connections. Court ordered stipulations are followed. • Normalcy considerations and peer/sibling connections are reflected. • Visitation details are individualized to meet the treatment and safety needs of the child/youth. • Connecting with child/youth or a family member at least once when a child is on a home visit that exceeds 48 hours is a part of the practice. • Follow up conversations with child/youth and parents regarding visitation experiences occur within 2 business days unless concerns related to the visitation period are evident. Youth in L-SILP programs must advise staff of whereabouts if a youth plans to be away from the residence for more than 24-hours. • Staff initiates contact with the youth following their planned return.	Yes		As previously noted, Summit Academy leadership has revised their policies to include the goal of family involvement for all youth. Home pass procedures are clearly outlined and include multiple contacts with the family and youth during that time.

Child/Youth Life Skills Development and Sex Trafficking Awareness Training			
Facility has an enhanced training and education curriculum specifically developed for the children/youth to increase their coping abilities and life skill levels. • Children and youth should be given the opportunity to practice acquired life skills. • Curriculum offers information to support healthy decision-making and long-term safety for children and youth. Curriculum content must address: • What it means to be trafficked. • Identification of grooming techniques used by traffickers. • Boundaries and relationships. • Safe dating. • Coping skills. • Value of being independent. • Self-esteem and self-love. • Meeting personal mental health/drug and alcohol treatment needs. Facility has policies that address safety while reflecting normalcy related to use/possession of personal cell phones, personal clothing and belongings. • Cell phones/internet access policies should include device free space/locations; time restrictions; privilege guidance.	Yes		Summit Academy staff members received training developed by the Trauma Stress Institute. In addition to trauma-informed care, staff members have received trainings on sex trafficking and the impact it has on children. Some of this training was provided by the Child Welfare Resource Center. The facility has policies currently that are effective in keeping youth safe. As the culture continues to evolve, opportunities will become available to create "normalcy" in the environment.
Staff Positions and Functions			
<u>Care/Case Management Role:</u> Facility must have staff identified who perform the functions of coordination of services, external and internal communication, supporting the team process (not always as the lead), and acting as an advocate for the child/youth. Designated staff need to function in a true case/care management role even though this may not be their position title. • Agencies must identify in their staff organization who performs case/care management functions. • Identification of training and coaching in performance of this enhanced role should be provided.	Yes		Case management roles are clearly identified at Summit Academy. Information from staff and youth interviews support this. Additionally, case managers received ongoing training in their roles.

Enhanced Teaming Role and Function: Development of a true teaming configuration for the child/youth to provide multiple points of contact for the child/youth and with increased continuity of relationships. • Agency program descriptions and corresponding policies/procedures must reflect teaming approaches including the identification of a child/youth's team members, team formation (identification of team members as well as method of determination of team membership), team function (meeting content, frequency, ownership, communication flow and purpose). • Identification of training and coaching in performance of this enhanced role should be provided.	Yes		Summit Academy has developed a team approach in support of the youth they serve. A Comprehensive Support Team meets at least monthly to provide comprehensive reviews of a youth's strengths and challenges. Meetings also occur as needed. Staff identified as "Champions" are able to provide ongoing coaching to staff.
Staff Ratios and Supervision			
Staffing Ratio: Each specialized setting must always have at least two staff people scheduled on duty when children and youth are present at the specialized setting. This allows for more immediate responses in emergencies. In addition, the specialized setting must: • Meet or exceed the minimum ratios of 1:6 during awake hours and 1:12 overnight/sleeping hours. If children under 6 are present at the facility (parenting programs), the ratios must be 1:4 during awake hours and 1:8 overnight/sleeping hours. • Reflect increased staffing ratios during prime activity times especially during evenings and weekends based on occupancy, activity levels and needs of children present. • Document sight and sound checks of each child by staff once every 30 minutes.	Yes		Summit Academy leadership has structured their programs to ensure staffing ratios will be maintained as required. A form is currently used to document sight and sound checks.
Crisis Management Plan: Each specialized setting program description for children and youth who are victims or who are at risk of becoming of sex trafficking victims must also include a Crisis Management Plan that identifies procedures to contact 911/law enforcement and on-call staff in an emergency situation. The plan should reflect the agency's projected response time for on-call staff.	Yes		Summit Academy policy outlines procedures to be taken in response to emergency situations. Interviews with staff suggest they are aware of proper procedures.

Staff Training			
Staff training: • Staff training on the trauma informed approach adopted by the agency and information about the trauma treatment provided to children and youth in care must be documented in staff training records along with the qualifications of the person(s) conducting the training. o Staff should have access to resources including advocacy information and opportunity to hear from individuals who were victims of sex trafficking. • Staff training related to modeling appropriate boundaries and adhering to a code of conduct. • Awareness of staff gender impact, cultural sensitivity and the special needs of the LGBTQ children/youth. • Staff should have specific training on cyber security and safe social media usage as it relates to sex trafficking and child safety. • All staff must attend a DHS approved (currently through the Child Welfare Resource Center (CWRC) on-line module for Sex Trafficking, unless there is identification and documentation of another curriculum of sex trafficking used. o If the on-line training module is used, it must then be followed up with in-person organization specific training focused on the needs of the population served. • Training on the structure, purpose and content of specific tools for sex trafficking screening approaches as well as supervisory follow-up and coaching following observation of the process. This is completed annually. Sex trafficking assessments completed at the facility must be done by a staff who has completed training from a local Child Advocacy Center.	Yes		As mentioned previously, staff throughout the organization has received comprehensive training in trauma-informed care and sex trafficking. Staff members demonstrated an understanding of the concepts through interviews.
Teaming and Discharge Planning			
Identification of child's/youth's steering team members at a minimum includes: • Child/youth and their designated support persons	Yes		As mentioned previously, Summit Academy has developed Comprehensive Support Teams to support a youth throughout his time in the program. Policies reflect the need to provide support in the discharge planning process, and exploration to further

• Residential program staff • Therapists and educational staff • Family members • Medical caregivers • Contracting entity • Other entities specific to the individual needs of the child/youth Policies and practices reflect team member responsibilities: • Identification of community links and contacts for child/youth when leave the setting • Identification and outreach to create local networks to provide hands-on work or volunteer experiences. • Identification of placement and peer supports. • Assist in Family Finding efforts. • Active participation in ISP development, monthly reviews, aftercare/post placement services. • Inclusion of identified resource family discharge source. • Participation in transitioning planning for older youth.			enhance this process is ongoing.
Standards to Report a Child/Youth as Missing			
Immediate reporting of the child/youth as missing must be initiated to the points of contacts listed in 55 Pa. Code Chapter 3800, whenever the facility staff does not know the location of the child/youth. Each specialized setting program description must incorporate and demonstrate implementation of specific policies that address how a child/youth will be identified as being on run-away status vs. a determination that a child's whereabouts are unknown to staff. Identification of the child's/youth's status as missing is directly connected to what triggers the facility to file a missing child/youth report as defined by federal and state law.	Yes		Summit Academy policy identifies procedures if a youth goes missing consistent with the requirements.
Standards Upon Return of a Child/Youth to a Facility after a Missing Episode			
Upon return from a missing episode, youth must be screened for sex trafficking experiences. Visual screenings for obvious injuries, new tattoos or markings should also occur. • Additional medical evaluations are arranged as	Yes		Summit Academy policy identifies procedures to process with a youth who left the facility without authorization.

needed. Within 24 hours, there is a conversation between child/youth and trained staff person to gather information related to experiences, locations and other persons involved, and triggers that caused the child/youth to run. Sight and sound checks should occur once every 15 minutes except in L-SILP settings. • Supervision should occur as such until case plan is updated to address reasons why child/youth ran; identify/develop services to support needs to reduce risk of repeated runs; support development of healthy connections. • Plan updates must occur no later than the next monthly review.			
Screening for Sex Trafficking Experiences			
The facility has identified a screening process to be used in the program. Staff who complete sex trafficking screenings have been trained on the structure, purpose and content of the specific tool, if any, in use by the facility. The training must also encompass a focus on tone and affect in gathering the scope of information needed to make a determination if further assessment is warranted.	Yes		A screening process has been identified and staff received training through the Child Welfare Resource Center.
Assessment for Sex Trafficking Experiences			
When a sex trafficking screening indicates a risk level for victimization, the child/youth must be referred for further assessment. The assessment can be conducted off-site or by trained clinical staff at the facility. Facility staff who complete the assessment must have completed Child Advocacy Center training. Training should also include information about available, relevant and accessible community-based services for ongoing treatment needs. Training is required annually.	Yes		Summit Academy has clinical staff that can address the need for further assessment of a youth. They receive ongoing training, and completed training through the Child Welfare Resource Center.
Physical Site Accommodations for Victims of Sex Trafficking			
The facility has a demonstrated plan for accommodating single room assignments in response to a child's/youth's assessed safety and/or clinical needs.	Yes		The living areas in Summit Academy can accommodate single room assignments.

Treatment for Victims of Sex Trafficking			
If a child has been identified as a victim, the facility must immediately begin to provide or arrange for services to meet the individual needs of youth that address: • Mental health trauma-focused treatment on victimization • Medical screening by a trauma sensitive provider • Drug and alcohol screening/services if needed • Independent living; self-awareness, skills training • Attention to permanency and reunification efforts.	Yes		Summit Academy has clinical staff available to provide comprehensive services to youth. Outside consultation will be coordinated as the need arises.