Department of Human Services
Office of Children, Youth and Families
Licensing Inspection Summary - Public
55 PA.CODE CHAPTER 3800

June 30, 2026

[redacted], EMBARK VP
CHANGE ACADEMY LAKE OF THE OZARKS, LLC
3133 E FRYE ROAD
Suite 101
CHANDLER, AZ, 85226

RE: EMBARK AT THE POCONOS
108 COUNTRY PLACE LANE
WHITE HAVEN,, PA, 18661
LICENSE/COC#: 23009

Dear [redacted],

As a result of the Pennsylvania Department of Human Services, Office of Children, Youth and Families review on of the above facility, we have determined that your submitted plan of correction is fully implemented. Continued compliance must be maintained.

Please note that you are required to post this Licensing Inspection Summary at your facility in a conspicuous location.

Sincerely,
[redacted]

cc: Pennsylvania Office of Children, Youth and Families

Agency/Facility Information

Name: *EMBARK AT THE POCONOS*
License Number: *23009*
Address: *108 COUNTRY PLACE LANE, WHITE HAVEN,, PA 18661*
License Expiration: *02/25/2026*
County: *LUZERNE*

Administrator

Name: [redacted] **Phone**: **Email**: [redacted]

Legal Entity

Name: *CHANGE ACADEMY LAKE OF THE OZARKS, LLC*
Address: *3133 E FRYE ROAD, Suite 101, CHANDLER, AZ, 85226*
Phone: [redacted] **Email**: [redacted]

Inspection Information

Start Date: *11/19/2025* **End Date**: *11/19/2025* **Type**: *Renewal* **Notice**: *Announced Visit*
Inspector(s): [redacted]

Inspection Narrative

The Department of Human Services Office of Children Youth & Families conducted the renewal inspection of Embark At The Poconos . The inspection consisted of record reviews of 10 children and all staff, a physical site inspection, medication audit, policy and procedure review, and interviews with staff and children. The following violations are being cited in accordance with the 3800 regulations and require a plan of correction.

Inspections / Reviews

11/19/2025 Renewal

Lead Inspector: [redacted] **Follow-Up Type**: *POC Submission* **Follow-Up Date**: *12/15/2025*

01/08/2026 - POC Submission

Submitted By: [redacted] **Date Submitted**: *01/13/2026*
Reviewer: [redacted] **Follow-Up Type**: *POC Submission* **Follow-Up Date**: *01/30/2026*

01/15/2026 - POC Submission

Reviewer: [redacted] **Follow Up Type**: *On site Verification* **Follow Up Date**: *02/13/2026*

01/15/2026 On site Verification

Submitted By: [redacted] **Date Submitted**: *01/13/2026*
Reviewer: [redacted] **Follow Up Type**: *Not Required*

3800.21 Applicable Health and Safety Laws

1. Requirements

3800.21. The facility shall have a valid certificate or approval document from the appropriate State or Federal agency relating to health and safety protections for children required by another applicable law, not to include local zoning ordinances.

Description of Violation

Staff member A had a driver's license on in file that expired in [redacted]. Staff member A was employed until [redacted] and would have been transporting children.

Plan of Correction ***Accept ([redacted] - 01/08/2026)***

**Administrative Assistant (AA) will create a tracking system at time of hire and then monitor employee files quarterly.*

**Staff will be given a 60-day notification that license will be expiring by the AA.*

**If staff fail to submit updated license, driving privileges will be revoked until updated license is received.*

Licensee's Proposed Overall Completion Date: *01/02/2026*

On-site Verification ***Implemented ([redacted] - 06/25/2026)***

Physical on-site visit on April 9, 2026.

3800.54 Child Care Supervisor

2. Requirements

3800.54.d. The child care supervisor shall have one of the following:

1. A bachelor's degree from an accredited college or university and 1 year work experience with children.
2. An associate's degree or 60 credit hours from an accredited college or university and 3 years work experience with children.

Description of Violation

No copy of degree was found in Staff person D's file.

Plan of Correction ***Accept ([redacted] - 01/15/2026)***

Staff person submitted their transcript, and it has been added to their employee file. (see attached)
Moving forward, HR will assure all transcripts/educational verifications are saved in the personnel records.
Additionally, new hire audit verification of new hire records will be completed during the weekly leadership meeting.

Licensee's Proposed Overall Completion Date: *01/13/2026*

On-site Verification ***Implemented ([redacted] - 06/25/2026)***

Physical on-site visit on April 9, 2026.

3800.142 Health and Safety Plan

3. Requirements

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.

Description of Violation

Child A's health and safety assessment identified a health or safety risk, and the facility did not write or implement a plan within 24 hours after the assessment is completed to protect the child.

3800.142 Health and Safety Plan *(continued)*

Plan of Correction ***Accept ([redacted] - 01/08/2026)***

Clinical Director CD) is responsible to assure all safety plans are completed timely.

CD will communicate weekly with the clinicians via individual and group supervision

CD will complete weekly chart audits to ensure compliance.

CD will Immediately follow up with responsible clinician if not in compliance.

Licensee's Proposed Overall Completion Date: *12/12/2025*

On-site Verification ***Implemented ([redacted] - 06/25/2026)***

Physical on-site visit on April 9, 2026.

3800.151 Staff Health Statement

4. Requirements

3800.151. A staff person or volunteer who comes into direct contact with the children or who prepares or serves food, shall have a statement signed and dated by a licensed physician, certified registered nurse practitioner or licensed physician's assistant, within 12 months prior to working with children or food service and every 2 years thereafter, stating that the person is free of serious communicable disease that may be spread through casual contact or that the staff person has a serious communicable disease that may be spread through casual contact but is able to work in the facility if specific precautions are taken that will prevent the spread of the disease to children.

Description of Violation

Staff person B did not have the required statement signed and dated by a licensed physician, certified registered nurse practitioner or licensed physician's assistant, within 12 months prior to working with children or food service and every 2 years thereafter. Most recent health statement located in the staff's file was dated 10/27/2023.

Plan of Correction ***Accept ([redacted] - 01/08/2026)***

Human Resources (HR) is responsible to ensure Health Screening is completed prior to finalizing a start date and every 2 years thereafter

HR will maintain and Excel spreadsheet to track health screen renewal due dates.

HR will provide 60-day notification when updated health screens are due.

In the event the employee fails to complete screening timely, employee will not return to work until screening is updated.

Licensee's Proposed Overall Completion Date: *12/12/2025*

On-site Verification ***Implemented ([redacted] - 06/25/2026)***

Physical on-site visit on April 9, 2026.

5. Requirements

3800.151. A staff person or volunteer who comes into direct contact with the children or who prepares or serves food, shall have a statement signed and dated by a licensed physician, certified registered nurse practitioner or licensed physician's assistant, within 12 months prior to working with children or food service and every 2 years thereafter, stating that the person is free of serious communicable disease that may be spread through casual contact or that the staff person has a serious communicable disease that may be spread through casual contact but is able to work in the facility if specific precautions are taken that will prevent the spread of the disease to children.

Description of Violation

Staff person C did not have the required statement signed and dated by a licensed physician, certified registered

3800.151 Staff Health Statement (continued)

nurse practitioner or licensed physician's assistant, within 12 months prior to working with children or food service and every 2 years thereafter. Staff person C health statement was dated 6/16/23 and not updated until 9/8/25.

Plan of Correction ***Accept ([redacted] - 01/08/2026)***

Human Resources (HR) is responsible to ensure Health Screening is completed prior to finalizing a start date and every 2 years thereafter

In this instance, employee had returned from maternity leave and did not complete screening prior to their return to work.

Moving forward, when employees are on a leave of absence, HR will review their file prior to their return to work. If any element is missing, employee will not return to work until screening is updated.

Licensee's Proposed Overall Completion Date: *12/12/2025*

On site Verification ***Implemented ([redacted] - 06/25/2026)***

Physical on-site visit on April 9, 2026.