



February 4, 2018

Mr. Richard Gordon
Shuman Center Detention Center
7150 Highland Drive
Pittsburgh, Pennsylvania 15206

Re: Plan of Correction Acceptance, #414310

Mr. Gordon:

Please be advised that Shuman Juvenile Detention Center Plan of Correction regarding the Complaint Investigation conducted on October 29, 2018, and concluded on December 7, 2018, has been reviewed and has been accepted. The actions you have taken address the issues identified in the Annual Licensing Summary.

To further support your agency's implementation of the Plan of Correction, we will contact you to schedule a site visit within the next 90 days. If you should have any questions, please do not hesitate to me at c-kwitt@pa.gov or my supervisor, Bonnie Studor, at c-bstudor@pa.gov.

Sincerely,

A handwritten signature in black ink that reads "Keith T. Witt". The signature is written in a cursive style.

Keith T. Witt, Licensing Technician
Bureau of Children and Family Services

LICENSING/APPROVAL/REGISTRATION INSPECTION SUMMARY

NAME OF AGENCY/FACILITY: Allegheny County Executive Shuman Center				TELEPHONE 412.661.6806	OCYF REGIONAL STAFF APPROVAL	DATE
ADDRESS 7150 Highland Avenue Pittsburgh, Pennsylvania 15206				COUNTY: Allegheny	<i>Keith T. Witt</i>	<i>2/4/19</i>
INSPECTED BY Keith Witt				INSPECTION DATE 10/29/2018	<i>Bonnie J. Studer</i>	<i>2.04.19</i>
INITIAL INSPECTION	RENEWAL INSPECTION	COMPLAINT	UNANNOUNCED INSPECTION	RANDOM SAMPLE		
		X			<i>Ambler D. Kaep</i>	<i>2/6/19</i>

During the course of a complaint investigation at the facility, the following issues of non-compliance were found.

1. 55 PA CODE CHAPTER	2. NON-COMPLIANCE AREA	3. CORRECTION REQUIRED	4. REQUIRED CORRECTION DATE	5. PROVIDERS PLAN OF CORRECTION OR RESPONSE	6. STATUS OF CORRECTION
PA Chapter 3800.16 (C) Reportable Incidents	<p>This regulation states the facility shall complete a written reportable incident report, on a form prescribed by the department, and send it to the appropriate Departmental regional office and the contracting agency within 24 hours.</p> <p>During the course of the investigation, the Department identified there to be a violation of child rights on Friday, [REDACTED] and Saturday, [REDACTED]</p>	The facility shall devise and implement a plan of correction to ensure that reportable incidents, as defined by PA Chapter 3800.16 (a 1-11), are reported to the appropriate departmental regional office within 24 hours of an incident occurring.	December 21, 2018	<p><i>* PLEASE SEE Attached.</i></p> <p style="text-align: right;"><i>rg 1/11/19</i></p>	PLAN ACCEPTED

	<p>██████████. The facility did not notify the Department of the incident that occurred on ██████████ within 24 hours, and the Department was not made aware of the incident that had occurred on ██████████ until the Department responded to the complaint allegations.</p>				
<p>3800.32 (b) (c) Specific Rights</p>	<p>This regulation states that a child may not be abused, mistreated, threatened, harassed or subject to corporal punishment. In addition, a child has the right to be treated with fairness, dignity, and respect.</p> <p>During the course of the investigation, the Department observed video surveillance of the incident which included the staff member throwing water at the resident and striking the resident in the side of the head on ██████████. There were reports that a verbal exchange occurred between the two on ██████████, in which the staff member was instructed to leave the unit by a coworker when it appeared the exchange between the identified resident and identified staff member was</p>	<p>The facility shall develop and implement a plan of correction to ensure that staff are treating the residents with fairness, dignity and respect. In addition, the facility shall devise a plan of correction to ensure residents are not being abused, mistreated, threatened, or harassed by staff of the facility.</p>	<p>December 21, 2018</p>	<p><i>* PLEASE SEE ATTACHED.</i></p> <p><i>rg</i> <i>1/11/19</i></p>	<p>PLAN ACCEPTED</p>

becoming escalated. It was reported the staff member and resident were being disrespectful of each other's deceased relatives.

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 TO YOUR REGIONAL OFFICE BY: DECEMBER 21, 2018.

SIGNATURE OF LEGAL ENTITY REPRESENTATIVE

TITLE

[Signature] - Rich Gordon 1/11/19

Director

412-665-4117

DATE

TELEPHONE NUMBER

Shuman Center Plan of Corrections for Licensing Inspection Summary

Regulatory Citation dated December 7, 2018

#1 Non-Compliance Area: 3800.16(c) – The facility shall complete a written reportable incident report, on a form prescribed by the Department, and send it to the appropriate Departmental regional office and contracting agency within 24 hours.

#2. Non-Compliance Area: 3800.32(b, c) – (b) A child may not be abused, mistreated, threatened, harassed or subject to corporal punishment. (c) A child has the right to be treated with fairness, dignity and respect.

Plan of Correction: On [REDACTED] a Shuman staff member and a resident engaged in mutual horseplay that escalated into a threatening verbal exchange, and then a physical altercation. Neither the resident nor the staff were injured or marked from the incident. The Staff involved reported and documented the incident with supervisory staff. Supervisory staff then submitted a Childline Report, a HCSIS, and a Safety plan to the state on [REDACTED] at 10:53am, which was received by [REDACTED] and given the number 393. The staff directly involved was consequently and immediately taken off the schedule indefinitely. During the investigation, it was noted that a less aggressive but similar incident took place the night prior on Friday [REDACTED] at approximately 6:45pm. It was determined that the staff and resident engaged in mutual horseplay that escalated into a threatening verbal exchange, with staff poking at and squirting water at the resident.

At the end of the investigation and the union disciplinary process, the staff involved was officially terminated on [REDACTED]

Western Region Administrative Staff and Allegheny County/Shuman Center Administrative Staff met on December 4 and 19, 2018, to discuss Licensing and Regulatory compliance. Shuman Center Training Manager, Supervisors, and Administrators are developing a new multi-layered Quality Improvement Program and Staff Development program. These programs will be ongoing with no end date which will include:

- Developing a Root Cause Mapping process to review incidents with supervisors and staff.
- Direct supervisor observation documents to include coaching and staff development for each staff.
- Continuation of all monthly individual and team supervisory meetings.
- Re-organizing supervisory locations, duties, and roles.
- Partnership with the National Center for Juvenile Justice for Performance Based Standards.
- Through our partnership with UPMC and the Heinz Endowment, Felicia Savage of YogaRoots will be providing a leadership, anti-racism, undoing racial oppression, trauma wellness, and self-awareness trainings through 2021.
- Staff satisfaction and retention surveys.
- Refresh mandated reporting, Safe Crisis Management, child's rights, physical intervention decision making, crisis model and crisis cycle.
- Begin the process of creating a stakeholder's quality improvement committee partnering with professionals from State Department of Human Services, State Bureau of Juvenile Justice, Juvenile

Detention Centers and Alternative Placements, Allegheny County Juvenile Probation, Allegheny County Department of Human Services, UPMC Adolescent Medicine, and other members as identified.

- Utilizing a new relationship with the Black Girls Equity Alliance to allow us to collaborate and develop trauma informed care with residents we serve.
- Continue to provide trainings to staff such as Family Links' Afrocentric Approaches to Social Services, Trauma in Families, Emotional Intelligence, Conflict Resolution, and Dealing with Difficult Emotions.

A handwritten signature in blue ink, appearing to read 'Rich Gordon', with a stylized flourish at the end.

Rich Gordon – Director

1/11/19