



**pennsylvania**  
DEPARTMENT OF HUMAN SERVICES

January 31, 2019

Shuman Juvenile Detention Center  
Richard Gordon, Director  
7150 Highland Avenue  
Pittsburgh, Pa 15206

Re: Plan of Correction Acceptance

Dear Mr. Gordon,

Please be advised that Shuman Juvenile Detention Center's Plan of Correction regarding the Complaint Inspection conducted on 11/16/18, has been reviewed, and has been accepted. The actions you have taken sufficiently address the issues identified in the Complaint LIS. Your assigned Licensing Technician will continue to work with you to ensure these actions are being implemented.

If you should have any additional questions, please do not hesitate to contact me directly at 412.565.2554 or [rlewandows@pa.gov](mailto:rlewandows@pa.gov)

Sincerely,

  
Rebecca Lewandowski, MSW

Human Service Program Representative  
Bureau of Children and Family Services

**LICENSING/APPROVAL/REGISTRATION INSPECTION SUMMARY**

|   |                    |           |                        |                               |                                     |                |
|---|--------------------|-----------|------------------------|-------------------------------|-------------------------------------|----------------|
| NAME OF AGENCY/FACILITY<br>Shuman Juvenile Detention Center |                    |           |                        | TELEPHONE<br>412.661.6806     | <b>OCYF REGIONAL STAFF APPROVAL</b> | <b>DATE</b>    |
| ADDRESS<br>7150 Highland Avenue, Pittsburgh, Pa 15206       |                    |           |                        | COUNTY<br>Allegheny           | <i>Rebecca Lewandowski</i>          | <i>1/29/19</i> |
| INSPECTED BY<br>Rebecca Lewandowski                         |                    |           |                        | INSPECTION DATE<br>11/16/2018 | <i>Mary Ann Wachob</i>              | <i>1/31/19</i> |
| INITIAL INSPECTION  | RENEWAL INSPECTION | COMPLAINT | UNANNOUNCED INSPECTION | RANDOM SAMPLE                 | <i>Amelia S. Kaep</i>               | <i>2/16/19</i> |
|   |                    | <b>X</b>  |                        |                               |                                     |                |

During the course of a Child Protective Service (CPS) investigation at the facility the following issue of non-compliance was 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 3800.32 (b) | This regulation requires that a child may not be abused, mistreated, threatened, harassed or subject to corporal punishment. An incident occurred at the facility where a resident was pushed into his room by a staff person. The resident complained of pain. The staff admitted to becoming frustrated and pushing the child. | The Agency must immediately submit a plan to the Department that ensures that children in the facility will not be abused, mistreated, threatened, harassed or subject to corporal punishment. | December 21, 2018           | <i>*PLEASE SEE ATTACHED</i><br><br><i>rg</i><br><i>1/11/19</i> | <b>PLAN ACCEPTED</b>    |

**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 WHEN COMPLETED TO YOUR REGIONAL OFFICE NO LATER THAN DECEMBER 21, 2018.**

|  |   |
|--|---|
| SIGNATURE OF LEGAL ENTITY REPRESENTATIVE<br><i>Rich Gordon</i> | TITLE<br><i>Director</i>                |
| DATE<br><i>1/11/19</i>   | TELEPHONE NUMBER<br><i>412-665-4117</i> |

# Shuman Center Plan of Corrections for Licensing Inspection Summary

## Regulatory Citation dated December 7, 2018

**#1. Non-Compliance Area: 3800.32(b)** – A child may not be abused, mistreated, threatened, harassed or subject to corporal punishment.

**Plan of Correction:** During Saturday morning chores, residents take turns completing common area cleaning duties and cleaning their individual rooms. On [REDACTED] a resident was to be doing his room portion of clean up but was rudely refusing staff directives by using inappropriate language, inappropriate gesturing, and not staying in his room. At this point staff admittedly became frustrated a pushed resident into his room causing the resident to fall on his back side. Resident was not injured or harmed in anyway and participated in all daily activities without restriction.

For this incident, staff involved will be subject to the progressive disciplinary process, retrained on the non-compliance area, and moved to the non-active 11p-7a shift February 2019.

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, [REDACTED] 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.



Rich Gordon – Director

1/11/19