





COMMONWEALTH OF PENNSYLVANIA  
DEPARTMENT OF HUMAN SERVICES

**JULY 20, 2021**

[REDACTED], County Executive  
Allegheny County Executive  
7150 Highland Drive  
Pittsburgh, Pennsylvania 15206

RE: Shuman Juvenile Detention Center  
7150 Highland Avenue  
Pittsburgh, Pennsylvania 15206  
License Number: 414314

Dear [REDACTED]:

The Department of Human Services (department) conducted a Child Protective Services investigation of the above-named facility from June 16, 2021 to July 1, 2021 resulting in the issuance of two Licensing Inspection Summaries (LISs). The enclosed LISs provide details of the violations of the regulations at 55 Pa. Code Chapter 3800 found during the inspections. The department approved the two corresponding plans of correction (POCs) on July 12, 2021.

Failure to comply with the applicable regulations as specified in detail in the enclosed LISs is the basis for the revocation of your current license (# 414313) dated March 11, 2020 to July 1, 2021, and the issuance of this FOURTH PROVISIONAL license (# 414314) dated July 1, 2021 to January 1, 2022 (see 62 P.S. § 1008; 55 Pa Code §§ 20.54 (a) and 20.71 (a) (2) and (a) (5)). This fourth provisional license replaces all previously issued licenses and is effective from the date of issuance. The department's decision to issue this fourth provisional license is based on failure to comply with the Human Services Code and applicable regulations (see 62 P.S. § 1026 (b)(1)), including mistreating or abusing individuals cared for in the facility (62 P.S. §1026 (b) (5)) and 55 Pa. Code §20.71 (a) (5)), and noncompliance with the department's applicable regulations (55 Pa. Code §20.71 (a) (2)). Your fourth provisional license is enclosed.

OFFICE OF CHILDREN, YOUTH AND FAMILIES

JULY 20, 2021

If you disagree with the decision to issue this fourth provisional license, you have the right to appeal through a hearing before the department's Bureau of Hearings and Appeals, in accordance with 1 Pa. Code Part II, Chapters 31-35 (relating to General Rules of Administrative Practice and Procedures) by a petition which meets the requirements set forth at 1 Pa. Code § 35.17. If you decide to appeal this fourth provisional license, a written request for an appeal must be received at the following address within ten (10) calendar days of the date of this letter:

Ms. Amber Kalp, Regional Director  
Western Region Office of Children, Youth and Families  
11 Stanwix Street, Room 260  
Pittsburgh, Pennsylvania 15222

This decision is final eleven (11) calendar days from the date of this letter or, if you decide to appeal, upon issuance of a decision by the Bureau of Hearings and Appeals.

Sincerely,



Jonathan Rubin  
Deputy Secretary

Enclosures:  
Licensing Inspection Summaries  
PROVISIONAL Certificate of Compliance

c:



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

**Agency/Facility Information**

Name: SHUMAN CENTER  
Address: 7150 HIGHLAND DRIVE, PITTSBURGH, PA 15206  
County: ALLEGHENY Phone: 4126616806

License Number: 41431  
License Expiration: 03/11/2020

**Inspection Information**

Start Date: 06/17/2021 End Date: 07/01/2021 Type: Complaint Notice: Unannounced Visit  
Inspector(s): [REDACTED]

**Inspection Narrative**

On 06/17/2021 OCYF regional office received notification of a complaint about [REDACTED] youth that was placed at the facility. Upon an initial investigation, the following regulatory violations were found.

**Inspections / Reviews**

**06/17/2021 - Complaint**

Lead Inspector: [REDACTED] Follow-Up Type: POC Submission Follow-Up Date: 07/11/2021

**7/12/2021 - POC Submission**

Lead Reviewer: [REDACTED] Follow-Up Type: On-site Verification

3800.53 Director

1. Requirements

3800.53.b. The director shall be responsible for administration and management of the facility, including the safety and protection of the children, implementation of policies and procedures and compliance with this chapter.

Description of Violation

On [redacted] Child 1 was able to obtain and take [redacted] which caused [redacted] This resulted in Child 1 becoming [redacted]

Plan of Correction

Accept

While the Director cannot be at the facility 24/7/365 they must devise a process, develop staff, and cultivate a safe environment in which adherence to all policies and procedures, will ensure the safety and wellbeing of everyone. The Director, and [redacted] designees, will conduct regularly scheduled and random weekly checks of the facility to include, admission area, recreation area, cafeteria, housing units, individual rooms, and offices. These checks will include visually and verbally checking in with residents and staff. Checks can be conducted 24/7/365. Reports will be generated and given to the Deputy Director of Operations, Security Manager, and the Administrative Manager/Supervisor in charge of the area for corrective action. Shuman Administration will continue its process of incident reviews for any violations and or process improvement. Director and Administrative team will meet weekly not only with each other, but also with State DHS representative to provide updates on compliance and progress to include incident reviews. Shuman Center will continue to partner with Performance Based Standards for continuous quality improvement programming and facility surveying. Duquesne University will continue to train staff in Trauma Informed Care through the end of July 2021. Shuman Center, with the help of Allegheny County Department of Human Services, will consider utilizing appropriate juvenile justice consultants and additional programming ideas to improve service provision. The State has also agreed to conduct town hall meetings with Shuman staff and the State Bureau of Juvenile Justice Staff. The Allegheny County Police are conducting a full independent security risk assessment concluding with a detailed report to County and Shuman Administration. Due to the nature of this plan of correction, it is already in effect with no end date.

[redacted] Director

7/9/2021

Completion Date: 07/09/2021

3800.148 Health and Behavioral Health Services

1. Requirements

3800.148.a. The facility shall identify acute and chronic conditions of a child and shall arrange for or provide appropriate medical treatment.

Description of Violation

The facility did not identify acute and chronic conditions of Child 1 and/or did not arrange for or provide appropriate medical treatment. Child 1 [redacted]

## 3800.148 Health and Behavioral Health Services (continued)

## Plan of Correction

Accept

Shuman Center needs to increase its emergency response time and sense of urgency during all medical and crisis situations. Due to a previous incident, the door locking mechanism allowing for direct access from medical department to the infirmary was down. This also meant staff had to follow a longer path until door could be utilized. Shuman Supervisors were able to assist and locate nurse due to slow response, for [REDACTED] to evaluate the resident. Although staff was able to check the resident, call for medical and supervisory assistance, and provide basic assessment and care, timeliness was a factor. On site nurse assessed the resident and contacted the on-call physician for consult regarding the signs and symptoms. It was at this time, the directive to call 911 for additional treatment was made due to not knowing the reasoning for the medical incident.

Shuman Center in conjunction with UPMC Children's Hospital of Pittsburgh has already completed a plan of correction for the medical team. They have reviewed the signs and symptoms of [REDACTED] reviewed signs and symptoms of [REDACTED] as well as, reviewed the appropriate emergency response for such. They were trained on the use of and the location of the facility supply of [REDACTED] Particular attention was given to direct a greater sense of urgency amongst staff during the Nurse Stat calls. These same procedures will be replicated with Shuman Child Care Workers and Supervisory staff by the Allegheny County Department of Human Services starting on July 29, 2021. Additional preset training days are August 5, 12, 19, and 26, 2021. Coordination and timeline could vary based on program and trainer availability. The State has also agreed to participate in this training development, utilizing their staff who is a certified [REDACTED] Counselor for additional training and support. A meeting is scheduled for Thursday July 15, 2021 to begin coordination.

An Administrative review of Nurse Stat procedures will take place with Medical Team and Shuman Administration. This will include specific protocols, procedures, duties, responsibilities, and consideration of assigning staff to specific duties per shift. Shuman Center will also pursue the ability create and or install a specific announcement/alarm with our contracted vendor for medical specific emergencies. This process will also cover reviewing the ability to immediately contact 911 while on site assessing the Nurse Stat.

Work orders were previously submitted for repairs to the medical/infirmary door to change the locking mechanism. Due to the nature of the facility and the door set, additional door parts are needed to be ordered through a third-party vendor. As of the writing of this report the parts for the door lock have yet to arrive from the outside vendor, but the work is slated to be completed within the next 10-14 days. For the time being the residents that would need to be housed in the infirmary will be housed on another unit near the medical department.

[REDACTED] - Director

7/9/2021

Completion Date: 07/09/2021

## 3800.274 Additional Requirements

## 1. Requirements

3800.274. The following additional requirements apply to facilities in which secure care is provided:

3. Children shall be directly supervised at all times during awake hours.

## Description of Violation

On [REDACTED] the children were not directly supervised at all times during [REDACTED] Child 1 was in [REDACTED] on [REDACTED] at [REDACTED] Approximately one minute later the nurse turns [REDACTED] back and leaves the office. It is observed on camera that child 1 [REDACTED] Once the nurse is gone, child 1 [REDACTED] Two minutes later, child 1 did [REDACTED] It is also believed that during this time, child 1 did [REDACTED]

3800.274 Additional Requirements (continued)

Plan of Correction

Accept

On [redacted] at approximately [redacted] a nurse allowed a resident to return to [redacted] on [redacted]. These rooms are adjoined and separated by a one-way locking door. While the nurse exited the [redacted] The resident did not return to [redacted] at best, the incident cannot happen nor be taken lightly. This incident may have triggered a variety of unnecessary and unfortunate other incidents. It is imperative that staff continuously supervise all residents until they are safely based on to another staff for appropriate supervision. Collective bargaining agreements will be followed regarding [redacted]. Reiteration with all facility staff, supervisors, childcare workers, medical staff, building guards, probation staff, etc... regarding the safe transition of youth supervision has already occurred and follow up will also take place during training Thursdays in July and August 2021.

[redacted] Director

7/9/2021

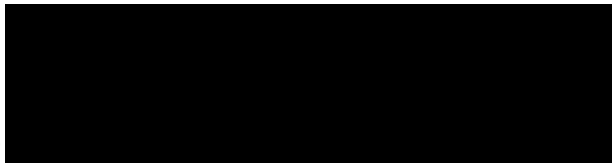
Completion Date: 07/09/2021

OFFICE OF CHILDREN, YOUTH AND FAMILIES  
LICENSING SUMMARY SIGNATURE AND APPROVALS

Provider: Allegheny County Executive

Shuman Juvenile Detention Center

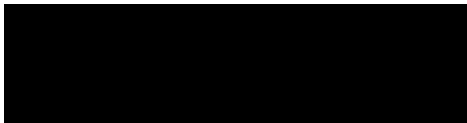
Certificate #: 41431



7-12-21

HUMAN SERVICES PROGRAM REPRESENTATIVE

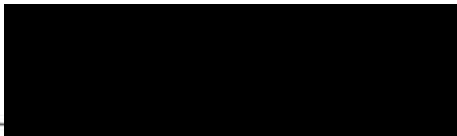
DATE



7/12/21

REGIONAL SUPERVISOR

DATE



7/13/21

REGIONAL DIRECTOR

DATE



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

**Agency/Facility Information**

Name: *SHUMAN CENTER*  
Address: *7150 HIGHLAND DRIVE, PITTSBURGH, PA 15206*  
County: *ALLEGHENY* Phone: *4126616806*

License Number: *41431*  
License Expiration: *03/11/2020*

**Inspection Information**

Start Date: *06/17/2021* End Date: *07/01/2021* Type: *Complaint* Notice: *Unannounced Visit*  
Inspector(s): [REDACTED]

**Inspection Narrative**

On [REDACTED] DCYF regional office received notification of a complaint about [REDACTED] youth that was placed at the facility. Upon an initial investigation, the following regulatory violations were found.

**Inspections / Reviews**

**06/17/2021 - Complaint**

Lead Inspector: [REDACTED] Follow-Up Type: *POC Submission* Follow-Up Date: *07/11/2021*

**7/12/2021 - POC Submission**

Lead Reviewer: [REDACTED] Follow-Up Type: *On-site Verification*

## 3800.274 Additional Requirements

## 1. Requirements

3800.274. The following additional requirements apply to facilities in which secure care is provided:

7. Children shall be supervised by conducting observational checks of each child within 15 minute intervals during sleeping hours.

## Description of Violation

O [REDACTED] CHILD 1 was admitted into the agency at [REDACTED] as required by regulation, children shall be supervise by conducting observational checks of each child within 15 minute intervals during [REDACTED]. According to the video provided to our office, staff observed child 1 at [REDACTED] (which is 18 minutes) then at [REDACTED] (which is 17 minutes) then at [REDACTED] (which is 28 minutes) next at [REDACTED] 33 minutes), at [REDACTED] child 1 does [REDACTED] and then a few minutes later it appears that [REDACTED] could be conversing with a staff member that could not be seen on camera. These times are all in excess of the required 15 minute regulation.

## Plan of Correction

Accept

On [REDACTED] at [REDACTED] a resident was being admitted to Shuman Center. During this [REDACTED] admission, the resident was [REDACTED]. Staff felt concerned that [REDACTED] would [REDACTED]. So not to exasperate the situation staff slowed the process and allowed the resident [REDACTED] completed their necessary paperwork, while waiting for additional staff support from the oncoming shift. During this two-hour period staff did not conduct 4 observational checks with the 15-minute intervals. Shuman Director and Deputy Director of Operations will meet with all supervisors (specifically [REDACTED] supervisors and staff) by July 31, 2021, to reinforce the time intervals. Shuman Administration will also be creating a safer process for all admissions, especially the [REDACTED] and [REDACTED] admissions. Creating a streamlined admission process for the [REDACTED] alone by the end of August 2021. We acknowledge this is a stressful time for resident and staff, however, safety and security must not be compromised. Identified staff will be held accountable per collective bargaining agreements disciplinary process. An observational staff will be assigned to the admission process to ensure observational checks are completed as required. When not feasible, staff will be required to not allow residents out of [REDACTED] eyesight until the resident has reached [REDACTED] assigned unit/room. To ensure compliance, Shuman Administration, Compliance Coordinator, and Security Manager will conduct random reviews and observations of the current and soon to be developed streamlined admission process to ensure compliance.

[REDACTED] - Director

7/9/2021

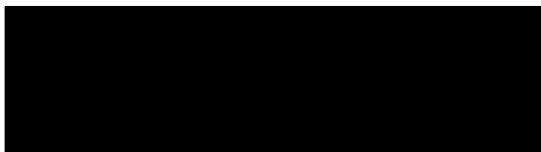
Completion Date: 07/09/2021

OFFICE OF CHILDREN, YOUTH AND FAMILIES  
LICENSING SUMMARY SIGNATURE AND APPROVALS

Provider: Allegheny County Executive

Shuman Juvenile Detention Center

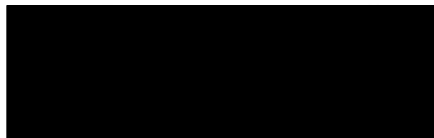
Certificate #: 41431



7-12-21

HUMAN SERVICES PROGRAM REPRESENTATIVE

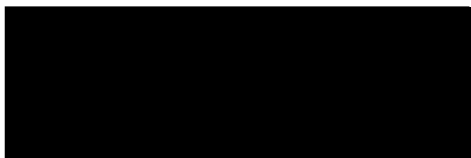
DATE



7/12/21

REGIONAL SUPERVISOR

DATE



7/13/21

REGIONAL DIRECTOR

DATE