



**Division of Child Care & Early Childhood Education**  
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## Notice of Incident

**Date of Incident:** 7/18/2022

**Date Reported to DCCECE:** 7/20/2022

**Agency Name:** Elizabeth Mithcell Centers

**Agency Number:** 156

**Type of Facility:** PRTF

**Facility License Type:** Regular

**Type of Incident:** Complaint of neglect and inadequate supervision

**Incident Description:** The Centers for Youth and Families has been neglectful in reporting incidents accurately to proper licensing authorities. Centers is not protecting their staff and offering adequate staffing to client ratio. On weekends especially, Centers is out of compliance resulting in dangerous situations for other clients and staff. The facility is out of compliance. The Centers is not providing adequate staff based on the needs of and care of the type of clients and behaviors. There are several incidents in which fights occur and there is not enough staff to provide adequate care. On the weekends after 3pm, some of the buildings are out of compliance with staff and clients leaving 1 staff with 7 to 8 clients. The weekend overnight staff are out of compliance because the clients are awake for several hours past 7 pm leaving 1 staff to 7 or 8 clients while awake. The Centers is dangerous for staff and clients. This has been an ongoing issue since Centers came off point of corrections in 2021. There have been multiple times staff have been assaulted and attacked with inadequate staff to help ensure safety. The administration does not care about the staff to client ratio and safety of everyone in general. Staff have voiced concerns over the past year with the safety of themselves and students. Centers is not a therapeutic environment. The clients do not have a gym or an adequate area for them to exercise or be active especially when it is too hot or cold outside. Centers needs to be investigated. Licensing needs to show up to Centers on the weekends between the hours of 4pm and 9 pm. Centers will not have adequate staff to client ratio. There are no safe guards for the amount of aggressive clients that are in each building. Staff are not protected and are expected to come to work in these dangerous situations in all buildings located on the 12th street campus.

**Agency's Interim Corrective Action:** No specific staff mentioned in complaint.

**Licensing Specialist Assigned:** C.DeBoer

**Licensing Supervisor Assigned:** 7/18/2022

**Child Abuse Hotline** (Only applies to maltreatment incidents)

**Was the Hotline Called:** No. **Was it accepted?** No. **Outcome:** N/A

**Assigned Investigator:** N/A

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**Date of DCCECE's Follow-up:** 12:00:00 AM

**Type of Follow-up:** Phone call. Facility visit.

**Details from Follow-up:** Facility visited 7/21/22 from 11:30AM-1:00PM. Staff rosters for all the weekends, all areas, this month thus far made available for licensing visit. Staff roster reviewed for EMCC for 7PM-7AM shift 7/9/22. Staff/client ratio was 6:26. Staff roster reviewed for 7/10/22 for 7PM-7AM shift. Staff/client ratio 5:26. These ratios do not include the swing shifts and nurses (additional staff). AM shifts for the same dates were 9:26 and 5:26. Video reviewed for EMCC for 7/9/22 from 7:00-7:05PM. 3 staff seen present. No more than 8 kids are allowed in a dorm at a time. Staff rosters reviewed for 7PM-7AM EMAC for 7/16/22. Staff/client ratio 6:30 including a swing shift. Video reviewed for EMAC from 8:30-8:35PM 7/16/22. Bedtime reported to be 8:30PM. Day area observed to be empty and clients reportedly in rooms asleep. Staff ratio 1:8. A floater (additional staff) is seen in and out of area as well. Staff roster reviewed for Destiny House 7/17/22 7PM-7AM shift. Least number of staff is between 8:30PM-11PM which includes 2 QBHP and one nurse giving ratio of 3:20. Bedtime reported to be 8:30PM. Video reviewed of Destiny House for 7/17/22 from 9:00PM-9:05PM. 2 QBHP and one nurse seen in day area. Lights are out. One client is awake in dayroom. Other clients seen in rooms with lights out. Therapist list reviewed of 9 therapists. Census today for Centers on 12th St. is 76. Sensory rooms have been observed during other visits to 12th St. Centers which includes rage rooms, sand tray therapy room and cozy corner. Outdoor basketball area has been observed. Outdoor outings this Summer thus far include bowling, a movie, Little Rock Bridge, Traveler's Game, outdoor water parks and hiking trails.

No licensing concerns observed this visit.

Follow up visit 8/14/22 (Sunday): Facility was out of ratio in some areas. Facility cited.