



Division of Child Care & Early Childhood Education
P.O. Box 1437, Slot S140, Little Rock, AR 72203-1437
P: 501.682.8590 F: 501.683.6060 TDD: 501.682.1550

Notice of Serious Incident

Date of Incident: 12/22/2022

Date Received by DCCECE: 12/22/2022

Facility Name: The Centers for Youth and Families Monticello

Facility Number: 159

Facility Type: Residential

Incident Type: Licensing

Report Description: Parent reported that her son was placed at the facility to receive help. However, she has since learned of child abuse (molestation) there. Parent was questioned whether her son was abused and she said "No, not that she was aware of. But she would be taking her son to the doctor to make sure." Parent reported she was making the complaint to be investigated.

Interim Action Narrative:

Maltreatment Narrative:

Outcome:

Licensing Narrative: Licensing Specialist called parent at 11:30 am but was unable to leave a voicemail due to mailbox not being set up. A text was sent also at 11:46 am. On 12/27/2022, Licensing Specialist attempted to call parent at 9:45 am and sent a text at 9:47 am. Parent has not returned Licensing Specialist's phone call or text. 12/29/2022, Licensing Specialist received a text from parent stating, "Sorry I missed your called? He is during freaking since he is no longer at Mcgehee elementary they have been during a big turn around for him & now trying too put him in Mcgee CB King because they haven't taught him nothing ill call

you tomorrow or you call me. 1/3/2023, Licensing Specialist called parent at 10:27 am and received no answer. A text was sent to parent at 10:29 am. Licensing Specialist received a phone from parent at 7:36 pm. Parent reported the following complaints: Issues with the medication. She stated, "The medicine messed him up. It makes him act out." However, she reported that he is still on medication; [REDACTED], and another medication she could not remember but stated it was a blue pill. She complained of a staff member ([REDACTED]) at Pinnacle Pointe Outpatient at McGehee Elementary School. Parent was adamant that she does not want her child at McGehee because she feels like he is being abused and he is not safe. When asked if her child was molested at Centers, she stated "No my son was not molested some other child was." Parent reported that because there was a lawsuit against them they changed their name from Vera Lloyd to Centers. Parent complained about a lady telling her child how to wash his butt. She reported that the hotline informed her that there was nothing they can do. Parent reported that there is a virtual juvenile hearing on 1/4/2023, her child is on probation. Licensing Specialist was not able to understand all that was said by parent. She encouraged Licensing Specialist to reach out to Ms. Karen at Centers. Licensing Specialist will update the assigned specialist of the conversation with parent. 1/5/2023, Licensing Specialist received a text at 5:05 pm from parent stating, "Mrs. Kendra this is [REDACTED] sorry it's late again Mrs. Karen with the Center want you to call her about a Medicaid waiver for my son [REDACTED] can go you another school & they do provide a school bus for him so please call Center and ask for Mrs. Karen. 1/6/2023, Licensing Specialist received a phone call from parent requesting for Specialist to call Ms. Karen. Licensing Specialist informed parent that she needed to contact her son's PASSE Caseworker for the Medicaid waiver. Licensing Specialist also informed parent that the licensing unit do not handle Medicaid waivers. Spoke with Ms. Karen (Centers) regarding parent's concerns (Medicaid waiver). Ms. Karen informed Licensing Specialist that parent informed the court that Licensing Specialist was helping her with her son. Due to the mother not knowing a name, date, timeframe, description, of any incident reportedly to involve sexual molestation her hotline report was screened out. Licensing also cannot investigate further, as there is no information to proceed with or witnesses named that could be identified. The mother concern is with the resident's current school which is not connected to the facility directly. The mother is now working with her child's Medicaid caseworker to get a waiver to provide transportation for her son to attend another school. No further licensing investigation is required at this time. Licensing complaint is UNFOUNDED.



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521 Visit Compliance Report

Licensee: The Centers for Youth and Families Monticello

Facility Number: 159

Licensee Address: 936 JORDAN DRIVE
MONTICELLO AR 71657

Licensing Specialist: Kendra Rice

Person In Charge: Bernetta Lowe

Record Visit Date: 1/9/2023

Home Visit Date: 1/9/2023

Purpose of Visit: Complaint Visit

Regulations Out of Compliance:

Regulations Needing Technical Assistance:

Regulations Not Correctable:

Narrative:

No in-person licensing visit on 1/9/2023.

Licensing Specialist received a complaint on 12/22/2022.

Due to lack of evidence, no names of witnesses, dates, or description of the incident this complaint is UNFOUNDED.