



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: 11/7/2022

Date Received by DCCECE: 11/7/2022

Facility Name: Elizabeth Mitchell Centers

Facility Number: 157

Facility Type: Residential

Incident Type: Licensing

Report Description: Emailed complaint stating several issues involving staff [REDACTED] [REDACTED] bringing in outside food for residents on the East Dorm as a bribe for good behavior and with holds it from residents who she deems to not be behaving well. This is against the facilities policies and procedures. The report stated that a supervisor named [REDACTED] [REDACTED] breaking ethical standards regarding the confidentiality of residents and staff. The reporter also states that a supervisor named [REDACTED] (unknown last name) was recently suspended for placing a resident in a headlock during a restraint hold but was only suspended for a few days and allowed to return with no repercussions. The reporter stated that a staff [REDACTED] has been under the influence of marijuana while at work supervising kids and you can smell the marijuana on her strongly. The reported stated that staff [REDACTED] was out of ratio the day that three residents broke a window and eloped from Destiny House.

Interim Action Narrative:

Maltreatment Narrative:

Outcome: Unfounded

Licensing Narrative: 11/7/2022- Program Coordinator called the reporter and gathered more information about the concerns stated in the email. The reporter also sent several text messages to the Program Coordinator for review to collaborate her statements. The reporter provided the Program Coordinator with the names and phone numbers of potential staff witnesses that could also support the claims. 11/8/2022-Program Coordinator visited the facility. See Inspection# 055740.



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521 Visit Compliance Report

Licensee: Elizabeth Mitchell Centers

Facility Number: 157

Licensee Address: 6501 WEST 12TH STREET
LITTLE ROCK AR 72204

Licensing Specialist: Chelsea Vardell

Person In Charge:

Record Visit Date: 11/8/2022

Home Visit Date: 11/8/2022

Purpose of Visit: Complaint Visit

Regulations Out of Compliance:

Regulations Needing Technical Assistance:

Regulation Not Applicable:

Regulations Not Correctable:

Narrative:

Program Coordinator visited the facility from 12:15PM- 3:15pm

Program Coordinator discussed with the facility management that a complaint was received regarding several issues at the facility. The Program Coordinator reported that there were concerns of staff bringing outside food and drinks onto the unit and using it as a way to bribe residents for good behaviors. At times, some but not all residents are given these snacks based on the staff members perception of if the resident was "good" that day. The facility stated that there were several complaints about this same topic brought to their attention by a staff member since May of 2022. The facility states that they investigated this complaint and found that the individual (██████████) accused of bringing the food was not bringing in food, but two other staff were. The staff were retrained about the company policy regarding bringing in outside food and drinks to the facility. The facility requires that the outside food and drinks be approved by upper management and never be used as a form of behavior management. The facility reports they will complete a check of the units again to confirm that there is no outside food and drink being brought or stored on the units.

The Program Coordinator discussed reports of a restraint hold that was reportedly done on a resident by a ██████████. However, it was discovered that this incident was reported to licensing and investigated by DCFS and determined to be unsubstantiated.

The Program Coordinator discussed reports that staff was out of ratio at the time of the elopement of three residents at Destiny House on 10/22/22. The facility provided the Program Coordinator with the time clock sheets showing seven staff were clocked in and working at Destiny house with 16 residents at the time of the elopement.

The Program Coordinator requested the phone numbers for five staff listed as potential witnesses to the complaint concerns. The facility provided these phone numbers. The Program Coordinator also reviewed any disciplinary actions taken against staff listed in the complaint.

The Program Coordinator met with the Human Resources Department of the facility and discussed a report that a staff was potentially under the influence while supervising residents. The Human Resources department presented her personnel file which showed no complaints made against the staff and a negative drug screening completed back in February of 2020. The facility reports that they will conduct interviews with other staff on the unit to determine if anyone has had any concerns about staff being on the unit while under the influence of drugs.

The Program Coordinator discussed concerns that a recent hotline call from the facility staff has been discussed around the facility breaking the confidentiality of both the resident and the reporter. The facility reports that this information was brought up during a shift report with multiple staff. The staff member reporting it was then called by management and asked to report the incident to the child abuse hotline as it had not been reported yet. The staff reported the incident, but reports from other staff state that this staff member continued to talk of the hotline call in the hallways of the building, so they are unsure what all staff have now been discussing the hotline. The facility reports that they will conduct a retraining for all staff regarding mandated reporting and the importance of maintaining confidentiality. The facility states that they will notify the Licensing Unit when the training is scheduled and completed for staff.

Continued investigation is required regarding this complaint therefore licensing is not prepared to leave a finding for the complaint at this time.

Provider Comments:

CCL Staff Signature :

Date: 11/8/2022

Provider Signature :

Date: 11/8/2022