



**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

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### Notice of Serious Incident

Date of Incident: 7/15/2023

Date Received by DCCECE: Millcreek of Arkansas PRTF

Facility Name: Millcreek of Arkansas PRTF

Facility Number: 233

Incident Type: Dual

Report Description: AR Mandated Reporter Portal Accepted Investigation:

Patient [REDACTED] reported that during 2nd shift of 7/14/2023, staff member [REDACTED] engaged in a verbal confrontation with him, calling him a "bitch" and his mother a "hoe". [REDACTED] also reported that after this verbal confrontation, staff member [REDACTED] grabbed him by his shirt and swung him between two beds.

The report was ACCEPTED for investigation. Referral ID: [REDACTED]

Interim Action Narrative: Staff was placed on suspension pending termination by the facility

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Maltreatment Narrative: AR Mandated Reporter Portal Accepted Investigation:

Patient [REDACTED] reported that during 2nd shift of 7/14/2023, staff member [REDACTED] engaged in a verbal confrontation with him, calling him a "bitch" and his mother a "hoe". [REDACTED] also reported that after this verbal confrontation, staff member [REDACTED] grabbed him by his shirt and swung him between two beds.

The report was ACCEPTED for investigation. Referral ID: [REDACTED]

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Licensing Narrative: Licensing received report from facility 7/17/23 of an AR Mandated Reporter Portal Accepted Investigation:

Patient [REDACTED] reported that during 2nd shift of 7/14/2023, staff member [REDACTED] engaged in a verbal confrontation with him, calling him a "bitch" and his mother a "hoe". [REDACTED] also reported that after this verbal confrontation, staff member [REDACTED] grabbed him by his shirt and swung him between two beds.

The report was ACCEPTED for investigation. Referral ID: [REDACTED]

Received email from facility 7/17/23 that client [REDACTED]'s DOB is [REDACTED] and he is in Parent Custody.

Received email from facility 7/17/23: Both [REDACTED] and [REDACTED] were placed on administrative leave 07.15.23, pending the results of internal and external investigations.

Phone call made 7/17/23 to Chris Butler of Millcreek to clarify that client [REDACTED] made this complaint on 7/15/23 to direct care staff and Chris Butler of Millcreek reported this to the [REDACTED] 7/15/23. Chris Butler stated there is video (no audio) of Rock Hill Day Room of client [REDACTED] interacting with staff. [REDACTED] stated that the incident occurred around 4 or 5PM. Video has been reviewed by Chris Butler from 3PM-8PM. [REDACTED] stated during an interview with Chris Butler that the verbal confrontation with [REDACTED] occurred in the laundry room and the physical confrontation occurred in the bedroom, both which have no camera footage. Visit scheduled for 7/18/23.

Email sent and phone voice message left 7/17/23 to [REDACTED] Investigator Gregoria Garcia for permission to visit facility.

7/18/23- Licensing Specialist and [REDACTED] investigator will coordinate to review camera footage and interview the witnesses together today 7/18/23.

Facility visited 7/18/23 regarding complaint that client [REDACTED] was verbally cursed by staff [REDACTED] and physically assaulted by staff [REDACTED]. Investigator Tonyetta Flint met at facility. Ms. Flint indicated that during the interview with client [REDACTED] indicated a verbal confrontation occurred with [REDACTED] over [REDACTED] clothes not getting dried. [REDACTED] indicated [REDACTED] threw him in his bedroom. Camera footage reviewed (no audio) of Rock Hill the evening of 7/14/23 from 4PM-8PM. [REDACTED] can be seen sitting watching TV for the most part, occasionally getting up to address peers and staff. At 6:50PM, what appears to be a verbal confrontation occurs between [REDACTED] and staff [REDACTED] over a basket of laundry which staff [REDACTED] then [REDACTED] are seen holding. Client [REDACTED] was identified as a client who may have heard this conversation. At no time during this video can [REDACTED] be seen physically touching [REDACTED]

Rock Hill clients [REDACTED] [REDACTED] [REDACTED] and [REDACTED] interviewed. [REDACTED] stated that staff [REDACTED] goes by the name "[REDACTED]". [REDACTED] stated that [REDACTED] "throws us across the room". [REDACTED] replied no when asked if any female staff had ever cursed or been physical with him. [REDACTED] stated that staff [REDACTED] "flicked me in the mouth...twisted my arm...pushed me down on the court". [REDACTED] stated that no female staff had ever cursed or been physical with him. [REDACTED] stated that he had seen

██████ "grab a kid by his arm...nothing bad". ██████ stated that no female staff had ever cursed or been physical with him. ██████ stated that ██████ "twists arms" and replied that ██████ had twisted his. ██████ stated ██████ does this until it hurts, and he is unable to get away from the hold. ██████ stated that no female staff had ever cursed him or been physical with him.

Chris Butler of Millcreek stated after interviewing clients today staff ██████ suspension will move to termination.

Licensing is not prepared to make a finding at this time.

Licensing made a separate ██████ report ref# ██████ regarding the allegations made by three of the clients interviewed today. Assigned investigator is LaSonya Goffin.

8/31/23- Maltreatment case closed as unsubstantiated.

Received email 9/1/23 from Christie Aaron of Millcreek that staff ██████ was terminated 7/21/23 and staff ██████ is no longer employed by Millcreek. Received email from Christie Aaron of Millcreek 9/5/23 that staff ██████ last day of employment at Millcreek was 7/14/23.



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## 521 Visit Compliance Report

**Licensee:** Millcreek of Arkansas PRTF

**Facility Number:** 233

**Licensee Address:** 1828 INDUSTRIAL DRIVE  
FORDYCE AR 71742

**Licensing Specialist:** Clayton DeBoer

**Person In Charge:**

**Record Visit Date:** 7/18/2023

**Home Visit Date:** 7/18/2023

**Purpose of Visit:** Complaint Visit

**Regulations Out of Compliance:**

**Regulations Needing Technical Assistance:**

**Regulation Not Applicable:**

**Regulations Not Correctable:**

**Narrative:**

Facility visited 7/18/23 regarding complaint that client [REDACTED] was verbally cursed by staff [REDACTED] and physically assaulted by staff [REDACTED]. DCFS Investigator Tonyetta Flint met at facility. Ms. Flint indicated that during the interview

with client [REDACTED], [REDACTED] indicated a verbal confrontation occurred with [REDACTED] over [REDACTED] clothes not getting dried. [REDACTED] indicated [REDACTED] threw him in his bedroom. Camera footage reviewed (no audio) of Rock Hill the evening of 7/14/23 from 4PM-8PM. [REDACTED] can be seen sitting watching TV for the most part, occasionally getting up to address peers and staff. At 6:50PM, what appears to be a verbal confrontation occurs between [REDACTED] and staff [REDACTED] over a basket of laundry which staff [REDACTED], then [REDACTED] are seen holding. Client [REDACTED] was identified as a client who may have heard this conversation. At no time during this video can [REDACTED] be seen physically touching [REDACTED].

Rock Hill clients [REDACTED], [REDACTED], [REDACTED], and [REDACTED] interviewed. [REDACTED] stated that staff [REDACTED] goes by the name "[REDACTED]". [REDACTED] stated that [REDACTED] "throws us across the room". [REDACTED] replied no when asked if any female staff had ever cursed or been physical with him. [REDACTED] stated that staff [REDACTED] "flicked me in the mouth...twisted my arm...pushed me down on the court". [REDACTED] stated that no female staff had ever cursed or been physical with him. [REDACTED] stated that he had seen [REDACTED] "grab a kid by his arm...nothing bad". [REDACTED] stated that no female staff had ever cursed or been physical with him. [REDACTED] stated that [REDACTED] "twists arms" and replied that [REDACTED] had twisted his. [REDACTED] stated [REDACTED] does this until it hurts, and he is unable to get away from the hold. [REDACTED] stated that no female staff had ever cursed him or been physical with him.

[REDACTED] of Millcreek stated after interviewing clients today staff [REDACTED] suspension will move to termination.

Licensing is not prepared to make a finding at this time.

### Provider Comments:

CCL Staff Signature :

Date: 8/22/2023



Provider Signature :

Date: 8/22/2023





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**Licensee:** Millcreek of Arkansas PRTF

**Facility Number:** 233

**Licensee Address:** 1828 INDUSTRIAL DRIVE  
FORDYCE AR 71742

**Licensing Specialist:** Clayton DeBoer

**Person In Charge:**

**Record Visit Date:** 9/5/2023

**Home Visit Date:** 9/5/2023

**Purpose of Visit:** Revisit Complaint

**Regulations Out of Compliance:**

**Regulations Needing Technical Assistance:**

**Regulation Not Applicable:**

**Regulations Not Correctable:**

**Narrative:**

8/31/23-Case#015132. Maltreatment case closed as unsubstantiated. Facility visited 9/5/23 and findings 521 issued.

Received email 9/1/23 from Christie Aaron of Millcreek that staff [REDACTED] was terminated 7/21/23 and staff [REDACTED] is no longer employed by Millcreek. Received email from Christie Aaron of Millcreek 9/5/23 that staff [REDACTED] last day of employment at Millcreek was 7/14/23.

**Provider Comments:**

CCL Staff Signature :

Date: 11/1/2023



Provider Signature :

Date: 11/1/2023

