



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: 7/22/2023

Date Received by DCCECE: 7/24/2023

Facility Name: Millcreek of Arkansas PRTF

Facility Number: 233

Incident Type: Dual

Report Description: AR Mandated Reporter Portal: During the morning shift, patient [REDACTED] became non-compliant when prompted to get out of bed. Staff [REDACTED] disengaged from the argument, gives responsibility to another staff member and removed herself from interaction with [REDACTED]. [REDACTED] later reported on a phone call to her parents that she was dragged out of bed and beaten up by staff member [REDACTED]. This was reported to have happened on 7/23/23. She reported that she was dragged by her wrists and ankles and her hair was pulled to the point that some strands of hair broke off. Nursing assessment indicates that there was no injury in the areas where [REDACTED] stated that she was hit or harmed. Patient pointed to a pin-point red area on her left inner ankle and one to inside lateral right knee. The allegation was ACCEPTED for investigation by [REDACTED] Reference ID: [REDACTED] [REDACTED] was immediately placed on administrative leave, pending the results of the investigation.

Interim Action Narrative: Staff [REDACTED] was immediately placed on administrative leave pending investigation.

Maltreatment Narrative: Ref# [REDACTED] Allegation: ABUSE- AV stated that during the morning shift that staff person dragged her out of the bed and beat her. It was noted that staff dragged the AV by her wrists, ankles and her hair was pulled to the point that some strands of her hair broke.

Licensing Narrative: Licensing received report from facility and Maltreatment notification 7/24/23 that client [REDACTED] reported being physically assaulted by staff [REDACTED] on 7/23/23. Phone call made to Chris Butler of Millcreek 7/24/23 who stated that video was available for the day in question, 7/23/23, but that client has since stated that the incident of physical abuse happened a week, a couple weeks or maybe a month ago. Phone call made 7/24/23 to Jennifer Harper of [REDACTED] Ms. Harper scheduled an appointment to meet licensing at Millcreek 7/26/23 at 9:30AM. Received email from Chris Butler of Millcreek 7/24/23 that client [REDACTED] is client [REDACTED] roommate. The staff member that overheard the allegation of abuse reported to parents on a phone call was [REDACTED]. Also indicated is that without a specific time or day (client [REDACTED] has changed her report and is unsure of when the event took place), it is not possible to pinpoint staff that may have witnessed the event. Facility visited 7/26/23 in response to complaint made by client [REDACTED] that staff member [REDACTED] physically harmed her. Licensing attended interview by [REDACTED] Investigator Jennifer Harper with client [REDACTED] Client [REDACTED] reported that about "2 weeks ago...8AM in the morning in the hall between dayrooms, mostly kids around, don't know their names, [REDACTED] pulled my hair...then sat on my bed and apologized". Client reported about "1 week after the first incident...asked for a 5-minute time out...she came in there and grabbed my arm and my leg and dragged me off my bed, mostly staff saw, [REDACTED] and [REDACTED]" ([REDACTED] adding that "[REDACTED] wrote a witness statement regarding the incident of her ([REDACTED] hair being pulled. Witness statement of [REDACTED] reviewed which did report that staff [REDACTED] had pulled her hair when attempting to pull [REDACTED] jacket hood. Licensing interviewed staff [REDACTED] ("[REDACTED]") during facility visit 7/26/23. [REDACTED] stated that she did not witness [REDACTED] on any day, get physical with client [REDACTED] [REDACTED] stated that on the day believed to be in question, [REDACTED] had asked [REDACTED] to go into her room and [REDACTED] said no. Kids are kept out of their rooms in the day areas/hallways for the most part during waking hours. At this point [REDACTED] was sitting in the hallway and had cursed at another client. [REDACTED] stated that she, not [REDACTED], engaged client [REDACTED] in attempts to deescalate the situation. [REDACTED] stated that she never witnessed [REDACTED] have any interaction with client [REDACTED] after saying she could not enter her room. [REDACTED] added that she had never seen any staff at Millcreek be physically inappropriate with any clients. Staff [REDACTED] interviewed during facility visit 7/26/23. [REDACTED] stated that she was not aware nor witnessed any physical confrontation between client [REDACTED] and staff [REDACTED]. [REDACTED] stated she has never witnessed [REDACTED] be physically inappropriate with any clients. Licensing is not prepared to make a finding at this time, 7/26/23. Received email 11/10/23 that maltreatment report was unfounded.



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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: 7/26/2023

Home Visit Date: 7/26/2023

Purpose of Visit: Complaint Visit

Regulations Out of Compliance:

Regulations Needing Technical Assistance:

Regulation Not Applicable:

Regulations Not Correctable:

Narrative:

Facility visited 7/26/23 in response to complaint made by client [REDACTED] that staff member [REDACTED] physically harmed her.

Licensing attended interview by [REDACTED] Investigator [REDACTED] with client [REDACTED]. Client [REDACTED] reported that about "2 weeks ago...8AM in the morning in the hall between dayrooms, mostly kids around, don't know their names, [REDACTED] pulled my hair...then sat on my bed and apologized". Client reported about "1 week after the first incident...asked for a 5-minute time out...she came in there and grabbed my arm and my leg and dragged me off my bed, mostly staff saw, [REDACTED] and [REDACTED] adding that "[REDACTED]" wrote a witness statement regarding the incident of her ([REDACTED]'s) hair being pulled. Witness statement of [REDACTED] reviewed which did report that staff [REDACTED] had pulled her hair when attempting to pull [REDACTED]'s jacket hood.

Licensing interviewed staff [REDACTED] during facility visit 7/26/23. [REDACTED] stated that she did not witness [REDACTED], on any day, get physical with client [REDACTED]. [REDACTED] stated that on the day believed to be in question, [REDACTED] had asked [REDACTED] to go into her room and [REDACTED] said no. Kids are kept out of their rooms in the day areas/hallways for the most part during waking hours. At this point [REDACTED] was sitting in the hallway and had cursed at another client. [REDACTED] stated that she, not [REDACTED], engaged client [REDACTED] in attempts to deescalate the situation. [REDACTED] stated that she never witnessed [REDACTED] have any interaction with client [REDACTED] after saying she could not enter her room. [REDACTED] added that she had never seen any staff at Millcreek be physically inappropriate with any clients.

Staff [REDACTED] interviewed during facility visit 7/26/23. [REDACTED] stated that she was not aware nor witnessed any physical confrontation between client [REDACTED] and staff [REDACTED]. [REDACTED] stated she has never witnessed [REDACTED] be physically inappropriate with any clients.

Licensing is not prepared to make a finding at this time, 7/26/23.

Provider Comments:

CCL Staff Signature :

Date: 8/22/2023



Provider Signature :

Date: 8/22/2023





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521 Visit Compliance Report

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Facility Number: 233

Licensee Address: 1828 INDUSTRIAL DRIVE
FORDYCE AR 71742

Licensing Specialist: Clayton DeBoer

Person In Charge:

Record Visit Date: 11/20/2023

Home Visit Date: 11/20/2023

Purpose of Visit: Revisit Complaint

Regulations Out of Compliance:

Regulations Needing Technical Assistance:

Regulation Not Applicable:

Regulations Not Correctable:

Narrative:

This is to document that licensing complaint Case#015194 involving A/V [REDACTED] and A/O [REDACTED] is unfounded.

Provider Comments:

CCL Staff Signature :

Date: 11/20/2023

A handwritten signature in black ink, appearing to be 'ME' or similar, written in a cursive style.

Provider Signature :

Date: 11/20/2023

A handwritten signature in black ink, appearing to be 'Ch 24' or similar, written in a cursive style.