



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: 8/23/2023

Date Received by DCCECE: 8/28/2023

Facility Name: Elizabeth Mitchell Centers

Facility Number: 157

Incident Type: Dual

Report Description: [REDACTED] was seen on 8-23-23 abusing the children. [REDACTED] was drug by her hair into the bathroom by [REDACTED] [REDACTED] refuses to wear a diaper and [REDACTED] forces her to wear it. [REDACTED] has a couple scratches on her arm. Possibly the right arm. There is camera footage of this taking place. [REDACTED] curses at [REDACTED] and slaps him in the head. [REDACTED] has no current injuries.

Interim Action Narrative: Staff member [REDACTED] was suspended pending the investigation.

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Maltreatment Narrative: [REDACTED] was seen on 8-23-23 abusing the children. [REDACTED] was drug by her hair into the bathroom by [REDACTED] [REDACTED] refuses to wear a diaper and [REDACTED] forces her to wear it. [REDACTED] has a couple scratches on her arm. Possibly the right arm. There is camera footage of this taking place. [REDACTED] curses at [REDACTED] and slaps him in the head. [REDACTED] has no current injuries.

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Licensing Narrative: 8/28/2023- Program Coordinator emailed the investigator to request permission to contact the agency. Licensing Specialist reached out to facility and requested a call back. Licensing Specialist called the office phone, text cell phone, and sent an email. Licensing Specialist spoke with with Ms. Barbara who stated she would send a ICA today. Ms. Barbara informed Licensing Specialist that staff member would either be suspended pending the investigation. Licensing Specialist attempted to call investigator and was

informed that Investigator Jones was no longer at that office and housed out of Jacksonville. Licensing Specialist called the number provided left a voicemail and sent a text. Investigator Jones informed Licensing Specialist that he made the initial contact and was not the assigned investigator. Licensing Specialist spoke with Natalie Jacobs, Supervisor, who informed Licensing Specialist of primary investigator. Licensing Specialist spoke with Investigator Hailey Moore who agreed to meet with Licensing Specialist on 8/29/2023 to review camera footage. 8/29/2023, Program Coordinator contacted facility for residents' date of birth and guardianship. Licensing Specialist met with Investigator Moore to review camera footage. Licensing Specialist informed that camera footage was not available for this incident. 9/5/2023, Licensing Specialist informed incident unfound/unsubstantiated. 9/25/2023, Licensing Specialist was informed that staff member has not returned to work. 9/29/2023, Licensing Specialist will inquire about training for staff to return to work. John Hogue informed Licensing Specialist that staff member would receive remedial training upon her return. Licensing Specialist requested documentation once training is completed. 10/2/2023, Licensing Specialist received request to have ICA lifted. 10/3/2023, Licensing Specialist informed facility that ICA can be lifted and staff member can return to work with residents once remedial training has been completed and documentation is provided to licensing. 10/5/2023, documentation of training received for staff member named in alleged incident.



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## 521 Visit Compliance Report

**Licensee:** Elizabeth Mitchell Centers

**Facility Number:** 157

**Licensee Address:** 6501 W 12TH ST  
LITTLE ROCK AR 72204-1511

**Licensing Specialist:** Kendra Rice

**Person In Charge:** Barbara McCrory

**Record Visit Date:** 8/29/2023

**Home Visit Date:** 8/29/2023

**Purpose of Visit:** Complaint Visit

**Regulations Out of Compliance:**

**Regulations Needing Technical Assistance:**

**Regulation Not Applicable:**

**Regulations Not Correctable:**

**Narrative:**

Time of visit: 3:15 pm to 5:15 pm

Census: 41

Licensing received a complaint on 8/28/2023 for ELS Case #015720

Licensing Specialist reviewed camera footage for reported complaint on 8/29/2023 for ELS Case #015720 with Investigator Hailey Moore.

Licensing Specialist informed that there was no camera footage to review for this incident. Ms. Barbara McCrory informed Licensing Specialist that camera footage is only kept for five (5) days and is replaced with new video. Ms. McCrory pulled up the footage and showed Licensing Specialist how the data for 8/23/2023 was not available.

Ms. Kimberly Hanna, Human Resources, informed Licensing Specialist that staff member [REDACTED] last worked on 8/27/2023.

Mr. Jeremy James (Shift Supervisor) informed Licensing Specialist that staff member [REDACTED] usually works the 3pm to 11pm shift and worked in the New Dorm. Ms. Caitlin Summons (Director of Residential), informed Licensing Specialist that staff member [REDACTED] had not received any disciplinary actions prior to this incident.

Licensing Specialist sat in on the interviews of staff members with Investigator Moore:

- Staff member [REDACTED] (QBHP) reported that she (staff member [REDACTED]) works mostly weekends and she did not have much interaction with her.
- Staff member [REDACTED] (QBHP) reported good experience working with staff member [REDACTED]. She described staff member [REDACTED] as being very helpful and having a good rapport with the residents.
- Staff member [REDACTED] (Shift Supervisor) described staff member [REDACTED] being great with the residents and able to de-escalate situations before they get out of hand. He reported that staff member [REDACTED] is all about her job. Staff member [REDACTED] indicated that he did not have staff member [REDACTED] scheduled to work on 8/23/2023.
- Staff member [REDACTED] (QBHP) reported that she enjoys working with staff member [REDACTED] and her interactions with the residents are positive. Staff member [REDACTED] also reported that staff member [REDACTED] does the residents (girls) hair and the residents (girls) love her.

Licensing Specialist is not prepared to leave a finding at this time.

**Provider Comments:**

CCL Staff Signature :

Date: 9/22/2023



Provider Signature :

Date: 9/22/2023



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## 521 Visit Compliance Report

**Licensee:** Elizabeth Mitchell Centers

**Facility Number:** 157

**Licensee Address:** 6501 W 12TH ST  
LITTLE ROCK AR 72204-1511

**Licensing Specialist:** Kendra Rice

**Person In Charge:** Paul Hofstad

**Record Visit Date:** 9/29/2023

**Home Visit Date:** 9/29/2023

**Purpose of Visit:** Revisit Complaint

**Regulations Out of Compliance:**

**Regulations Needing Technical Assistance:**

**Regulation Not Applicable:**

**Regulations Not Correctable:**

**Narrative:**

No in-person licensing visit was completed on 9/29/2023.

Licensing received a complaint on 8/23/2023 for ELS Case #015720.

This complaint has been **UNFOUNDED** by Licensing.

**Provider Comments:**

CCL Staff Signature :

Date: 9/29/2023



Provider Signature :

Date: 9/29/2023

