



**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: 10/2/2023**

**Date Received by DCCECE: 10/2/2023**

**Facility Name: Elizabeth Mitchell Centers**

**Facility Number: 157**

**Incident Type: Licensing**

**Report Description: Centers for youth and families (EMCC) is out of compliance when it comes to staff:student ratio. 3p to 11p shift. There are only three staff members and over 25 children.**

**Interim Action Narrative:**

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**Maltreatment Narrative:**

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**Licensing Narrative: Licensing Specialist reviewed complaint for licensing concerns. Licensing Specialist will make an unannounced evening visit. Licensing Specialist conducted a night visit. 10/4/2023, Licensing Specialist inquired about staff working on 10/3/2023 beginning the 3pm shift. Licensing Specialist informed there was a total of 9 staff members: 6 QBHPs, RN, LPN, and a supervisor. Licensing Specialist will request the work schedule for 10/3/2023. 10/9/2023, Licensing Specialist requested Q15s for 10/2/2023, 10/3/2023, 10/7/2023, and 10/8/2023. 10/10/2023, Licensing Specialist received observation logs for 10/2/2023, 10/3/2023, 10/7/2023, and 10/8/2023. Licensing Specialist will review observation logs received. 10/12/2023, Licensing Specialist staffed with Program Coordinator. Some observation logs were signed off during the increment timeframe. Licensing Specialist will continue to monitor this complaint. 11/7/2023, Licensing Specialist**

conducted an unannounced visit. 11/8/2023, Licensing Specialist will request a print out for the 3pm to 11pm shift. Licensing Specialist inquired about which QBHP's were scheduled to work at EMCC. 11/10/2023, Licensing Specialist received clock in times of staff members that worked on 11/7/2023.



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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:**

**Record Visit Date:** 10/3/2023

**Home Visit Date:** 10/3/2023

**Purpose of Visit:** Complaint Visit

**Regulations Out of Compliance:**

**Regulations Needing Technical Assistance:**

**Regulation Not Applicable:**

**Regulations Not Correctable:**

**Narrative:**

Time of visit: 8:15 pm to 9:15 pm

Census: 28

Licensing received a complaint on 10/2/2023 for ELS Case #016520.

Licensing Specialist observed five (5) cars near the EMCC building. Two (2) additional cars pulled up as Licensing Specialist got out the car. Licensing Specialist walked to the door to gain entrance and rung the doorbell four (4) times. Licensing Specialist also walked to the other entrance and knocked on the window. No one responded to the doorbell or Licensing Specialist's knock.

Licensing Specialist consulted with Program Coordinator. Licensing Specialist observed a female staff member getting out of her car and Licensing Specialist informed the staff member of my state position and purpose of visit. Licensing Specialist was advised to wait in the lobby area for the supervisor.

Licensing Specialist was escorted to the dorms by Ms. Jade, Supervisor. Residents were asleep or resting when Licensing Specialist arrived. Licensing Specialist counted observations sheets and observed residents in the bedrooms.

North Dorm Ratio 1:8

South Dorm Ratio 1:8 (A resident was in the common area due to being on precautions.)

East Dorm Ratio 1:7 (A resident was in the common area due to being on precautions.)

New Dorm Ratio 2:5

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

**Provider Comments:**

CCL Staff Signature :

Date: 10/4/2023

Provider Signature :

Date: 10/4/2023

*John Hogue*



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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:** John Hogue

**Record Visit Date:** 11/7/2023

**Home Visit Date:** 11/7/2023

**Purpose of Visit:** Revisit Complaint

**Regulations Out of Compliance:**

**Regulations Needing Technical Assistance:**

**Regulation Not Applicable:**

**Regulations Not Correctable:**

**Narrative:**

Time of visit: 3:00 pm to 3:45 pm

Census: 24

Licensing received a complaint on 10/2/2023 for ELS Case #016520.

Licensing Specialist was escorted by Ms. Caitlin Sammons, Director of Residential. Licensing Specialist observed the following areas: classrooms and dorms.

Residents were still in their classrooms when Licensing Specialist arrived. Licensing Specialist observed new chairs on the therapy/administration hall that will be placed in the day area of EMCC.

Licensing Specialist observed both classrooms. The first classroom, ratio 3:12 and the second classroom, ratio 2:12. Licensing Specialist observed a therapist escorting a resident back to the classroom. Licensing Specialist also observed a staff member coming up the stairs and enter the second classroom.

Licensing Specialist observed the dorms: New, South, North, and East. Licensing Specialist observed three (3) staff members preparing for the residents to be released from class. Staff members were filling the water pitchers, getting towels for hygiene, and snacks for the residents.

Licensing Specialist observed residents and staff (3) from the second classroom enter the dorm area. Some residents sat on the chairs in the day area while others stood around. One staff member escorted the female residents to their dorm. Due one resident becoming dysregulated, staff had the residents go to their dorm. A male staff that was preparing for his group of residents, heard the commotion and assisted the female staff members.

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

**Provider Comments:**

CCL Staff Signature :

Date: 11/9/2023



Provider Signature :

Date: 11/9/2023





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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:** John Hogue

**Record Visit Date:** 11/13/2023

**Home Visit Date:** 11/13/2023

**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 11/13/2023.

Licensing received a complaint on 10/3/2023 for ELS Case #016520.

Licensing Specialist completed unannounced visits on: 10/3/2023 and 11/7/2023.

This complaint is UNFOUNDED by Licensing.

**Provider Comments:**

CCL Staff Signature :

Date: 11/13/2023



Provider Signature :

Date: 11/13/2023

