



Division of Childcare & 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

Case Number: 017640

Date of Incident: 11/15/2023

Date Received by DCCECE: 11/20/2023

Facility Name: Millcreek of Arkansas PRTF

Facility Number: 233

Incident Type: Dual

Report Description: AV is approx. [REDACTED]. PRFC is approx. 30yo Unknown. AO is approx. 30yo [REDACTED] unknown last name. [REDACTED] was in the laundry room and [REDACTED] (staff member) told her to get out when [REDACTED] did not listen, [REDACTED] went to physically remove her and [REDACTED] hit [REDACTED] then hit [REDACTED] in the head with a closed fist multiple time. The reporter who told me about the incident stated that there was no bruising or blood anywhere.

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

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Maltreatment Narrative: AV is approx. 14yo [REDACTED]. PRFC is approx. 30yo Unknown. AO is approx. 30yo [REDACTED] unknown last name. [REDACTED] was in the laundry room and [REDACTED] (staff member) told her to get out when [REDACTED] did not listen, [REDACTED] went to physically remove her and [REDACTED] hit [REDACTED] then hit [REDACTED] in the head with a closed fist multiple time. The reporter who told me about the incident stated that there was no bruising or blood anywhere. Ref# [REDACTED]

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Licensing Narrative: Licensing received phone call from DHS Investigator Tonyetta Flint 11/20/23 notifying licensing of alleged maltreatment ref# [REDACTED]. Facility visited 11/20/23 and it was determined that A/V is client [REDACTED] and A/O is staff member [REDACTED]. Client [REDACTED] interviewed in response to complaint that A/O [REDACTED] physically assaulted client

Client [REDACTED] stated that she was aware of an incident in which "all but 2 staff showed up" in which her ([REDACTED] and staff [REDACTED] were "playing...but we never touched each other". [REDACTED] stated that staff [REDACTED] has never hit her or been mean to her. [REDACTED] stated that staff at Millcreek were nice. [REDACTED] stated that she felt comfortable talking to staff at Millcreek if she felt she needed to. Video reviewed of Flamingo Hall from 11/15/23 from 6:30AM-12:00PM. No altercation outside or around the laundry area is seen in this review of video. Licensing is not prepared to make a finding as of 11/20/23. 1/2/24-Received notification that maltreatment ref# [REDACTED] was unfounded. No licensing citations regarding this incident. Licensing complaint is 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:** 11/20/2023

**Home Visit Date:** 11/20/2023

**Purpose of Visit:** Complaint Visit

**Regulations Out of Compliance:**

**Regulations Needing Technical Assistance:**

**Regulation Not Applicable:**

**Regulations Not Correctable:**

**Narrative:**

Facility visited 11/20/23 and client [REDACTED] interviewed in response to complaint that A/O [REDACTED] physically assaulted client [REDACTED]. Client [REDACTED] stated that she was aware of an incident in which "all but 2 staff showed up" in

which her ( [REDACTED] and staff [REDACTED] were "playing...but we never touched each other". [REDACTED] stated that staff [REDACTED] has never hit her or been mean to her. [REDACTED] stated that staff at Millcreek were nice. [REDACTED] stated that she felt comfortable talking to staff a Millcreek if she felt she needed to. Video reviewed of Flamingo Hall from 11/15/23 from 6:30AM-12:00PM. No altercation outside or around the laundry area is seen in this review of video. Staff [REDACTED] placed on administrative leave 11/20/23 pending investigation. Licensing is not prepared to make a finding as of 11/20/23.

**Provider Comments:**

CCL Staff Signature :

Date: 11/20/2023



Provider Signature :

Date: 11/20/2023





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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:** 1/2/2024

**Home Visit Date:** 1/2/2024

**Purpose of Visit:** Revisit Complaint

**Regulations Out of Compliance:**

**Regulations Needing Technical Assistance:**

**Regulation Not Applicable:**

**Regulations Not Correctable:**

**Narrative:**

Licensing Complaint Case#017640 is unfounded.

**Provider Comments:**

CCL Staff Signature :

Date: 1/3/2024



Provider Signature :

Date: 1/3/2024

