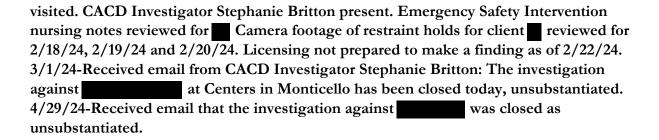


Placement and Residential Licensing Unit

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
Case Number: 019333
Date of Incident: 2/21/2024
Date Received: 2/22/2024
Facility Name: The Centers for Youth and Families Monticello
Facility Number: 159
Incident Type: Dual
Report Description: Secondary DHS caseworker, Kia Smith completed a monthly contact visit on 02.21.2024, with
Interim Action Narrative: Hotline called and call accepted. Staff placed on leave pending investigation.
Maltreatment Narrative: AV is
Licensing Narrative: Program Coordinator requested permission to contact the facility. Investigator Brittion granted permission. Resident's DOB is 2/22/24-Facility





Placement and Residential Licensing Unit

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Notice of Serious Incident

Case Number: 019350

Date of Incident: 2/22/2024

Date Received: 2/22/2024

Facility Name: The Centers for Youth and Families Monticello

Facility Number: 159

Incident Type: Licensing

Report Description:		
Additional Information State police		
completed an interview today, 02.22.24, at the advocacy center.		
know who was and that it was . Clayton with licensing and		
Stephanie with state police came at 1:30 today, 02.22.24, and reviewed videos. Both decided		
to talk with before they left at 3:30. stated that she could not eat a banana and		
had broken bones in her face. DHS contacted, came, and got her to have an X-ray at the		
doctor's office. When she got to the doctor's office, she told them that she had blurred		
vision and was weak. The doctor?s office sent to the local ER for CAT Scan.		
02.22.2024, 06:30 pm, Told ER nurse she could not eat or see. 02.22.2024, 6:50 pm, still at ER		
with DHS. and were placed on administrative leave. Disability will		
be notified.		
Interim Action Narrative:		
Maltreatment Narrative:		
Licensing Narrative: 2/22/24-While interviewing client for complaint, client reported broken bones in her face. Karen Walker of Centers Monticello stated she would have x-		

rayed. Karen Walker phoned licensing and stated that reported dizziness and blurred

vision so was taken to the ER for a CT scan. 2/22/24-8:37PM received email from Karen Walker: Doctor reported CT scan normal.



DHS Placement and Residential Licensing Unit Office of the Secretary

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

ase Number: 019391
ate of Incident: 2/22/2024
ate Received by PRLU: 2/26/2024
acility Name: The Centers for Youth and Families Monticello
acility Number: 159
ncident Type: Licensing
county Drew Memorial Hospital, Drew County DHS, 2.22.2024, 08:26 pm notified us that CT scan had been read and came back negative for any amage or issues.
nterim Action Narrative:
Ialtreatment Narrative:

Licensing Narrative: Follow up to prior incident. No licensing concerns noted.



Division of Child Care & Early Childhood Education

P.O. Box 1437, Slot S140, Little Rock, AR 72203-1437

P: 501.508.8910 F: 501.683.6060 TDD: 501.682.1550

521 Visit Compliance Report

Licensee: The Centers for Youth and Families Monticello
Facility Number: 159
Licensee Address: 936 JORDAN DRIVE MONTICELLO AR 71657
Licensing Specialist: Clayton DeBoer
Person In Charge: Karen Walker
Record Visit Date: 2/22/2024
Home Visit Date: 2/22/2024
Purpose of Visit: Complaint Visit
Regulations Out of Compliance:
Regulations Needing Technical Assistance:
Regulation Not Applicable:
Regulations Not Correctable:
Narrative:
2/22/24-Facility visited. CACD Investigator present. Emergency Safety Intervention nursing notes reviewed for Camera footage of restraint holds for client reviewed for 2/18/24, 2/19/24 and 2/20/24. Camera footage did no

yield what appeared to be aggressive or inappropriate holds by staff. interviewed got a mark on her face from 'slammed my face in the wall during a rest a banana" because of pain in her face. Camera footage from 2/20/24 does show swall. A nurse was present before this hold was initiated and stayed throughout her This hold was reported to be initiated because was aggressive towards of	traint". added that she "can barely chew staff put in a restraint against a
Centers Monticello uses "Handle with Care" which does allow for one person resperforming restraints for all restraints seen on camera today. Staff was present for restraint 2/19/24, and used body as a barr was performed by staff	involved in any of the 3 restraints seen on
stated that will be scheduled an X-ray. Both staff init today, will be placed on administrative leave pending investigation. Licensing is no	tial report A/O, and , A/O reported t prepared to make a finding at this time.
Provider Comments:	
CCL Staff Signature :	Date: 2/22/2024

Date: 2/22/2024

Provider Signature :



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521 Visit Compliance Report

Licensee: The Centers for Youth and Families Monticello
Facility Number: 159
Licensee Address: 936 JORDAN DRIVE MONTICELLO AR 71657
Licensing Specialist: Clayton DeBoer
Person In Charge: Karen Walker
Record Visit Date: 4/30/2024
Home Visit Date: 4/30/2024
Purpose of Visit: Revisit Complaint
Regulations Out of Compliance:
Regulations Needing Technical Assistance:
Regulation Not Applicable:
Regulations Not Correctable:
Narrative:
Licensing has investigated this complaint, Case#019333, and determined it to be unfounded.

Provider Comments:

CCL Staff Signature : Date: 4/30/2024

Provider Signature :

Date: 4/30/2024