



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 [REDACTED]. Ms. Smith stated that [REDACTED] had made an allegation that she had bruising and a red scratch on right cheek due to an emergency safety intervention. Ms. Smith took pictures of cheeks and bruising.

Interim Action Narrative: Hotline called and call accepted. Staff placed on leave pending investigation.

Maltreatment Narrative: AV is [REDACTED]. AO is [REDACTED]. AV, [REDACTED], reported that AO, [REDACTED], employee of Centers, allegedly got rough with her and pushed her to the wall causing bruises on the face, leg, and arms. [REDACTED] stated that she got the bruises on her face, arms, and legs from a behavior hold at Centers. FSW Smith immediately took pictures of the bruises. Karen, employee of Centers, has security camera footage of the behavior hold and additional information. 2/27/24-Received email that A/O was [REDACTED]. 3/1/24-Received email from CACD Investigator Stephanie Britton: The investigation against [REDACTED] at Centers in Monticello has been closed today, Unsubstantiated!

Licensing Narrative: Program Coordinator requested permission to contact the facility. Investigator Britton granted permission. Resident's DOB is [REDACTED]. 2/22/24-Facility

visited. CACD Investigator Stephanie Britton present. Emergency Safety Intervention nursing notes reviewed for [REDACTED] Camera footage of restraint holds for client [REDACTED] reviewed for 2/18/24, 2/19/24 and 2/20/24. Licensing not prepared to make a finding as of 2/22/24. 3/1/24-Received email from CACD Investigator Stephanie Britton: The investigation against [REDACTED] at Centers in Monticello has been closed today, unsubstantiated. 4/29/24-Received email that the investigation against [REDACTED] was closed as unsubstantiated.



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: 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:

[REDACTED] Additional Information State police completed an interview today, 02.22.24, at the advocacy center. [REDACTED] stated that she did not know who [REDACTED] was and that it was [REDACTED]. Clayton with licensing and Stephanie with state police came at 1:30 today, 02.22.24, and reviewed videos. Both decided to talk with [REDACTED] before they left at 3:30. [REDACTED] 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 [REDACTED] 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. [REDACTED] and [REDACTED] were placed on administrative leave. Disability will be notified.

Interim Action Narrative:

Maltreatment Narrative:

Licensing Narrative: 2/22/24-While interviewing client [REDACTED] for complaint, client reported broken bones in her face. Karen Walker of Centers Monticello stated she would have [REDACTED] x-rayed. Karen Walker phoned licensing and stated that [REDACTED] 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

Case Number: 019391

Date of Incident: 2/22/2024

Date Received by PRLU: 2/26/2024

Facility Name: The Centers for Youth and Families Monticello

Facility Number: 159

Incident Type: Licensing

Report Description: Update 02.26.2024: [REDACTED], DOB [REDACTED]
[REDACTED] County Drew Memorial Hospital, Drew County DHS,
02.22.2024, 08:26 pm notified us that CT scan had been read and came back negative for any
damage or issues.

Interim Action Narrative:

Maltreatment 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 [REDACTED] present. Emergency Safety Intervention nursing notes reviewed for [REDACTED] Camera footage of restraint holds for client [REDACTED] reviewed for 2/18/24, 2/19/24 and 2/20/24. Camera footage did not

yield what appeared to be aggressive or inappropriate holds by staff. [REDACTED] interviewed by [REDACTED]. [REDACTED] stated that she got a mark on her face from "[REDACTED]..."slammed my face in the wall during a restraint". [REDACTED] added that she "can barely chew a banana" because of pain in her face. Camera footage from 2/20/24 does show staff [REDACTED] put [REDACTED] in a restraint against a wall. A nurse was present before this hold was initiated and stayed throughout hold, two additional nurses observing later. This hold was reported to be initiated because [REDACTED] was aggressive towards [REDACTED] off camera, in [REDACTED] room.

Centers Monticello uses "Handle with Care" which does allow for one person restraints. Nurses present in addition to staff performing restraints for all restraints seen on camera today. Staff [REDACTED] was not involved in any of the 3 restraints seen on camera today. [REDACTED] was present for restraint 2/19/24, and used body as a barrier between [REDACTED] and a peer, before restraint was performed by staff [REDACTED]

[REDACTED] stated that [REDACTED] will be scheduled an X-ray. Both staff [REDACTED] initial report A/O, and [REDACTED], A/O reported today, will be placed on administrative leave pending investigation. Licensing is not prepared to make a finding at this time.

Provider Comments:

CCL Staff Signature :

Date: 2/22/2024



Provider Signature :

Date: 2/22/2024





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: 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