



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: 019364

Date of Incident: 2/22/2024

Date Received: 2/23/2024

Facility Name: Youth Home, Inc.

Facility Number: 128

Incident Type: Dual

Report Description: Incident Report for [REDACTED] Private Placement client in our PRTF program and resides in Chestnut House Incident Report date/ time: 02/22/2024 10:00am Location of Incident: Gymnasium Incident Description: Hotline Call Staff Involved: Shelly Zellner, Melissa Rhude Events Leading: During Recreation Therapy class, patient ask to speak with me. At this time, he showed me his left arm which had some superficial scratches. He stated that he was scratched by a staff in a restraint on 2-21-24. After returning to the school, I asked a nurse to assess the patient and it was completed. The patient stated that a staff member scratched him during the restraint. I made a [REDACTED] call and talked with Kyle Goodwin. The report was accepted [REDACTED]. Nursing completed an assessment on 02/22/2024 and this is documented on a Nursing Note that was emailed to Kendra on 02/23/2024 Guardian was contacted on 02/22/2024 by Riley's therapist-Chelsea Taylor

Interim Action Narrative: [REDACTED] called and accepted. Resident assessed by the nurse. Staff member placed on ICA.

Maltreatment Narrative: The av is [REDACTED]. The ao is staff member at Youth Home, [REDACTED]. [REDACTED] took his hoodie off and showed his scratch marks on his right arm. They were scabbed over. [REDACTED] said that he did not want staff to feel like he hurt myself. They appeared older than one day. He claimed that it happened during the restraint yesterday by [REDACTED]. The nurse said that they did not appear as though it happened yesterday, but [REDACTED] maintained that they happened during

the hold that [REDACTED] performed on him. Reporter said that the restraint was done appropriately and not in a manner that could have caused injuries of this nature.

Licensing Narrative: Facility contacted Program Coordinator regarding complaint and ICA. Program Coordinator forwarded ICA for Program Manager to review. 2/23/2024, Program Coordinator reviewed complaint for licensing concerns. Program Coordinator requested permission to contact the facility. Investigator Williams granted permission to contact the facility. Program Coordinator will review camera footage on 2/26/2024. ICA approved. 2/26/2024, Program Coordinator reviewed camera footage. 3/25/2024, Program Coordinator inquired about an update. 3/29/2024, Program Coordinator checked [REDACTED] case still pending. 4/26/2024, case unsubstituted per [REDACTED]



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: Youth Home, Inc.

Facility Number: 128

Licensee Address: 20400 COLONEL GLENN ROAD
LITTLE ROCK AR 72210

Licensing Specialist: Kendra Rice

Person In Charge: Adria Riley

Record Visit Date: 2/26/2024

Home Visit Date: 2/26/2024

Purpose of Visit: Complaint Visit

Regulations Out of Compliance:

Regulations Needing Technical Assistance:

Regulation Not Applicable:

Regulations Not Correctable:

Narrative:

Time of visit: 9:30 am to 10:30 am

Census: 41

Licensing received a complaint on 2/23/2024 for ELS Case #019364.

Program Coordinator reviewed camera footage with Jon Pulliam, PRTF Lead Unit Manager. Mr. Pulliam informed Program Coordinator before the incident took place, resident was playing basketball with peers. Resident threw a basketball at a peer and a verbal altercation took place. Residents were separated.

Resident was observed sitting on the bleachers on the courtyard with a staff member standing near him. At 9:31 am, Program Coordinator observed other staff walking toward the resident and staff member, ratio 6:1. Once staff approached resident, Program Coordinator observed resident run out of view of the camera with staff following. Mr. Pulliam informed Program Coordinator resident ran toward peer he had the verbal altercation with.

9:32 am, resident was observed being escorted into the Chestnut House with a staff member on each side of the resident to the seclusion room. Resident was placed in locked seclusion. Program Coordinator observed resident raise up his sleeves of the hoodie he was wearing while sitting on the floor. Resident was heard yelling while in the seclusion room.

Resident was observed banging his head on the wall while in the seclusion room. Program Coordinator observed staff entering the seclusion room, ratio 5:1. A staff member was observed on each side of the resident to prevent him from banging his head. Another staff member was observed bringing a pillow into the seclusion room. The pillow was placed behind the resident's head.

Staff could be heard using verbal de-escalation techniques with resident about why he was placed in the seclusion room. Resident could be heard expressing himself being placed on freeze. Program Coordinator observed resident walking out of the seclusion room and into the day area of Chestnut House.


The nurse was observed giving the resident some water. Resident continued to express being placed on freeze. Staff continued using verbal des-escalate techniques.

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

Provider Comments:

CCL Staff Signature :

Date: 2/26/2024



Provider Signature :

Date: 2/26/2024





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Licensing Specialist: Kendra Rice

Person In Charge: Adria Riley

Record Visit Date: 4/26/2024

Home Visit Date: 4/26/2024

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 4/26/2024.

Licensing received a complaint on 2/23/2024 for ELS Case #019364.

This complaint has been UNFOUNDED by licensing.

Provider Comments:

CCL Staff Signature :

Date: 4/26/2024



Provider Signature :

Date: 4/26/2024

