



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

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Notice of Serious Incident

Case Number: 019959

Date of Incident: 3/17/2024

Date Received: 3/20/2024

Facility Name: Millcreek of Arkansas PRTF

Facility Number: 233

Incident Type: Dual

Report Description: [REDACTED]  
[REDACTED] reported that during an incident that occurred on 03/17/2024, that his staff [REDACTED] [REDACTED] hit him in the mouth and nose during an attempted elopement and physical restraint. [REDACTED]

Interim Action Narrative: Staff [REDACTED] has not worked since allegation. Staff [REDACTED] will be placed on administrative leave prior to next shift pending investigation.

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[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

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Licensing Narrative: Program Coordinator requested permission to contact the facility. 3/20/24-Phone call made to Chris Butler of Millcreek. This incident allegedly happened 3/17/24, but [REDACTED] did not tell staff until 3/19/24. There is no video of alleged incident as it was reported to have occurred in a transit vehicle. Client [REDACTED] attempted to elope but never made it off campus. Staff [REDACTED] drove a facility vehicle to the edge of the road and located [REDACTED] got [REDACTED] in the transit vehicle where the incident allegedly occurred. Staff [REDACTED] has been placed on administrative leave pending investigation. Permission granted for the

facility to be contacted. 3/20/24-Facility visited. Nursing note reviewed for 3/17 which does indicate that [REDACTED] had "abrasion to inner lip". Facility investigation yields that alleged incident happened in transit vehicle, Shakaila Edwards driving, staff Mantrell Neal and [REDACTED] riding. Emily Burris of Millcreek stated that per phone call with Shakaila Edwards, at no time she (staff Edwards) see staff [REDACTED] punch or hit [REDACTED] Staff Mantrell Neal interviewed. Staff Neal stated he was present in the transit vehicle and observed staff [REDACTED] restraining [REDACTED] during transit. Staff Neal stated that at no time did he see staff [REDACTED] punch or hit [REDACTED] in the face. Staff Neal stated that at no time did he see staff [REDACTED] do anything physical to [REDACTED] that would give him cause for concern. Staff Neal did say that he saw [REDACTED] spit blood but at no time saw any staff do anything during incident that would cause [REDACTED] to spit blood. [REDACTED] interviewed. [REDACTED] stated that he was going to elope but stopped in the road and let staff catch him. [REDACTED] stated that staff [REDACTED] grabbed him by his hoodie with both hands. [REDACTED] stated that while restraining him ([REDACTED] in transit vehicle, staff [REDACTED] punch him ([REDACTED] "once in the nose and twice in the mouth". When asked if any staff were present, [REDACTED] indicated that staff Shakaila and Mantrell were present. When asked if either of these staff saw [REDACTED] hit him, [REDACTED] replied "I don't know". [REDACTED] had no outwardly visible scarring or bruising on his face today. [REDACTED] did show a healing cut on the inside of his lip. Licensing is not prepared to make a finding at this time. 4/29/24-Received notification that maltreatment was unfounded.



Division of Child Care & Early Childhood Education  
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## 521 Visit Compliance Report

**Licensee:** Millcreek of Arkansas PRTF

**Facility Number:** 233

**Licensee Address:** 1828 INDUSTRIAL DR  
FORDYCE AR 71742-7110

**Licensing Specialist:** Clayton DeBoer

**Person In Charge:** Emerald Burriss

**Record Visit Date:** 3/20/2024

**Home Visit Date:** 3/20/2024

**Purpose of Visit:** Complaint Visit

**Regulations Out of Compliance:**

**Regulations Needing Technical Assistance:**

**Regulation Not Applicable:**

**Regulations Not Correctable:**

**Narrative:**

3/20/24-Facility visited. Nursing note reviewed for 3/17 which does indicate that [REDACTED] had "abrasion to inner lip". Facility investigation yields that alleged incident happened in transit vehicle, [REDACTED] driving,

staff [REDACTED] and [REDACTED] riding. [REDACTED] of Millcreek stated that per phone call with [REDACTED], at no time she [REDACTED] see staff [REDACTED] punch or hit [REDACTED]. Staff [REDACTED] interviewed. Staff [REDACTED] stated he was present in the transit vehicle and observed staff [REDACTED] restraining [REDACTED] during transit. Staff [REDACTED] stated that at no time did he see staff [REDACTED] punch or hit [REDACTED] in the face. Staff [REDACTED] stated that at no time did he see staff [REDACTED] do anything physical to [REDACTED] that would give him cause for concern. Staff [REDACTED] did say that he saw [REDACTED] spit blood but at no time saw any staff do anything during incident that would cause [REDACTED] to spit blood.

[REDACTED] interviewed. [REDACTED] stated that he was going to elope but stopped in the road and let staff catch him. [REDACTED] stated that staff [REDACTED] grabbed him by his hoodie with both hands. [REDACTED] stated that while restraining him [REDACTED] in transit vehicle, staff [REDACTED] punch him [REDACTED] "once in the nose and twice in the mouth". When asked if any staff were present, [REDACTED] indicated that staff [REDACTED] and [REDACTED] were present. When asked if either of these staff saw [REDACTED] hit him, [REDACTED] replied "I don't know". [REDACTED] had no outwardly visible scarring or bruising on his face today. [REDACTED] did show a healing cut on the inside of his lip.

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

Staff [REDACTED] is on administrative leave pending investigation.

**Provider Comments:**

CCL Staff Signature :

Date: 3/20/2024



Provider Signature :

Date: 3/20/2024





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**Licensee Address:** 1828 INDUSTRIAL DR  
FORDYCE AR 71742-7110

**Licensing Specialist:** Clayton DeBoer

**Person In Charge:** Emerald Burriss

**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#019959 and determined it to be unfounded. As a precautionary measure, staff [REDACTED] will be retrained on client safety during restraints. A signed copy of this training will be provided to licensing before staff returns to work.

**Provider Comments:**

CCL Staff Signature :

Date: 4/30/2024



Provider Signature :

Date: 4/30/2024

