



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: 020309

Date of Incident: 3/29/2024

Date Received by DCCECE: 3/29/2024

Facility Name: United Methodist Children's Home Little Rock Campus

Facility Number: 115

Incident Type: [REDACTED]

Report Description: Licensing was informed of a [REDACTED] against an employee at PRTF facility. Resident reported allegations while in acute care of staff member at the PRTF facility slapping and grabbing her.

Interim Action Narrative: Staff member has been suspended [REDACTED]

---

[REDACTED]

---

Licensing Narrative: Program Coordinator inquired if resident mentioned was at their facility and an ICA for the staff member involved. Facility reported the resident who made the allegations was the same resident who attacked the staff member named in the allegation previously and caused the staff member to need immediate medical attention. Program Coordinator contacted [REDACTED] for permission to contact the facility. Permission granted. 4/1/2024, Facility cited 110.12. 4/3/2024, Program Coordinator and Licensing Specialist Norton reviewed camera footage with [REDACTED] [REDACTED] [REDACTED]. Facility cited 905..4.c. Facility reported that resident will not be returning to the facility and staff member mentioned in [REDACTED] would be retrained on verbal de-escalation.

---

4/4/2024, [REDACTED] [REDACTED] informed Program Coordinator that she will complete the interview with staff member involved via telephone and case would be [REDACTED]. Facility inquired about getting ICA lifted. Facility expressed their concern about the citation given. 4/9/2024, Program Manager informed facility that ICA cannot be lifted due to case not being closed. 4/16/2024-The facility reached out for an update on the status of the case and was informed that it is still pending, and the ICA cannot be lifted. Program Manager emailed the [REDACTED] to determine the progress of the [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:** United Methodist Children's Home Little Rock Campus

**Facility Number:** 115

**Licensee Address:** 2002 SOUTH FILLMORE  
LITTLE ROCK AR 72204

**Licensing Specialist:** Kendra Rice

**Person In Charge:** Shannon Rouse

**Record Visit Date:** 4/1/2024

**Home Visit Date:** 4/1/2024

**Purpose of Visit:** Special Visit

### Regulations Out of Compliance:

**Regulation Number:** 100.110.12

**Regulation Description:** The agency shall notify the Licensing Unit by the next business day when a report of child maltreatment is accepted by the child abuse hotline against the owner/operator, employee, foster parent, volunteer, child, or other person in a child welfare agency.

**Finding Description:** Facility did not notify Licensing Unit by the next business day of child maltreatment accepted by child abuse hotline against an employee.

**Action Due Date:**

**Action Due Description:**

**Comply Date:**

**Action Due Description:**

### Regulations Needing Technical Assistance:

**Regulation Not Applicable:**

**Regulations Not Correctable:**

**Narrative:**

No in-person licensing visit was completed on 4/1/2024.

Licensing received notification of an open maltreatment on 3/29/2024.

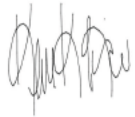
Facility will be cited for 110.12. Facility did not notify Licensing by the next business day of child maltreatment accepted by child abuse hotline against an employee.

**Provider Comments:**

There was some confusion because the report was generated outside of the RTC and we had contact with the investigator the same day we received confirmation of the accepted report. In the midst of the internal conversation discussing the allegation and investigation, the Director believed that Licensing had been involved but the report had not been sent as required. Moving forward Licensing will be informed as soon as we know a hotline report has been made outside the RTC.

CCL Staff Signature :

Date: 4/1/2024



Provider Signature :

Date: 4/1/2024

*Shannon Rouse*



**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:** United Methodist Children's Home Little Rock Campus

**Facility Number:** 115

**Licensee Address:** 2002 SOUTH FILLMORE  
LITTLE ROCK AR 72204

**Licensing Specialist:** Kendra Rice

**Person In Charge:** Shannon Rouse

**Record Visit Date:** 4/3/2024

**Home Visit Date:** 4/3/2024

**Purpose of Visit:** Complaint Visit

### Regulations Out of Compliance:

**Regulation Number:** 900.905.4.c

**Regulation Description:** The following actions shall not be used, including as discipline:

**Finding Description:** Staff member heard using obscene language at a resident.

**Action Due Date:**

**Action Due Description:**

**Comply Date:**

**Sub-Regulation Level 1 Description:** Lewd or obscene language;

**Action Due Description:**

### Regulations Needing Technical Assistance:

### Regulation Not Applicable:

## Regulations Not Correctable:

### Narrative:

Time of visit: 12:30 pm to 1:30 pm

Census: 30

Licensing received a maltreatment/complaint on 3/29/2024.

Program Coordinator Rice and Licensing Specialist Norton accompanied Investigator Dominique Rudley to review camera footage.

Licensing observed resident and staff in the milieu. Licensing could hear a staff member requesting resident to stop and let go of the key. Resident was observed grabbing at a staff member's wrist that was in a brace. The staff member was heard several times requesting for resident to let go of her arm/wrist.

Resident informed staff member that she was going to tell. Staff was heard stating, "I don't give a shit who you tell." The staff member was observed trying to move away from resident and the resident kept following behind the staff member. Other staff members were observed trying to keep the resident from the staff member.

Resident was observed running down the hallway with the staff member's keys out of camera view with her shirt off. Staff ran behind the resident to get the keys. Staff returned to the milieu and allowed resident time to calm down. A staff member was observed walking down the hallway with the resident's shirt. Resident then returned to the milieu and starting swinging what appeared to be a jacket at staff.

Facility reported that resident came back from acute placement on 3/13/2024, Staff member mentioned in this maltreatment/complaint was off from work 3/13/2024 to 3/15/2024. Staff member returned to work on 3/18/2024 and was out again from 3/19/2024 to 3/22/2024.

Facility reported that upon return, the staff member involved will be retrained on verbal de-escalation. Facility will be cited for 905.4.c, staff member used obscene language toward a resident.

**Provider Comments:** While we acknowledge that there was an unfortunate use of crude language there are two issues we need to point out. First there are extenuating circumstances that we feel should be considered. The youth in this situation was actively attempting to inflict injury on the staff by grabbing the staff members already injured wrist. The staff member was trying to escape the grip and was in obvious discomfort if not significant pain. A small slip in terms of language in such a circumstance while not acceptable, would certainly seem to be mitigated by the severity of the assault and pain inflicted.

Secondly in looking at the citation the regulation listed does not match the wording of the MLS found on the DHS website. Per that publication 905.4. reads as follows: "4. The following disciplinary actions shall not be used: c. Lewd or obscene language;" The language used was not part of any disciplinary action. This was an utterance that apparently resulted from pain and possibly frustration at being assaulted. The staff member clearly instructed the client to let go, then asked her to please let go before pulling away and making the comment. The comment in itself was in no way disciplinary and did not involve any potential consequence regarding the child's behavior. We would therefore respectfully request that this citation be reconsidered and removed from the record.

CCL Staff Signature :

Date: 4/3/2024



Provider Signature :



Date: 4/3/2024



**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:** United Methodist Children's Home Little Rock Campus

**Facility Number:** 115

**Licensee Address:** 2002 SOUTH FILLMORE  
LITTLE ROCK AR 72204

**Licensing Specialist:** Kendra Rice

**Person In Charge:** Craig Gammon

**Record Visit Date:** 4/3/2024

**Home Visit Date:** 4/3/2024

**Purpose of Visit:** Complaint Visit

**Regulations Out of Compliance:**

**Regulations Needing Technical Assistance:**

**Regulation Not Applicable:**

**Regulations Not Correctable:**

**Narrative:**

Time of visit: 12:30 pm to 1:30 pm



Census: 30

AMENDED.

Licensing received a maltreatment/complaint on 3/29/2024 for ELS Case #020309.

Program Coordinator Rice and Licensing Specialist Norton accompanied Investigator Dominique Rudley to review camera footage.

Licensing observed resident and staff in the milieu. Licensing could hear a staff member requesting resident to stop and let go of the key. Resident was observed grabbing at a staff member's wrist that was in a brace. The staff member was heard several times requesting for resident to let go of her arm/wrist.

Resident informed staff member that she was going to tell. Staff was heard stating, "I don't give a shit who you tell." The staff member was observed trying to move away from resident and the resident kept following behind the staff member. Other staff members were observed trying to keep the resident from the staff member.

Resident was observed running down the hallway with the staff member's keys out of camera view with her shirt off. Staff ran behind the resident to get the keys. Staff returned to the milieu and allowed resident time to calm down. A staff member was observed walking down the hallway with the resident's shirt. Resident then returned to the milieu and starting swinging what appeared to be a jacket at staff.

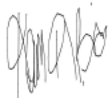
Facility reported that resident came back from acute placement on 3/13/2024, Staff member mentioned in this maltreatment/complaint was off from work 3/13/2024 to 3/15/2024. Staff member returned to work on 3/18/2024 and was out again from 3/19/2024 to 3/22/2024.

Facility reported that upon return, the staff member involved will be retrained on verbal de-escalation. **Facility will be cited for 109.1, staff member was unprofessional toward resident.**

**Provider Comments:**

CCL Staff Signature :

Date: 4/9/2024



Provider Signature :



Date: 4/9/2024



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:** United Methodist Children's Home Little Rock Campus

**Facility Number:** 115

**Licensee Address:** 2002 SOUTH FILLMORE  
LITTLE ROCK AR 72204

**Licensing Specialist:** Chelsea Vardell

**Person In Charge:**

**Record Visit Date:** 4/30/2024

**Home Visit Date:** 4/30/2024

**Purpose of Visit:** Complaint Visit

**Regulations Out of Compliance:**

**Regulations Needing Technical Assistance:**

**Regulation Not Applicable:**

**Regulations Not Correctable:**

**Narrative:**

Licensing has investigated complaint 020309 and determined it to be unfounded for slapping/grabbing a resident.

The staff is currently off work but will complete intensive teaching prior to returning to directly working with the residents. The documentation of the completed training will be sent to the assigned licensing specialist for documentation. Once the documentation has been received by the specialist, the ICA for the staff, may be lifted.

**Provider Comments:**

CCL Staff Signature : *Chelsea Vardell*

Date: 4/30/2024

Provider Signature : *Craig L. Hanna*

Date: 4/30/2024