



**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: 021643**

**Date of Incident: 5/13/2024**

**Date Received: 6/2/2024**

**Facility Name: Elizabeth Mitchell Centers**

**Facility Number: 157**

**Incident Type: Licensing**

**Report Description: Facility houses young girls and boys in the same dorm. 8 year old girl was sexually molested by two male peers. Facility runs incredibly understaffed; putting both clients and staff in danger. Staff frequently refuse to let clients call their families for extended periods of time. Facility does not maintain proper hygiene boxes or products on a regular basis. Roaches and ants can be found in the kitchen and laundry rooms. Staff are verbally and emotionally abusive to young clients.**

**Interim Action Narrative:**

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**Maltreatment Narrative:**

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**Licensing Narrative: Program Coordinator reviewed complaint for licensing concerns. Program Coordinator and Licensing Specialist are scheduled to the facility on 6/4/2024. Case is tied to case number 021327 that is being investigated separately. 6/4/2024, Program Coordinator and Licensing Specialist completed a buildings and grounds. Program Coordinator observed the laundry and dining area at EMCC. Facility reported pest control comes weekly. 6/5/24, Licensing Specialist and Program Coordinator completed a buildings and grounds of EMAC. Licensing Specialist observed the two laundry rooms, kitchen, and dining area. No evidence of pests or insects. 6/11/2024, Program Coordinator interviewed residents at EMAC and EMCC. 6/21/2024, Program Coordinator observed**

hygiene containers for the residents and ratio at EMCC. 6/25/2024, Program Coordinator observed ratio at EMAC and hygiene containers. 6/28/2024, Program Coordinator inquired about a safety plan for the coed dorm and an increase in staff for supervision reasons. Facility reported the coed dorm now has two staff on it, one staff is for the boys and the second staff is for the girls. Staff are also required to have a visual of the hallway and the day room. 7/1/2024, Approved by Program Coordinator. Case complete.



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## 521 Visit Compliance Report

**Licensee:** Elizabeth Mitchell Centers

**Facility Number:** 157

**Licensee Address:** 6501 W 12TH ST  
LITTLE ROCK AR 72204-1511

**Licensing Specialist:** Kendra Rice

**Person In Charge:** Paul Hofstad

**Record Visit Date:** 6/4/2024

**Home Visit Date:** 6/4/2024

**Purpose of Visit:** Complaint Visit

**Regulations Out of Compliance:**

**Regulations Needing Technical Assistance:**

**Regulation Not Applicable:**

**Regulations Not Correctable:**

**Narrative:**

Time of visit: 2:30 pm to 3:15 pm

Census: 37

Licensing received a complaint on 6/2/2024 for ELS Case #021643 at EMCC.

Program Coordinator Rice and Licensing Specialist Norton completed a walkthrough of the building with emphasis on the dining room/kitchen area and laundry room. Licensing was escorted by [REDACTED] Director of Risk Management, [REDACTED] Chief Strategy Officer, and [REDACTED] Program Manager.

There was a staff member present gathering the residents' laundry when Licensing observed the laundry area/room. Licensing observed folded linen on the shelves and laundry supplies to the right side of the room. Washing machines and dryers were also observed in the room. Laundry baskets were lined up outside the doorway and the staff member was observed placing clothing and linen in the baskets.

In the dining room/kitchen area, Licensing observed tables and chairs that were pushed up to the tables. The dining room/kitchen area was cleaned with no debris observed on the floor or furnishings.

Facility reported that pest control was last at EMCC on 5/10/2024 and scheduled to return on 6/7/2024. Licensing did not observe any evidence of pests in the laundry room or dining room/kitchen area.

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

**Provider Comments:**

CCL Staff Signature :

Date: 6/4/2024



Provider Signature : *Paul Hofstad*

Date: 6/4/2024



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## 521 Visit Compliance Report

**Licensee:** Elizabeth Mitchell Centers

**Facility Number:** 157

**Licensee Address:** 6501 W 12TH ST  
LITTLE ROCK AR 72204-1511

**Licensing Specialist:** Tara Norton

**Person In Charge:** Paul Hofstad

**Record Visit Date:** 6/5/2024

**Home Visit Date:** 6/5/2024

**Purpose of Visit:** Complaint Visit

**Regulations Out of Compliance:**

**Regulations Needing Technical Assistance:**

**Regulation Not Applicable:**

**Regulations Not Correctable:**

**Narrative:**

Time of visit: 12:00 pm to 12:45 pm

Census: 25

Licensing received a complaint on 6/2/2024 for ELS Case #021643 at EMAC.

Licensing Specialist Norton and Program Coordinator Rice completed a walkthrough of EMAC with emphasis on the dining room/kitchen area and laundry room. Licensing was escorted by [REDACTED] Chief Strategy Officer, and [REDACTED] Program Manager.

In the dining room, Licensing observed tables and chairs that were pushed up to the tables. The dining room was cleaned with no debris observed on the floor or furnishings. The area smelled of cleaning products. The kitchen area was clean and staff members were observed preparing for lunch.

Licensing did not observe any evidence of pests in the two laundry rooms or dining room/kitchen area. Facility reported that pest control was last at the facility 5/17/24.

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

**Provider Comments:**

CCL Staff Signature :

Date: 6/5/2024



Provider Signature : *Paul Hofstad*

Date: 6/5/2024



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## 521 Visit Compliance Report

**Licensee:** Elizabeth Mitchell Centers

**Facility Number:** 157

**Licensee Address:** 6501 W 12TH ST  
LITTLE ROCK AR 72204-1511

**Licensing Specialist:** Kendra Rice

**Person In Charge:** Paul Hofstad

**Record Visit Date:** 6/11/2024

**Home Visit Date:** 6/11/2024

**Purpose of Visit:** Complaint Visit

**Regulations Out of Compliance:**

**Regulations Needing Technical Assistance:**

**Regulation Not Applicable:**

**Regulations Not Correctable:**

**Narrative:**

Time of visit: 3:00 pm to 4:00 pm

Census: 28

Licensing received a complaint on 6/2/2024 for ELS Case #021643 for EMCC.

Program Coordinator Rice interviewed eight (8) residents at EMCC, two (2) residents from each dorm. Residents from Dorms: South, North, New, and East were in classrooms when Program Coordinator arrived.

Residents reported that hygiene products are provided by the facility and when they need more hygiene products are provided.

Residents reported being able to make phone calls daily and twice on the weekend.

Residents informed Program Coordinator that they have seen bugs (spiders, cockroaches, ants). South Dorm reported seeing bugs in Classroom 1 and dorm. North Dorm reported seeing ants on the window seal on the dorm. New Dorm reported seeing bugs on the dorm. East Dorm reported seeing bugs in the dorm and the dining area. A resident reported seeing pest control monthly in the building. Some residents reported they have bugs because they (the residents) are not cleaning up after themselves when completing snacks.

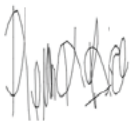
Residents reported feeling safe with no concerns regarding staff.

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

**Provider Comments:**

CCL Staff Signature :

Date: 6/12/2024



Provider Signature :

Date: 6/12/2024





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## 521 Visit Compliance Report

**Licensee:** Elizabeth Mitchell Centers

**Facility Number:** 157

**Licensee Address:** 6501 W 12TH ST  
LITTLE ROCK AR 72204-1511

**Licensing Specialist:** Kendra Rice

**Person In Charge:** Paul Hofstad

**Record Visit Date:** 6/11/2024

**Home Visit Date:** 6/11/2024

**Purpose of Visit:** Complaint Visit

**Regulations Out of Compliance:**

**Regulations Needing Technical Assistance:**

**Regulation Not Applicable:**

**Regulations Not Correctable:**

**Narrative:**

Time of visit: 1:45 pm to 3:00 pm

Census: 27

Licensing received a complaint on 6/2/2024 for ELS Case #021643 for EMAC.

Program Coordinator Rice interviewed eight (8) residents at EMAC, two (2) residents from each dorm. Residents from Dorms 2 and 4, were outdoors when Program Coordinator arrived. Residents from Dorms 1 and 3 were in their dorms.

Residents reported they are allowed to make daily phone calls and have two phone calls on the weekend. Residents reported they are allowed ten (10) minutes phone calls. It was reported that phone calls are usually made in the afternoon after dinner time. On the weekends, calls are made at 10:00 am and 6:00 pm.

Residents reported that hygiene products are provided by the facility, and they are provided more hygiene products when needed. Some residents reported that their guardians provide their hygiene products.

Residents informed Program Coordinator that they have seen bugs (ants, spiders, cockroaches, bedbugs) on the dorms, classrooms, and dining area. Dorm 1 reported seeing bedbugs. Dorm 2 reported seeing ants. Dorm 3 reported seeing spiders and cockroaches. Dorm 4 reported seeing ants and spiders.

Overall, the residents reported feeling safe at the facility with no concerns regarding staff.

Program Coordinator spoke with [REDACTED], Program Manager. [REDACTED] informed Program Coordinator that a ticket was entered on 5/8/2024 regarding the ants. [REDACTED] informed Program Coordinator that pest control has sprayed around the window seals of the building for the ants. [REDACTED] reported that staff nor the residents have mentioned anything regarding bedbugs.

[REDACTED] called maintenance [REDACTED] while Program Coordinator was present. [REDACTED] reported that pest control (McCauley Services) comes out every Friday and rotates each building. When an issue is reported, pest control addresses the issue while on present. 6/14/2024, is the next scheduled visit for pest control.

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

**Provider Comments:**

CCL Staff Signature :

Date: 6/12/2024



Provider Signature :

Date: 6/12/2024



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**Facility Number:** 157

**Licensee Address:** 6501 W 12TH ST  
LITTLE ROCK AR 72204-1511

**Licensing Specialist:** Kendra Rice

**Person In Charge:** Paul Hofstad

**Record Visit Date:** 6/21/2024

**Home Visit Date:** 6/21/2024

**Purpose of Visit:** Revisit Complaint

**Regulations Out of Compliance:**

**Regulations Needing Technical Assistance:**

**Regulation Not Applicable:**

**Regulations Not Correctable:**

**Narrative:**

Time of visit: 10:45 am to 11:30 am

Census: 28

Licensing received a complaint on 6/2/2024 for ELS Case #021643 for EMCC.

Program Coordinator inquired about completing a walkthrough at EMAC and was informed by the receptionist that Code Red was just called for EMAC.

Program Coordinator walked to EMCC to complete a walkthrough and was informed by the receptionist that [REDACTED] was conducting CPI training at the administration building. Receptionist informed Program Coordinator that [REDACTED] would come to assist. [REDACTED] escorted Program Coordinator through EMCC.

Program Coordinator and [REDACTED] went to the dorms (East, North, South and New) and observed the residents' hygiene containers. The hygiene containers consisted of the following items: toothbrush, toothpaste, lotion, deodorant, body wash, shampoo, and conditioner. Not all hygiene containers observed had shampoo and conditioner; however, these items are available to the residents upon request.

No residents were present on the dorms. Per [REDACTED] the residents were in the classrooms. There were two classrooms upstairs observed. One classroom ratio was 3:13. Residents were observed playing games, talking with staff, and communicating with each other. The other classroom was empty. It was reported that staff and residents were outside.

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

**Provider Comments:**

CCL Staff Signature :

Date: 6/21/2024



Provider Signature : *Paul Hofstad*

Date: 6/21/2024



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## 521 Visit Compliance Report

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**Facility Number:** 157

**Licensee Address:** 6501 W 12TH ST  
LITTLE ROCK AR 72204-1511

**Licensing Specialist:** Kendra Rice

**Person In Charge:** Paul Hofstad

**Record Visit Date:** 6/25/2024

**Home Visit Date:** 6/25/2024

**Purpose of Visit:** Revisit Complaint

**Regulations Out of Compliance:**

**Regulations Needing Technical Assistance:**

**Regulation Not Applicable:**

**Regulations Not Correctable:**

**Narrative:**

Time of visit: 10:00 am to 11:15 am

Census: 38

Licensing received a complaint on 6/2/2024 for ELS Case #021643 for EMAC.

Program Coordinator was escorted by [REDACTED] who reported that the residents were in the process of being shaken down and changing dorms. Due to Dorms 3 and 4 being shaken down they were not observed.

Program Coordinator observed Dorms 1 and 2. Dorm 1, ratio 1:6. Dorm 2, ration 2:8. Program Coordinator observed the following items in the residents' hygiene containers: bodywash, lotion, deodorant, toothpaste, toothbrush, and hair supplies/products.

Program Coordinator observed the laundry room where extra hygiene supplies are kept. Program Coordinator observed the following items: lotion, deodorant, soap, toothpaste, toothbrushes, shampoo, and conditioner.

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

**Provider Comments:**

CCL Staff Signature :

Date: 6/25/2024



Provider Signature : *Paul Hofstad*

Date: 6/25/2024



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**Facility Number:** 157

**Licensee Address:** 6501 W 12TH ST  
LITTLE ROCK AR 72204-1511

**Licensing Specialist:** Kendra Rice

**Person In Charge:** Paul Hofstad

**Record Visit Date:** 7/1/2024

**Home Visit Date:** 7/1/2024

**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 7/1/2024.



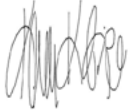
Licensing received a complaint on 6/2/2024 for ELS Case #021643.

This complaint was UNFOUNDED by licensing.

**Provider Comments:**

CCL Staff Signature :

Date: 7/1/2024



Provider Signature : *Paul Hofstad*

Date: 7/1/2024