



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: 021868

Date of Incident: 6/7/2024

Date Received:6/10/2024

Facility Name: Millcreek of Arkansas PRTF

Facility Number:233

Incident Type: Dual

Report Description: [REDACTED] . [REDACTED] resides with her [REDACTED] [REDACTED] is an out of home [REDACTED] /staff member, [REDACTED] Unknown at Millcreek of Arkansas in Fordyce. On 6/7/24, [REDACTED] got mad and hit [REDACTED] [REDACTED] then stepped on [REDACTED] feet at the same time to keep her in place. [REDACTED] pushed her off and then [REDACTED] grabbed [REDACTED] hair and pulled 6 braids out of her head. Staff didn't follow proper protocol. They didn't follow-up with a nurse or send an incident report to [REDACTED] therapist. [REDACTED] has a history with aggressive behaviors which is why she is at Millcreek. Staff at the facility are saying that the cameras were being worked on and were not working at the time of the altercation. Staff also changed the story that [REDACTED] pulled her own braids out of her head.

Interim Action Narrative: Unable to determine [REDACTED] as of 6/10/24. 6/11/24- Staff [REDACTED] [REDACTED] placed on administrative leave [REDACTED] .

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

Licensing Narrative: 6/10/24-Reviewed for licensing concerns. [REDACTED]  
[REDACTED]. 6/11/2024,  
Program Coordinator requested permission to contact the facility. Permission granted.  
6/11/24-Facility visited. Staff [REDACTED] [REDACTED] placed on administrative leave [REDACTED]  
[REDACTED] Licensing cannot make a finding at this time. 6/20/24-Witness statements  
from incident reviewed all of which support client [REDACTED] pulling her own hair out. \ 7/16/24-  
Phone call made to [REDACTED] [REDACTED] of Millcreek who stated that staff [REDACTED] [REDACTED] will be  
retrained today, and training completion will be provided to licensing.



Division of Child Care & Early Childhood Education  
P.O. Box 1437, Slot S140, Little Rock, AR 72203-1437  
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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:** 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:**

6/11/24-Facility visited in response to complaint that staff [REDACTED] pulled client [REDACTED] hair out during an incident. [REDACTED] determined to [REDACTED]. Staff [REDACTED] interviewed. [REDACTED] stated that client [REDACTED]

was acting out, and that she [REDACTED] and staff [REDACTED] [REDACTED] were able to use "TCI" to calm [REDACTED] down. At no time was a restraint used. [REDACTED] stated that [REDACTED] had pulled some of her braids out, so the nurse was contacted. Nursing note reviewed which states nothing about hair being pulled out. Summarized, nursing note states that [REDACTED] had a headache and was given Tylenol. [REDACTED] stated that an INA (Incident and Accident) was not filled out. Per Chris Butler of Millcreek, if only braids, but not hair, was pulled out, an INA did not have to be completed.

Client [REDACTED] interviewed. [REDACTED] stated that [REDACTED] pulled her hair out. When asked how many braids [REDACTED] pulled out, [REDACTED] quickly responded "ten". No hair visibly seen to be pulled out of [REDACTED] head during today's interview.

Client [REDACTED] interviewed. [REDACTED] stated that she saw [REDACTED] pull [REDACTED] arm. [REDACTED] stated at no time did she see anyone pull [REDACTED] hair. [REDACTED] stated Millcreek staff were nice, adding [REDACTED] is the nicest".

Client [REDACTED] interviewed. [REDACTED] stated that she saw [REDACTED] hit [REDACTED] [REDACTED] stated that at no time did she see anyone pull [REDACTED] hair. [REDACTED] stated Millcreek staff were nice.

Staff [REDACTED] [REDACTED] placed on administrative leave pending investigation. Licensing is not prepared to make a finding at this time.

**Provider Comments:**

CCL Staff Signature :

Date: 6/11/2024



Provider Signature :

Date: 6/11/2024





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

**Licensing Specialist:** Clayton DeBoer

**Person In Charge:** Emerald Burris

**Record Visit Date:** 7/16/2024

**Home Visit Date:** 7/16/2024

**Purpose of Visit:** Revisit Complaint

**Regulations Out of Compliance:**

**Regulations Needing Technical Assistance:**

**Regulation Not Applicable:**

**Regulations Not Correctable:**

**Narrative:**

This is to document that Case#021868 has been investigated and determined to be unfounded. As a precautionary measure, A/O received in-service training from facility and completion was provided to licensing 7/16/24.

**Provider Comments:**

CCL Staff Signature :

Date: 7/16/2024



Provider Signature :

Date: 7/16/2024