



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: 024853

Date of Incident: 10/22/2024

Date Received: 10/22/2024

Facility Name: Millcreek of Arkansas PRTF

Facility Number: 233

Incident Type: Licensing

Report Description: Received complaint that Millcreek clients, specifically [REDACTED] are being overmedicated.

Interim Action Narrative:

Maltreatment Narrative:

Licensing Narrative: 10/22/24-Staffed with Program Coordinator and Program Administrator. Licensing is waiting to coordinate visit with Nurse Neilsen. 10/23/24-Facility visited by Licensing Specialist Clayton DeBoer and Program Coordinator Kendra Rice accompanied by Cheryl Neilsen from OLTC. Facility provided licensing with every West Virginia client file. WV client's vital stats, restraints and incidents for Sept and Oct of 2024 received. Millcreek client list breakdown by number of clients and what state and Millcreek WV client list by name provided to licensing. Client [REDACTED] interviewed. All documents provided to licensing reviewed. 10/24/24-Facility visited with Melissa West and Cheryl Nielson. 11//2024, Program Coordinator requested state agency agreements.



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: Millcreek of Arkansas PRTF

Facility Number: 233

Licensee Address: 1828 INDUSTRIAL DR
FORDYCE AR 71742-7110

Licensing Specialist: Kendra Slade

Person In Charge:

Record Visit Date: 10/23/2024

Home Visit Date: 10/23/2024

Purpose of Visit: Complaint Visit

Regulations Out of Compliance:

Regulations Needing Technical Assistance:

Regulation Not Applicable:

Regulations Not Correctable:

Narrative:

Time of visit: 8:00 am to 12:00 pm

Census: 165

Licensing received a complaint on 10/22/2024 for ELS Case #024853.

Program Coordinator Slade and Licensing Specialist DeBoer requested documentation from Mr. Beasley and completed a walkthrough of the educational hall/classrooms.

The following were observed:

PRTF Girls School:

9th& 10thgrade girls – Ratio 3:16 – all residents were awake. The teacher was going over an assignment.

11th& 12thgrade girls – Ratio 4:13 – one (1) resident was with her therapist. All residents were awake and working on their chrome books.

9thgrade girls – Ratio 3:17 – all awake and working on their chrome books.

Mrs. Donie’s Class – Ratio 3:12 all awake and working on worksheets.

Ms. Sherry’s Class – Ratio 3:12 – A resident was observed passing out packets and utensils. One (1) resident was observed with her head down. Per staff, the resident, was given a directive to set up but refused. The resident’s therapist was notified, and her behavior will be addressed in therapy. (Per Ben, the residents are on a phase and token system. When behaviors occur, the behavior is addressed in therapy.)

Ms. Kim’s Class – Ratio 4:15 – Three (3) residents had their heads down ([REDACTED])

PRTF Boys School:

Mrs. Chambliss – Ratio 2:8 – Resident [REDACTED] had his head down. Per Ms. Rhonda, this is normal behavior for this resident in the morning due to his medication.

Classroom 7 – Ratio 2:10 – all residents were awake

Another classroom – Ratio 3:9 – Two (2) residents were observed with their heads down. [REDACTED]

ICF/Residentials:

The girl residents were at the gym, Ms. Harper’s Class.

Ms. Kathy reported having seven (7) male residents in her class. The residents had not made it to class yet.

Ms. Karen reported having a ratio of 3:15. The residents had not made it to class yet.

Coach Traband – Ratio 2:3 – All residents were awake.

Program Coordinator, Licensing Specialist DeBoer, and Nurse Neilsen reviewed West Virginia residents’ files and requested copies of the following documents: restraint packets, incident reports, restraint log, MAR, physician orders, and physician/nurse progress notes for September 2024 and October 2024. A breakdown of the census was requested and received.

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

PROVIDER COMMENTS: In response to some patients disengaging during education classes, it is imperative to remember that attending class is often a big victory for many of the individuals we serve. While participation is a personal choice and is addressed in individual therapy, our role is to create a supportive environment that encourages progress at their own pace.

We celebrate the small victories, knowing that even showing up is a step in the right direction. We continue to work towards increased engagement in the classroom setting.

Provider Comments:

CCL Staff Signature :

Date: 10/23/2024



Provider Signature :

Date: 10/23/2024





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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:

Record Visit Date: 10/24/2024

Home Visit Date: 10/24/2024

Purpose of Visit: Revisit Complaint

Regulations Out of Compliance:

Regulations Needing Technical Assistance:

Regulation Not Applicable:

Regulations Not Correctable:

Narrative:

10/24/24-Facility visited. MAR, physician's orders, physician notes, vital statistics, restraint log, and incident reports for all (18) Millcreek PRTF West Virginia clients previously reviewed. MAR for client [REDACTED] indicated

a chemical restraint for 10/21/24. Facility produced restraint packet and nursing note that reflect chemical restraint on that date.

Provider Comments:

CCL Staff Signature :

Date: 10/24/2024



Provider Signature :

Date: 10/24/2024





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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: Arlene Horton

Person In Charge:

Record Visit Date: 12/13/2024

Home Visit Date: 12/13/2024

Purpose of Visit: Monitor Visit

Regulations Out of Compliance:

Regulations Needing Technical Assistance:

Regulation Not Applicable:

Regulations Not Correctable:

Narrative:

Time: 11:30 a.m. 12:30 p.m.

Census: 151

PRTF facility [REDACTED] Middle Creek children that I met today. I do not recall speaking with [REDACTED] but his name is on the list that Chris provided to me.

[REDACTED]	appeared alert and very responsive
[REDACTED]	slow speech, appeared sleepy, tired
[REDACTED]	high spirits, energetic
[REDACTED]	responsive, talkative
[REDACTED]	calm, and responsive
[REDACTED]	responsive, calm
[REDACTED]	very alert, talkative
[REDACTED]	responsive, looked sleepy
[REDACTED]	alert, talkative
[REDACTED]	responsive, talkative
[REDACTED]	calm, attentive
[REDACTED]	alert, responsive
[REDACTED]	responsive, alert

Provider Comments:

CCL Staff Signature :



Date: 12/13/2024

Provider Signature :



Date: 12/13/2024



Office of Placement and Residential Licensing Unit
Division of Provider Services & Quality Assurance
P.O. Box 1437, Slot S530, Little Rock, AR 72203-1437
P: 501.682.8590

521 Visit Compliance Report

Licensee: Millcreek of Arkansas PRTF

Facility Number: 233

Licensee Address: 1828 INDUSTRIAL DR
FORDYCE AR 71742-7110

Licensing Specialist: Chelsea Vardell

Person In Charge: Ben Beasley

Record Visit Date: 12/30/2024

Home Visit Date: 12/30/2024

Purpose of Visit: Complaint Visit

Regulations Out of Compliance:

Regulations Needing Technical Assistance:

Regulation Not Applicable:

Regulations Not Correctable:

Narrative:

Complaint case 024853 involving a resident from West Virginia.

Licensing has investigated this case for violations in the following standards:

- 904.1.(o) "The agency shall keep a confidential case record for each child that includes the following: (o) Medication and physician's orders"
- 904.1.(q) "The agency shall keep a confidential case record for each child that includes the following: (q) Physician notes"
- 905.11 "Chemical restraints shall be used only if ordered by a physician. A chemical restraint is an emergency behavioral intervention that uses pharmaceuticals by topical application, oral administration, injection, or other means to modify a child's behavior. Prescribed treatment medications that have a secondary effect on the child's behavior are not considered chemical restraint."
- 905.12 "Seclusion, mechanical, or physical restraints shall be used only if ordered by a physician."
- 905.17 "Documentation of all restraints shall be maintained and shall include the child's name, date, time, reason, staff involved, and measures taken prior to restraint."
- 906.1.a "A physician currently licensed by the Arkansas State Medical Board who has experience in the practice of psychiatry"
- 908.8 "The administering of all medications, including over the counter, shall be logged by the person administering the medication at the time that the medication is given."
- 908.9 (a-d) "The medication log shall include: (a) The child's name (b) Time and date (c) Medication dosage (d) Initials of the person administering the medication."

Licensing visited the facility in regard to this case on 10/23/2024, 10/24/2024, and 12/13/2024. Documentation for the following was reviewed:

- Pest control services for September and October 2024
- Restraint packet and nursing notes for 10/21/2024.
- MARs record for September and October 2024
- Physician orders and Physician progress reports for September and October 2024
- Health vital stat sheet from admission to present
- Facility restraint log for the months of September and October 2024
- Incident reports involving this resident from September and October 2024.
- Verification of the prescribing physician's professional licensure.

No violations to the licensing standards above were discovered during the course of the investigation. Licensing complaint is closed as unfounded.

***** Pursuant to A.C.A. § 9-24-406(e)(3-4): If you believe that the Department's notice of noncompliance is in error, you may ask for reconsideration. The request for reconsideration must be in writing and delivered to the Department by certified mail within twenty (20) business days of receipt of the notice of noncompliance. The request must specify the parts of the notice that are alleged to be in error, explain why you believe those parts are in error, and include documentation to support the allegation of error. Once received the Department shall issue a decision on your request within twenty (20) days after receipt of the request.

Provider Comments:

CCL Staff Signature : *Chelsea Vardell*

Date: 12/30/2024

Provider Signature :

Ch. F. [Signature]

Date: 01/13/2025