



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: 028130

Date of Incident: 3/8/2025

Date Received: 3/10/2025

Facility Name: Millcreek of Arkansas PRTF

Facility Number: 233

Incident Type: Licensing

Report Description:

██████████ was displaying negative behaviors while on his living unit. When staff members intervened, he went inside his bedroom. ██████████ reported that staff member ██████████ entered his bedroom and was physically aggressive with him, "slamming" him several times.

Interim Action Narrative: The involved staff member was placed on leave.

██████████ Narrative:

Licensing Narrative: 3/10/25-Phone call made to DCFS to consult on complaint. Phone call made to Chris Butler of Millcreek. There is video of the incident but not once inside the bedroom. Nursing notes and witness statements requested via email. The involved staff member was placed on leave. 3/11/25-Nursing note and witness statements sent to licensing and reviewed. One witness statement asserts that staff alleged in complaint "pushed him back mildly". Visit scheduled for 3/12/25. 3/12/25-Facility visited. Licensing complaint unfounded. 4/21/2025-The facility emailed the PRLU requesting that the ICA for the staff be lifted. The PRLU reviewed the retraining documentation for the staff and lifted the ICA for the staff so they may return to normal job duties. 4/28/2025, Facility provided

documentation that was uploaded to the case. The case has been closed as unfounded by licensing. Approved by Program Coordinator. Case complete.



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: Mitzy Reynolds

Record Visit Date: 3/12/2025

Home Visit Date: 3/12/2025

Purpose of Visit: Complaint Visit

Regulations Out of Compliance:

Regulations Needing Technical Assistance:

Regulation Not Applicable:

Regulations Not Correctable:

Narrative:

Millcreek of Arkansas is a Psychiatric Residential Facility which is licensed to house 162 residents ages 5-18. Current census: 158.

Facility visited on 3/12/25 in response to complaint 028130 that staff was physically aggressive towards a client during an incident that occurred 3/8/25 at Rock Hill Cottage. Nursing note for dates 3/5/2025 through 3/9/2025 and witness statements from the resident, a peer, and two staff were provided by the facility to licensing. A third-party staff witness statement describes that staff alleged to have been physically aggressive “pushed him back mildly”, him referring to resident. Staff was placed on administrative leave pending the completion of the investigation.

The staff named in this incident completed TCI training on 10/28/24. All background checks for this staff were completed and approved. As a precautionary measure, the named staff will complete retraining on TCI.

Licensing reviewed video of incident that took place on 3/8/2025. The staff/client ratio was reported to be 2:10 at the time of the incident by Chris Butler as not all residents could be seen on the video footage by the licensing specialist. Staff named in the complaint can be seen escorting the resident to his room by grabbing one of resident’s arms, under the arm and gripping on the forearm. The staff then sits in a chair outside of the resident’s room in a doorway that is visible on video. Behind the doorway is the resident’s bedroom which is not visible in video. While the staff is sitting outside the bedroom, the resident can be seen getting close to staff in an aggressive manner, putting his face close to hers. The named staff is seen pushing in the resident’s direction as if to create space between herself and resident. For a brief period, the staff is completely out of view in video, having walked in the direction of resident’s room. The named staff then returns to her chair outside the bedroom.

The licensing complaint is **unfounded** for violations related to standard 109.1.g which states “1. Unprofessional conduct in the practice of child welfare activities shall include without limitation: (g) Engaging in behavior that could be viewed as sexual, dangerous, exploitative, or physically harmful to children.

***** 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 :

Date: 3/12/2025

A handwritten signature in black ink, appearing to be a stylized 'M' or 'N' followed by a few loops.

Provider Signature :

Date: 3/12/2025

A handwritten signature in black ink, appearing to be 'Ch. Potts'.