



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: 028162

Date of Incident: 3/11/2025

Date Received: 3/11/2025

Facility Name: Perimeter Behavioral of Forrest City

Facility Number: 142

Incident Type: Licensing

Report Description: A report was received alleging concerns regarding inadequate supervision during phone calls and access to electronic explicit material. Additionally, concerns were raised regarding medication changes that were not communicated to the guardian.

Interim Action Narrative:

██████████ Narrative:

Licensing Narrative: 3.12.25- Specialist uploaded further information into system regarding the complaint; email from adoptive parent 4.28.2025, Facility provided documentation that was uploaded to the case. The case has been closed as founded by licensing. Approved by Program Coordinator. Case complete.



**Placement and Residential Licensing Unit
Division of Provider Services and Quality Assurance**

P.O. Box 1437, Slot S530, Little Rock, AR 72203-1437

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521 Visit Compliance Report

Licensee: Perimeter Behavioral of Forrest City

Facility Number: 142

Licensee Address: 603 KITTLE ROAD
FORREST CITY AR 72335

Licensing Specialist: Chelsea Vardell

Person In Charge: Charlotte Lockhart

Record Visit Date: 3/13/2025

Purpose of Visit: Complaint Visit

Regulations Out of Compliance:

Regulation Number: 1000.1007.2

Regulation Description: Child caring staff shall be responsible for providing the level of supervision, care, and treatment necessary to ensure the safety and well-being of each child at the facility, taking into account the child's age, individual differences and abilities, surrounding circumstances, hazards and risks.

Finding Description: Residents in the SRP reported they were able to choose movies and TV shows, including Baywatch, to view in the unit day room. The facility policy reports that residents will only watch G, PG or PG13 movies, but Baywatch is rated R. Licensing viewed Dashcam, The Last Dance, and a TV show Daredevil which are rated TV-MA on the recently watched list of the SRP unit day room television, and a resident was able to successfully remove a Chromebook from his classroom to use in the SRP bathroom.

Action Due Date:

Action Due Description: The facility reports that 26 direct care staff were retrained on 3/10/2025 regarding the use of TVs. not allowing residents access to the remote, and ensuring the material they are viewing is rated G, PG, or PG13 per company policy. The Director of Quality and Risk Management, Immanuel Morris, reports that the facility staff are now checking the residents for contraband as they leave the classrooms.

Comply Date: 2025-03-10

Regulation Number: 1000.1009.11

Regulation Description: The use of television, videos, computer games and other screen time activities shall be monitored and time limited.

Finding Description: The facility failed to monitor a resident who was able to remove a Chromebook from the classroom and sneak it onto the SRP unit. The resident reportedly used the Chromebook in the restroom on the SRP unit and kept it there until it died the following day when the staff discovered he had possession of the Chromebook.

Action Due Date: 2025-03-21

Action Due Description: Director of Quality and Risk Management, Immanuel Morris, reports that the facility staff are now checking residents for contraband as they leave the classrooms. Please send the Licensing Specialist the new policy for the facility that outlines the new process by the specified action due date.

Comply Date:

Regulations Not Correctable:

Regulation Number: 1000.1008.3

Regulation Description: The administering of all medications, including over-the-counter, shall be logged at the time the medication is given, by the person administering the medication.

Finding Description: Resident #2 MARs log revealed that medications Risperidone, Desmopressin, and Atarax were not initialed or documented as administered on 3/10/2025 at 8:00 pm.

Action Due Date: 2025-03-21

Action Due Description: The PRLU has requested that the facility provide the name of the nurse who would have been responsible for administering the medication on 3/10/2025 at 8:00 PM to resident #2. The facility shall provide the name of the nurse and ensure they are retrained on the requirements outlined in Minimum Licensing Standard 1008.3. A copy of that training shall be sent to the Licensing Specialist by the specified action due date.

Comply Date:

Narrative:

Program Manager and Licensing Specialist visited the agency to address concerns raised in complaint case 028162 regarding the supervision of residents in the SRP (Sexual Rehabilitative Program). The report alleges that SRP residents are being allowed to watch sexually explicit movies/TV shows, listen to inappropriate music on Pandora, staff are not ensuring that phone calls are monitored or the person the resident is contacting is on the approved phone list, and a resident reportedly used a Chromebook from the classroom to view sexually explicit material after sneaking it out of the classroom and into the restroom on his unit.

Facility Census: 61

The SRP classroom was viewed as the children were attending class. The class had a ratio of 3 staff and 12 residents as one resident was currently receiving therapy services. The Chromebook cabinet was viewed and locked in the back of the room. The Program Manager attempted to open the cabinet but was unsuccessful because the cabinet was securely locked. The facility Director of Education, Paulette Cartwright, reported that Chromebooks are issued by the local school district. The head office in Atlanta reportedly has a firewall that

can block inappropriate content. Director Quality and Risk Management, Immanuel Morris, reports that one resident was able to remove a Chromebook from the classroom as he hid it in his clothing while a physical restraint was taking place in the classroom just as residents were putting the Chromebooks back in the cabinet. Mr. Morris states that he viewed the Chromebook after it was recovered from the resident the following day and it showed that several attempts were made to access sexually explicit material, but they were blocked by the Chromebook firewall.

Residents were seen on the courtyard on the walk to the 200 hall SRP unit playing kickball. The ratio was noted to be 13 residents and 3 staff.

A walkthrough of the 200 hall SRP that currently houses 13 male residents was completed. The hallway consists of 6 bedrooms, a multi stall bathroom and a dayroom. The bedrooms are as follows:

Room 202: 1 child occupying room

Room 204: Unoccupied

Room 206: 3 children occupying the room

Room 207: 3 children occupying the room

Room 208: 3 children occupying the room

Room 209: 3 children occupying the room

The dayroom has several chairs and a large table. On the wall is a TV that is enclosed in a shatter proof case. Licensing requested the remote for the TV and viewed the apps that were recently used on the TV to include Disney Plus, Netflix, Pandora, and YouTube. Both Netflix and Pandora were not logged in to on the TV, YouTube was set up but required a pass code to use, Disney Plus was accessible without a code and showed several recently watched movies and shows. Most of the movies and shows viewed showed the ratings were PG or PG13. However, Dashcam, a documentary The Last Dance, and a TV show Daredevil were seen to be rated TV-MA on the recently watched videos on the Disney Plus app. The facility reports that the remotes are kept in the office and not accessible by the residents. Additionally, only supervisors have access to the codes for YouTube. The facility also reports that as of Monday 3/10/2025 additional blocks were placed on the TVs to limit access to non-approved viewing material. The facility provided a sign-in sheet of a staff in service that was provided to direct care staff to educate them on appropriate supervision and that staff are the only ones allowed to use the remote. The training was attended by 26 staff on Monday 3/10/2025.

The SRP unit bathroom was viewed during the walkthrough with clean, functioning showers, toilet, and a sink.

MARs were viewed for 3 residents currently admitted into the SRP.

Resident #1: No MLS violations.

Resident #2: Residents medications Risperidone, Desmopressin, and Atarax were not initialed on the MARs as administered to the resident on 3/10/2025 at 8:00pm. The nurse aiding licensing in reviewing the MARs was unable to locate any notes and was not able to produce a reason as to why there is no documentation as to whether the resident did or did not receive their medications at 8:00 pm on 3/10/2025.

Resident #3: No MLS violations.

During the walk back to the administration hall, a second group of residents were seen on the courtyard. The ratio was noted to be 15 residents and 3 staff.

The Program Manager and Licensing Specialist spoke to the Director of Nursing, Kimberly Madden, and requested further information regarding what nurse would have been responsible for administering the medications to resident #2 at 8:00 pm on 3/10/2025. This information was not provided at the time of the visit.

The Program Manager and the Licensing Specialist interviewed 3 residents that are currently admitted into the SRP.

Resident #4: The resident disclosed that he has been at the agency since September 2024. The resident presented today as clean and well groomed. The resident states that his unit (SRP) does get to watch movies, TV shows, and listen to music. The resident states that they used to watch Baywatch during the 2nd shift at the facility. The resident reports that he has seen residents with the remote more than one time being allowed to choose the movie/TV show that they watch. The resident states that they are no longer allowed to listen to music because the unit was caught listening to Nicki Minaj. The resident reports that they get to watch movies on the smart board after lunch on Fridays in their classroom, but they are only allowed to watch PG or PG13 movies in the classroom. The resident states that they used to use Chromebooks in their classroom, but they stopped getting to use them sometime between October and December of 2024 after a resident stole one and took it back to the unit to view sexually explicit material. The resident states that he is allowed to make and receive phone calls at the facility. The resident states that phone calls are made in the day room on the unit with everyone in the room. The resident reported that most kids have the same “code” to use for their phone calls. The resident states that the staff dial the phone number that he wants to call, the person who is called is supposed to give the staff a “code” and if the person knows the code, the staff hands the resident the phone for their call.

Resident #5: The resident disclosed that he has been at the agency since October 2024. The resident presented today as clean and well groomed. The resident reports that he gets to make phone calls on Sunday, Wednesday, and Saturday’s. The resident reports that the staff will ask him who he wants to talk to, then staff calls that person and will ask them if they want to talk to the resident. If the person the staff called says yes, then the staff will hand the resident the phone so they can talk to the person. The resident states he watches TV and listens to Spotify in the day room on the TV with the other SRP residents. The resident states that residents have been allowed to pick what they watch or listen to, but after an incident in which a resident and a staff member got into an argument, they are no longer allowed to pick. The resident states they usually watch Disney Plus but will watch the Roku channel if Disney Plus isn’t working. The resident states that they also used to watch movies on the smart board in their classroom and his favorites were Jurassic Park and The Meg. The resident reports that there are no codes that you need to use to access the TV or phones.

Resident #6: The resident disclosed that he has been at the agency since January 2025. The resident presented today as clean and well groomed. The resident reports that he has been on assault precautions at the facility which means that he cannot play outside and must sit on a bench or go to the nurse’s station instead, he is not allowed to have any interaction with his peers and must be separated from everyone during his time in the dayroom on the unit. The resident reports that this is due to continued incidents with his peers. The resident reports that about 3 weeks ago he had to go get an x-ray of his nose after an altercation with a peer. The

resident states that he feels like he is unheard by the facility staff because they are too busy watching everyone. The resident reports that he received a package with some items in it in the mail but has not been allowed to get it because he has been in trouble for fighting with his peers. The resident is upset because he feels the items in the package could be good coping skills for him, but he isn't allowed to receive them. The resident reports that when his unit is in the dayroom the staff pick the movie/show for them to watch now because a resident "snitched" on the staff for letting the residents watch what they wanted to. The resident stated that they used to watch Baywatch, but not anymore. The resident stated that there was no code on the TV to use any of the apps and if the app was deleted, they would just get it back. The resident stated they watched Z-Nation and would listen to Pandora. The resident reports that he gets to make phone calls on Tuesday, Thursday, and Sunday in the dayroom on the unit. The resident states that they have 7 minutes for their phone call. The resident reports that he tells the staff who he wants to call, the staff dial the number, the person gives the staff member a code, then the staff gives the phone to the resident. The resident does report that sometimes when the person doesn't know the code, the staff will give the resident the phone anyway. The resident does report that some residents have been "slick" enough to grab the phones when staff doesn't notice and talk in the hallway outside the dayroom.

The Program Manager and the Licensing Specialist reviewed the file for resident #4. The file showed that resident 4 was prescribed Trazadone HCL 50mg to be administered once per day at 8:00 pm. The MAR showed that the resident was administered the medication for the entire month of January 2025 and up to February 25, 2025, at which time it was discontinued. The physician's order was present in the chart and showed a note to "discontinue Trazadone= no insurance" dated for 2/25/2025.

Copies of the following documents were provided to the Program Manager and Licensing Specialist by Mr. Morris at the time of the visit to include:

- ED-Academic Services
- Phone Call Policy
- Admission/New Medication Consent and Education Form
- Television/Movie Policy
- Rules, Routines, and Guidelines
- Communication and Visitation
- Faily Programming and Visitation

Mr. Morris reported that he is not aware if the facility has a written procedure for staff to follow when conducting phone calls with the residents. Mr. Morris states that if he cannot locate a procedure, the facility will create a written procedure for staff based on the current practice. **Any procedure found or written by the facility regarding phone calls should be provided to the licensing unit by 3/28/2025.**

Licensing complaint 028162 is FOUNDED.

The facility will be cited for the following violations of the Minimum Licensing Standards.

1007.2-Childcare staff shall be responsible for providing the level of supervision, care, and treatment that is necessary to ensure the safety and well-being of each child at the facility, taking into account the child's age, individual differences and abilities, surrounding circumstances, hazards, and risks. As evidenced by:

· Residents reported they were able to choose movies and TV shows, including Baywatch, to view in the unit day room. The facility policy reports that residents will only watch G, PG or PG13 movies, but Baywatch is rated R.

· Dashcam, The Last Dance, and a TV show Daredevil were seen to be rated TV-MA on the recently watched list of the SRP unit day room television.

· A resident successfully removed a Chromebook from the classroom and took it to the SRP unit bathroom to view sexually explicit material.

1008.3-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. As evidenced by:

· A facility nurse failed to document whether medications Risperidone, Desmopressin, and Atarax were administered to resident #2 on 3/10/2025 at 8:00 pm.

1009.11-The facility shall monitor, and time limit the use of television, videos, computer games, and other screen time activities. As evidenced by:

· Residents reported they were able to choose movies and TV shows, including Baywatch, to view in the unit day room. The facility policy reports that residents will only watch PG or PG13 movies, but Baywatch is rated R.

· A resident successfully removed a Chromebook from the classroom and took it to the SRP unit bathroom to view sexually explicit material.

***** 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 : *Andrea Adamson*

Date:

Provider Signature : *[Signature], Director of Quality + Risk Mgmt.*

Date: *03/24/2025*