



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: 028267

Date of Incident: 3/14/2025

Date Received: 3/14/2025

Facility Name: Millcreek of Arkansas PRTF

Facility Number: 233

Incident Type: Licensing

Report Description: AV is [REDACTED]. AO is an Unknown staff member. PRFC is [REDACTED]. [REDACTED] reported that a staff member at Millcreek behavioral hospital shoved her face into the floor during a physical hold. She also reported that a staff member kicked her in the side. [REDACTED] did not report the names of the staff.

Interim Action Narrative: [REDACTED] were placed on administrative leave pending licensing investigation.

[REDACTED] Narrative:

Licensing Narrative: 3/14/25-Reviewed for licensing concerns. Phone call made to [REDACTED] of Millcreek. Client's [REDACTED] and guardianship-AR Foster Care, ascertained. Client discharged from Millcreek PRTF [REDACTED]/25 at 12:15PM. Email sent to DCFS for further information. Received email back from DCFS. 3/18/25-Facility visited with [REDACTED]. It was determined that there are 2 A/O's in this complaint. Both these staff have been placed on administrative leave. According to [REDACTED], resident alleged that the incident happened in the school. There is no camera footage of the school. 2 other residents interviewed. Complaint unfounded. 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. 5/7/25-ICA's lifted for staff involved in case.



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: Clayton DeBoer

Person In Charge:

Record Visit Date: 3/18/2025

Home Visit Date: 3/18/2025

Purpose of Visit: Complaint Visit

Regulations Out of Compliance:

Regulations Needing Technical Assistance:

Regulation Not Applicable:

Regulations Not Correctable:

Narrative:

The Licensing Specialist visited the facility with [REDACTED] to follow up on complaint case 028267.

The facility census is currently 158 PRTF residents.

All incident reports and restraint documents maintained by the facility between 3/6/2025 and 3/12/2025 for the A/V were received from the facility by the Licensing Specialist.

Due to the alleged incident occurring during school (3/12/2025), and no video footage being available, two residents who were also in the classroom on that day were interviewed.

Resident 1: Resident reports that they saw the incident that took place. The resident reports that the A/V wanted to leave the class and was not permitted to by the facility staff. The A/V then knocked over a Christmas tree, threw things, hit staff with a box, and was trying to spit on the staff. The resident reports that they did not witness staff kick, punch, scratch, or push A/V's head down or put their arm on A/V's neck.

Resident 2: Resident reports that they saw the incident that took place. The resident reports that they did not see staff kick, push the A/V's head down, scratch, or choke the A/V during the restraint hold.

Licensing complaint 028267 is UNFOUNDED for violations of Minimum Licensing Standards

- **109.1.g** 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.
- **905.4.g** The following disciplinary actions shall not be used: (g) Physical injury or threat of bodily harm;
- **905.9** Physical restraints shall be performed using minimal force and time necessary. Physical restraint means the application of physical force without the use of any device, for the purpose of restraining the free movement of a resident's body. Briefly holding a child without undue force in order to calm or comfort them or holding a hand to safely escort a child from one area to another, is not considered a physical restraint.

******* 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:

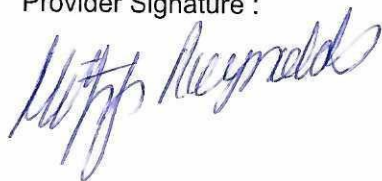
CCL Staff Signature :

Date: 3/18/2025

A handwritten signature in black ink, appearing to be 'M. B.', written in a cursive style.

Provider Signature :

Date: 3/18/2025

A handwritten signature in blue ink, appearing to be 'W. H. Reynolds', written in a cursive style.

