

# Diamond Ranch Emails

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# Diamond Ranch

## Emails: Set 01

SUBJECT: Fwd: Fatality - Diamond Ranch Academy  
FROM: "Simon Bolivar (DHHS)" <sbolivar@utah.gov>  
TO: "Carmen Richins (carmenrichins@utah.gov)" <carmenrichins@utah.gov>  
CC: "Amanda Slater (DHHS)" <aslater@utah.gov>, "Katie England (DHHS)" <katieengland@utah.gov>  
DATE: 21/12/2022 14:45

----- Forwarded message -----

From: [REDACTED] <[REDACTED]@breakingcodesilence.org>  
Date: Wed, Dec 21, 2022 at 2:40 PM  
Subject: Fatality - Diamond Ranch Academy  
To: Simon Bolivar (DHHS) <sbolivar@utah.gov>  
Cc: <[REDACTED]@breakingcodesilence.org>

Hello Simon -

Breaking Code Silence has received multiple reports that a child named [REDACTED] died last night at Diamond Ranch Academy due to medical neglect. Our early attempts to substantiate these reports led to information to the effect that "the state" already knows about it and is investigating, though I don't know which agency(s). This is our current report on Diamond Ranch:

<https://www.reddit.com/r/troubledteens/wiki/index/diamondranch/>

and we know it's one of the particularly bad ones. The reports indicate that license revocation and criminal prosecution are warranted. This is the third fatality at Diamond Ranch that we know of. I expect that your team is already aware of this. If not, please let me know and I will file a complaint on the child care licensing portal.

My colleagues and I hurt deeply for the victim and her family. We are hoping to see swift justice, and we are at your disposal for anything we can do to help.

Best regards,



[REDACTED]  
Chief Information Security Officer



--  
**Simon(e) Bolivar (DHHS)**  
Office of Licensing, Director  
He/Him/His  
C: 801.803.4618

[sbolivar@utah.gov](mailto:sbolivar@utah.gov)

[dhhs.utah.gov](http://dhhs.utah.gov)

[hslic.utah.gov](http://hslic.utah.gov)



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**SUBJECT: Re: Diamond Ranch Academy**

**FROM: "Amanda Slater (DHHS)" <aslater@utah.gov>**

**TO: "Carmen Richins (DHHS)" <carmenrichins@utah.gov>**

**CC: "Simon Bolivar (DHHS)" <sbolivar@utah.gov>**

**DATE: 21/12/2022 15:53**

Simon,

Are you thinking we would restrict placements?

On Wed, Dec 21, 2022 at 3:51 PM Carmen Richins (DHHS) <[carmenrichins@utah.gov](mailto:carmenrichins@utah.gov)> wrote:

Simon

I think we issue the conditional.

Amanda, what are your thoughts?

**Carmen Richins BSBM, CPM, HFA**

Interim Director Division of Licensing and Background Checks

C: 385.242.6354

[carmenrichins@utah.gov](mailto:carmenrichins@utah.gov)



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On Wed, Dec 21, 2022 at 3:50 PM Simon Bolivar (DHHS) <[sbolivar@utah.gov](mailto:sbolivar@utah.gov)> wrote:

We can decide what conditions to place.

On Wed, Dec 21, 2022 at 3:43 PM Carmen Richins (DHHS) <[carmenrichins@utah.gov](mailto:carmenrichins@utah.gov)> wrote:

Simon

Just to verify, the conditional license would include a ban on admissions? Is that correct?

**Carmen Richins BSBM, CPM, HFA**

Interim Director Division of Licensing and Background Checks

C: 385.242.6354

[carmenrichins@utah.gov](mailto:carmenrichins@utah.gov)



On Wed, Dec 21, 2022 at 3:10 PM Simon Bolivar (DHHS) <[sbolivar@utah.gov](mailto:sbolivar@utah.gov)> wrote:

Hello Carmen and Amanda,

Cole has been conducting staff and client interviews at this facility in cooperation with law enforcement. Based on the statements so far, it seems like the client had been in pain and staff did not believe the client's suffering until it was too late.

Since it looks like it could be a case of neglect, I would like to place the facility on a conditional license while this situation is completely investigated. Do you support this action or recommend going in a different direction?

Thank you.

--

**Simon(e) Bolivar (DHHS)**

Office of Licensing, Director

He/Him/His

C: 801.803.4618

[sbolivar@utah.gov](mailto:sbolivar@utah.gov)

[dhhs.utah.gov](http://dhhs.utah.gov)

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--

**Simon(e) Bolivar (DHHS)**

Office of Licensing, Director

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--

**Amanda Slater**

Assistant Deputy Director, Operations  
She/Her/Hers  
C: 385.262.1800  
[aslater@utah.gov](mailto:aslater@utah.gov)  
[dhhs.utah.gov](http://dhhs.utah.gov)



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**SUBJECT: Re: Diamond Ranch - status and decision**  
**FROM: Brittany Huff** <[brittanyhuff@utah.gov](mailto:brittanyhuff@utah.gov)>  
**TO: "Amanda Slater (DHHS)"** <[aslater@utah.gov](mailto:aslater@utah.gov)>  
**CC: "Simon Bolivar (DHHS)"** <[sbolivar@utah.gov](mailto:sbolivar@utah.gov)>  
**DATE: 03/02/2023 12:41**

Thank you so much, Amanda. You're wonderful!

On Fri, Feb 3, 2023 at 12:39 PM Amanda Slater (DHHS) <[aslater@utah.gov](mailto:aslater@utah.gov)> wrote:

Brittany,

Tracy, Nate, Simon, Stephanie and I are meeting today to discuss. We didn't invite you because Stephanie said you didn't work Friday. If you want to attend I can invite you.

Thanks,  
Amanda

On Fri, Feb 3, 2023 at 12:25 PM Brittany Huff <[brittanyhuff@utah.gov](mailto:brittanyhuff@utah.gov)> wrote:

Simon, thank you very much for working to get this to us and for your work with the investigations team.

Amanda, I have a pre-hearing with Diamond Ranch on Monday at 11am. The attorney told me they will ask for an expedited hearing at that time if we haven't gotten back with them. Mostly I believe he is wondering about whether we will allow them to start admitting new students.

What is the process for decision making at this point? Would it be your decision on whether to admit new students? Or do we need to meet with anyone else from EDO regarding the decision on this?

Thank you for helping me get this issue moving forward. I appreciate all your help,  
Brittany

On Thu, Feb 2, 2023 at 6:41 PM Simon Bolivar (DHHS) <[sbolivar@utah.gov](mailto:sbolivar@utah.gov)> wrote:

Hello Brittany,

Here is the first drafted noncompliance report. Please note that we added a CMP just for regular processes in UCLAPP but we can remove it. Also, the rule numbers are not complete but will be before a final statement is approved. Please let me know if you have any questions or concerns.

Thank you.

On Thu, Feb 2, 2023 at 5:51 PM Brittany Huff <[brittanyhuff@utah.gov](mailto:brittanyhuff@utah.gov)> wrote:  
Amanda,

I agree. We want to see the written report. I know Simon is working with the investigations staff who have done a ton of work on this. I am guessing we will see something shortly.

When I spoke with the attorney today, he raised the issue that [REDACTED] was able to admit students to their boys facility during the time of the NAA since the incident happened in the girls facility. The attorney begged for that to be a possibility. So please put that option as a consideration. But Amanda, just as you said, the best decision will be made once a written report is available for review. We know that from experience.

I appreciate you both and the care and consideration you put into your jobs and issues like this. Thank you for all you do,  
Brittany

On Thu, Feb 2, 2023 at 5:37 PM Amanda Slater (DHHS) <[aslater@utah.gov](mailto:aslater@utah.gov)> wrote:  
Thank you. Do we have a licensing report? Even the draft would be good. We cannot make a decision without the details.

On Thu, Feb 2, 2023 at 5:00 PM Brittany Huff <[brittanyhuff@utah.gov](mailto:brittanyhuff@utah.gov)> wrote:  
FYI.

----- Forwarded message -----

From: [REDACTED] <[REDACTED]>  
Date: Thu, Feb 2, 2023 at 4:53 PM  
Subject: Confirmation of Conversation - 2/2/23  
To: Brittany Huff <[brittanyhuff@utah.gov](mailto:brittanyhuff@utah.gov)>

Ms. Huff:

Thanks for making the time to speak with me during "legislative session times", which I know can be hectic.

Confirming our conversation, Diamond Ranch Academy has a high payroll and monthly overhead due to the facility and programs offered. Its census tends to wane at the end of the year and swell in the beginning of the year. DRA, in hopes of maintaining good staff to continue to provide its vast array of services, including special education (which has state-specific qualification requirements), has endeavored to retain as many staff as possible. With the loss of students and reduction of staff necessitated by the NAA, some students lost favorite staff/therapists, etc, which leads to some choosing to pull kids from the program. Further, graduations cause children to leave, funding dries up from various entities, or kids turn 18 and choose not to stay.

The timing of this NAA could not have been worse. I met with DRA's CPA today and learned that, if 1/3rd of DRA's staff is not cut (at all levels), and administrators are not taking on direct care roles in addition to their administrative roles, DRA will cease the ability to continue operating after 2/28/23, and would face extinction no later than 3/31/23. Of course, getting the pipeline restarted, all whilst dealing with a media storm filled with inaccuracies, will take time. Once staff are gone, they make



other plans, they relocate, they find different jobs, or they don't wish to return due to availability of unemployment. Getting them back is far from instantaneous.

DRA was placed on this NAA without a violation or allegation, in contravention of the statutes cited. They are fighting for their very existence, and it is my honor to assist them in that regard. I have represented DRA since 2009, and I care deeply about this program. As I mentioned, my background is in mental health and vocational rehabilitation, working in that capacity since I was an undergraduate. After graduating, I worked with, and eventually operated, programs for persons with developmental disabilities and acquired brain injuries in southern California. I know programs. DRA is a good program. Losing DRA would be injurious to countless stakeholders, including the state of Utah.

Please accept this email as one of an advocate desperate to help his client. I humbly beseech you and your principal to do the following BEFORE our pre-hearing on Monday:

- 1. Implement an immediate six-week window** where DRA can begin admitting new students (regardless of gender) without prejudice to future investigative findings. The evidence demonstrates that [REDACTED] was closely monitored, and urinalysis, vitals, and blood draws did not reveal an obvious indication of a medical emergency. Reports in the media of "months of illness" are contradicted by the plain evidence that was submitted and/or is accessible by licensing. Further, our client has voluntarily augmented its emesis policy to "Three incidents of emesis = ER".
- 2. Consider a [REDACTED] like response after the six-week window if there are findings that support it.** In that prior instance, [REDACTED] was allowed to continue to admit one gender since their incident affected someone on the opposite gender's campus. [REDACTED] was a female. As I mentioned, DRA's population is roughly 2/3rds male, 1/3rd female. Should findings support a longer conditional freeze on admitting new students, apply that to the female campus only.
- 3. Consider the effect of the loss of DRA and the services it provides, especially given the fact that there has not been a single violation alleged.** Neither licensing nor DRA knows the specific reason why [REDACTED] died. There is litigation that will shed light on that someday in the future, but it is not likely that such information will be available for many weeks and months. In prior NAAs, programs have lost children for reasons that were easily or reasonably ascertainable (left in a hot car). THIS is not the case here. In our view, DRA provides a valuable service to the state of Utah (and other states and sovereign Native American tribes). The loss of DRA would affect literally thousands of employees when considering parents/guardians, employees, school districts, students, teachers, therapists, line staff, tribes, etc.

My cell phone number is [REDACTED]. I will answer that phone at any hour of any day. If we cannot implement something by Monday, we need to start cutting staff, which will start a catastrophic series of events in motion that may well be fatal to Diamond Ranch Academy. I will beg the administrative law judge for an expedited briefing schedule on the issue of the propriety of the NAA given the lack of any alleged violation. As much as I would prefer to work amicably with you to resolve this over the next several months, DRA does not have the luxury of being able to wait for typical briefing periods, toxicology results, or formal written findings from unknown medical examiners. [REDACTED] saw competent, licensed medical professionals. Her vitals and labs are in the record. In the medical judgment of these professionals, it appeared that she had a typical illness that was running its course. There was nothing to indicate otherwise.

Please confirm receipt, and thank you in advance for any efforts you can make with and on behalf of your principal to come to some intermediate arrangement that will protect all stakeholders and allow DRA to escape extinction. I appreciate your professionalism, and your acknowledgment of the urgency.

Sincerely,

[REDACTED]

General Counsel for Diamond Ranch Academy

--

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

--

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**Amanda Slater**

Assistant Deputy Director, Operations

She/Her/Hers

C: 385.262.1800

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**Simon(e) Bolivar (DHHS)**

Office of Licensing, Director

He/Him/His

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**Amanda Slater**

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**SUBJECT: Re: Follow-Up Report on DRA**

**FROM: "Trudy Ellis (DHHS)" <trudyellis@utah.gov>**

**TO: "Tracy Gruber (DHHS)" <tracygruber@utah.gov>**

**CC: "Carmen Richins (DHHS)" <carmenrichins@utah.gov>, "Amanda Slater (DHHS)" <aslater@utah.gov>, Brittany Huff <brittanyhuff@utah.gov>, "Simon Bolivar (DHHS)"**



<sbolivar@utah.gov>, "Nate Winters (DHHS)" <natewinters@utah.gov>

DATE: 14/02/2023 09:22

PLEASE FORGIVE ME....I sent it on the WRONG day. Scheduled for Today at 3:30pm-3:45pm....My sincere apologies.

On Tue, Feb 14, 2023 at 9:17 AM Tracy Gruber (DHHS) <[tracygruber@utah.gov](mailto:tracygruber@utah.gov)> wrote:

Thank you. This may be tricky with Show Up. I'll try to step out.

Tracy S. Gruber  
Executive Director

On Feb 14, 2023, at 9:11 AM, Trudy Ellis (DHHS) <[trudyellis@utah.gov](mailto:trudyellis@utah.gov)> wrote:

Thank you. I have sent an invite for today from 11:30am-11:45am. I did my best to find time for all and I am aware this may be overlapping meetings for 15 minutes.

With gratitude,  
Trudy

On Tue, Feb 14, 2023 at 8:53 AM Carmen Richins (DHHS) <[carmenrichins@utah.gov](mailto:carmenrichins@utah.gov)> wrote:  
Amanda

Thank you for coordinating this.

**Carmen Richins BSBM, CPM, HFA**

Director, Division of Licensing and Background Checks

C: 385.242.6354

[carmenrichins@utah.gov](mailto:carmenrichins@utah.gov)



On Tue, Feb 14, 2023 at 7:36 AM Amanda Slater (DHHS) <[aslater@utah.gov](mailto:aslater@utah.gov)> wrote:

I believe that we should connect to reevaluate based on the new information. I have cc'd Trudy to see if she can find us a time to meet to discuss.

On Tue, Feb 14, 2023 at 8:12 AM Brittany Huff <[brittanyhuff@utah.gov](mailto:brittanyhuff@utah.gov)> wrote:

Tracy,

Thank you so much for the clarification. I will wait to see what the group would like to do.

Thank you again,  
Brittany

On Tue, Feb 14, 2023 at 7:49 AM Tracy Gruber (DHHS) <[tracygruber@utah.gov](mailto:tracygruber@utah.gov)> wrote:  
Brittany,

I don't recall a decision being made. I recall saying that we would re-evaluate depending on how those inspections go. If the group wants that to be reconsidered, I'm happy to discuss it again in light of the status of the administrative process.

Tracy  
**Tracy S. Gruber**  
Executive Director  
O: 801-538-4001  
[tracygruber@utah.gov](mailto:tracygruber@utah.gov)



On Tue, Feb 14, 2023 at 6:28 AM Brittany Huff <[brittanyhuff@utah.gov](mailto:brittanyhuff@utah.gov)> wrote:  
Tracy,

When we met last time, it was decided that if DRA was found to be in compliance during the 3 random inspections, the ban on admitting new students would be lifted even though DRA would remain on a Conditional License.

If that is still the decision, we can work on preparing those documents.

Thank you,  
Brittany

On Mon, Feb 13, 2023 at 8:29 PM Tracy Gruber (DHHS) <[tracygruber@utah.gov](mailto:tracygruber@utah.gov)> wrote:  
Thank you Simon.

Tracy  
**Tracy S. Gruber**  
Executive Director  
O: 801-538-4001  
[tracygruber@utah.gov](mailto:tracygruber@utah.gov)



On Mon, Feb 13, 2023 at 3:42 PM Simon Bolivar (DHHS) <[sbolivar@utah.gov](mailto:sbolivar@utah.gov)> wrote:

Hello Tracy,

As per your request, our office has conducted three unannounced monitoring inspections at DRA. These monitoring inspections were conducted at different times during the week, including one on the weekend, and by three different staff.

During the monitoring inspections the licensors did not find any other noncompliance with the rules stated on the inspection report. Our staff verified compliance with supervision, medical care processes, background checks, and staff training. The provider has also submitted documentation of the changes they have made to improve their processes.

Please let me know if more detailed information is needed.

Thank you.

--

**Simon(e) Bolivar (DHHS)**

Office of Licensing, Director

He/Him/His

C: 801.803.4618

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**Amanda Slater**

Assistant Deputy Director, Operations

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C: 385.262.1800

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**Trudy Ellis, CPM®**

She/Her/Hers

Administrative Coordinator to Executive Director Tracy Gruber

DHHS Executive Director's Office

O: 801.538.4001

C: 385.226.6346

[trudyellis@utah.gov](mailto:trudyellis@utah.gov)



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--

**Trudy Ellis, CPM®**

She/Her/Hers

Administrative Coordinator to Executive Director Tracy Gruber

DHHS Executive Director's Office

O: 801.538.4001

C: 385.226.6346

[trudyellis@utah.gov](mailto:trudyellis@utah.gov)



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**SUBJECT: Re: Conversation with Diamond Ranch today**  
**FROM: "Simon Bolivar (DHHS)" <[sbolivar@utah.gov](mailto:sbolivar@utah.gov)>**  
**TO: "Amanda Slater (DHHS)" <[aslater@utah.gov](mailto:aslater@utah.gov)>**  
**CC: Brittany Huff <[brittanyhuff@utah.gov](mailto:brittanyhuff@utah.gov)>, "Carmen Richins (DHHS)" <[carmenrichins@utah.gov](mailto:carmenrichins@utah.gov)>, "Nate Winters (DHHS)" <[natewinters@utah.gov](mailto:natewinters@utah.gov)>, Stephanie Saperstein <[stephaniesaperstein@utah.gov](mailto:stephaniesaperstein@utah.gov)>**  
**DATE: 08/03/2023 16:56**

We have conducted three additional monitoring inspections. The provider was in compliance with the conditions set by our office. There is a follow-up inspection pending on the rules that were substantiated after the investigation was completed and we will conduct it. We can still conduct more inspections, but I wanted us to wait until after the end of this week to allow for an answer from the ALJ and instructions from EDO once the outcome of the hearing is received.

Thanks.

On Wed, Mar 8, 2023 at 4:47 PM Amanda Slater (DHHS) <[aslater@utah.gov](mailto:aslater@utah.gov)> wrote:

I understand we are waiting for the OAH decision, but I don't understand why we would stop site visits. As part of the conditional license we should be doing increased monitoring. Could you help me understand the reason for not continuing increased monitoring?

On Wed, Mar 8, 2023 at 2:53 PM Simon Bolivar (DHHS) <[sbolivar@utah.gov](mailto:sbolivar@utah.gov)> wrote:

Hello Amanda,

I just instructed Travis to visit them to address any complaint and incident as we normally do. I also asked him to not visit them for two weeks on the items related to the conditional since that is the time the ALJ said he would take for a decision.

On Wed, Mar 8, 2023 at 1:48 PM Amanda Slater (DHHS) <[aslater@utah.gov](mailto:aslater@utah.gov)> wrote:

Thanks for the update Brittany. Carmen/Simon, how often are staff still visiting DRA? We should be having heighten monitoring still.

On Wed, Mar 8, 2023 at 1:33 PM Brittany Huff <[brittanyhuff@utah.gov](mailto:brittanyhuff@utah.gov)> wrote:

I spoke with DRA's attorney this morning. We expect the ALJ to issue his finding this week.

The attorney let me know that if DRA is ruled against, they will be able to financially survive for 5 more days. If the Conditional License stands, they will have to shut their doors and give up their license. DRA has 5 ½ dozen kids still there. If DRA closes their doors, this means the current clients will all have to be placed in other programs. He also let me know that there has been no additional monitoring since the hearing and stated that "the State is not watching".

He said that DRA is going to sue the State for damages and we will be in litigation for a long time.

If, within the next few days, DHHS decides to remove the ban on admissions of new students, they have new students waiting to enroll and that will go a long way to "mend fences", and would likely avoid long term litigation.

I wanted to share the conversation I had with him so you were aware.

Thank you,  
Brittany

--

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--

Amanda Slater  
Director, Office of Licensing  
Utah Department of Human Services  
385-262-1800

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--

**Simon(e) Bolivar (DHHS)**

Office of Licensing, Director

He/Him/His

C: 801.803.4618

[sbolivar@utah.gov](mailto:sbolivar@utah.gov)

[dhhs.utah.gov](http://dhhs.utah.gov)

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--

**Amanda Slater**

Assistant Deputy Director, Operations

She/Her/Hers

C: 385.262.1800

[aslater@utah.gov](mailto:aslater@utah.gov)

[dhhs.utah.gov](http://dhhs.utah.gov)



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**Simon(e) Bolivar (DHHS)**

Office of Licensing, Director

He/Him/His

C: 801.803.4618

[sbolivar@utah.gov](mailto:sbolivar@utah.gov)

[dhhs.utah.gov](http://dhhs.utah.gov)

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# Diamond Ranch

## Emails: Set 02

SUBJECT: Notice of Agency Action Conditional Status  
FROM: "Travis Broderick (DHHS)" <tbroderick@utah.gov>  
TO: "████████████████████diamondranchacademy.com" <████████████████████diamondranchacademy.com>  
CC: "Simon Bolivar (DHHS)" <sbolivar@utah.gov>, "Amanda Slater (DHHS)" <aslater@utah.gov>, "Carmen Richins (DHHS)" <carmenrichins@utah.gov>, "Nicole Laub (DHHS)" <nlaub@utah.gov>, "Brent Cardall (DHHS)" <bcardall@utah.gov>, "Dustin Penman (DHHS)" <dpenman@utah.gov>  
DATE: 22/12/2022 15:54  
ATTACHMENTS (20221222-155413-0000114): [DRA\\_NAA.pdf](#)

Hello ██████████ (Diamond Ranch Academy)

Attached to this email is a Notice of Agency Action informing you that your Residential Treatment and Therapeutic Boarding School Licenses (Numbers F22-93407, F22-93440, F22-94204) have been placed on **Conditional Status** by the Utah Department of Health & Human Services, Office of Licensing. If you have questions or concerns please contact me.

Thank you,

**Travis Broderick**  
Investigations Manager  
C: 385.226.1575  
[tbroderick@utah.gov](mailto:tbroderick@utah.gov)  
[dlbc.utah.gov](http://dlbc.utah.gov)

Please note, I am off on Fridays.



Please note Utah has a very broad public records law. Most written communication to or from our state employees regarding state business are public records available to the public and media upon request. Your email communication may be subject to public disclosure.

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SUBJECT: Re: Request for Administrative Hearing - Diamond Ranch Academy  
FROM: Brittany Huff <brittanyhuff@utah.gov>  
TO: "Simon Bolivar (DHHS)" <sbolivar@utah.gov>  
CC: "Dustin Penman (DHHS)" <dpenman@utah.gov>, "Brent Cardall (DHHS)"

<bcardall@utah.gov>

DATE: 29/12/2022 16:14

Yes, my apologies. I haven't ever done it either. That's why I thought I could send it on. I will work with Simon.

Thank you all and I'm sorry for any confusion I caused.

Brittany

On Thu, Dec 29, 2022 at 3:11 PM Simon Bolivar (DHHS) <[sbolivar@utah.gov](mailto:sbolivar@utah.gov)> wrote:

Hello Dustin,

I am working with Brittany on it. You and Brent should not have to worry about it.

Thanks.

On Thu, Dec 29, 2022 at 2:29 PM Dustin Penman (DHHS) <[dpenman@utah.gov](mailto:dpenman@utah.gov)> wrote:

Hi,

Brent is the assigned licensor. Simon, who needs to forward this on to OAH?

On Thu, Dec 29, 2022 at 2:09 PM Brittany Huff <[brittanyhuff@utah.gov](mailto:brittanyhuff@utah.gov)> wrote:

Hi Brent,

This licensee has submitted a Request for Admin Hearing. This needs to be forwarded on to OAH (Office of Admin Hearings). I've been told it needs to come from DHHS. If you are not the correct person to send this on to OAH, do you know who should forward it?

Thank you,  
Brittany

----- Forwarded message -----

From: [REDACTED] <[REDACTED]@[REDACTED].com>

Date: Thu, Dec 22, 2022 at 9:43 PM

Subject: Request for Administrative Hearing - Diamond Ranch Academy

To: <[kljessop@utah.gov](mailto:kljessop@utah.gov)>, <[sbolivar@utah.gov](mailto:sbolivar@utah.gov)>

Cc: [REDACTED] <[REDACTED]@[REDACTED].com>, [REDACTED] <[REDACTED]@[REDACTED].com>, [REDACTED] <[REDACTED]@[REDACTED].com>

Ms. Jessop & Mr. Bolivar:

Please find the following documents relating to the Notice of Agency Action received by Diamond Ranch Academy ("DRA") today. Our firm represents DRA. Due to the time-sensitive nature of the contents attached, and the impending holidays, we would appreciate your prompt response.

Thank you, and feel free to call me with any questions. My cell phone number is [REDACTED] Please copy any responsive correspondence to:

[REDACTED] Partner  
[REDACTED]@[REDACTED].com

[REDACTED] and [REDACTED] Legal Assistants  
[REDACTED] [com](#), [REDACTED] [com](#), and [REDACTED] [com](#)

I have plans to travel to Israel with my family in the early evening of 12/25/22. We have numerous attorneys traveling for the holiday; hence, the multiple requests for copied correspondence.

Sincerely,

--

[REDACTED]  
Managing Partner

[REDACTED]

[REDACTED]

[www](#) [REDACTED] [com](#)  
Offices in St. George and Oakland

--

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**Simon(e) Bolivar (DHHS)**  
Office of Licensing, Director  
He/Him/His  
C: 801.803.4618



[sbolivar@utah.gov](mailto:sbolivar@utah.gov)

[dhhs.utah.gov](http://dhhs.utah.gov)

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**SUBJECT: Follow Up Inspections**

**FROM: "Travis Broderick (DHHS)" <[tbroderick@utah.gov](mailto:tbroderick@utah.gov)>**

**TO: "Brenda Martinez (DHHS)" <[bmartine@utah.gov](mailto:bmartine@utah.gov)>, "Robert Jones (DHHS)" <[rwjones@utah.gov](mailto:rwjones@utah.gov)>, "Mccabe Peterson (DHHS)" <[mpeterson@utah.gov](mailto:mpeterson@utah.gov)>, "Brent Cardall (DHHS)" <[bcardall@utah.gov](mailto:bcardall@utah.gov)>**

**CC: "Dustin Penman (DHHS)" <[dpenman@utah.gov](mailto:dpenman@utah.gov)>**

**DATE: 07/02/2023 07:04**

**ATTACHMENTS (20230207-070442-0000097):**

**[Diamond Ranch Academy Inspection Report.pdf](#)**

Team,

We must conduct three unannounced random visits at Diamond Ranch this week, one of which must be on the weekend. DRA must come into immediate compliance with notations 1 and 4. DRA will need to provide us with a plan (today) as to how they will come into and maintain compliance. They have 5 days to come into compliance with notations 2 and 3. Please conduct interviews of staff and clients to ensure they are healthy and feeling safe in the program. Reach out immediately if there are concerns. Once you have completed your inspection please

complete a follow up inspection report in UCLAAP. Please see the Inspection Report for specifics as to what was noted for noncompliance.

Here is the schedule for visits so far. Please include the Licensor Brent Cardall whenever possible.

Tuesday 2/7/23 Brenda will arrive around 10 am

Thursday 2/9/23 Rob will arrive after 5 pm

McCabe Weekend Visit, will coordinate once he is back to work.

Thank you,

**Travis Broderick**

Investigations Manager

C: 385.226.1575

[fbroderick@utah.gov](mailto:fbroderick@utah.gov)

[dlbc.utah.gov](http://dlbc.utah.gov)

Please note, I am off on Fridays.



Please note Utah has a very broad public records law. Most written communication to or from our state employees regarding state business are public records available to the public and media upon request. Your email communication may be subject to public disclosure.

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SUBJECT: Office of Licensing - Investigation Closure - Compliance finding  
FROM: "Nicole Laub (DHHS)" <nlaub@utah.gov>  
TO: [REDACTED] <[REDACTED]@diamondranchacademy.com>  
CC: "Brent Cardall (DHHS)" <bcardall@utah.gov>  
DATE: 16/03/2023 11:54

Diamond Ranch Academy  
Attn: [REDACTED]

The Office of Licensing reviewed a client on client physical misconduct incident that occurred on 03-12-2023. The Office conducted an unannounced on-site focus inspection, interviews, and documentation review. Throughout the investigative process, the provider was found to be in compliance with supervision and provider code of conduct/client rights, regarding this incident. The Office of Licensing thanks you for your cooperation in this matter and no further action is necessary.

Respectfully.

--

**Nicole Laub**

Department of Health and Human Services  
Division of Licensing and Background Checks  
Licensing Investigator  
Mobile (801) 380-8171  
[nlaub@utah.gov](mailto:nlaub@utah.gov)  
[dlbc.utah.gov](http://dlbc.utah.gov)  
<http://dhhs.utah.gov/>

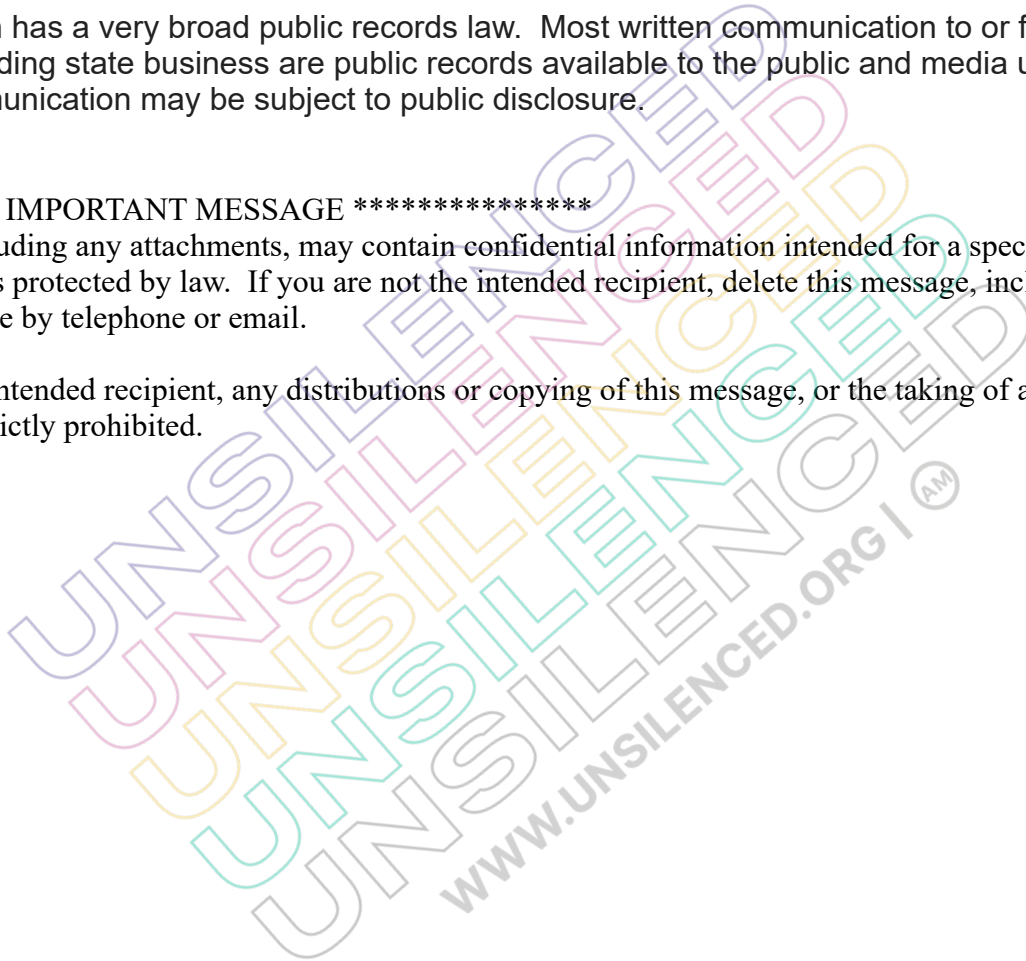


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# Diamond Ranch

## Emails: Set 03

SUBJECT: Fwd: Fatality - Diamond Ranch Academy  
FROM: "Simon Bolivar (DHHS)" <sbolivar@utah.gov>  
TO: "Carmen Richins (carmenrichins@utah.gov)" <carmenrichins@utah.gov>  
CC: "Amanda Slater (DHHS)" <aslater@utah.gov>, "Katie England (DHHS)" <katieengland@utah.gov>  
DATE: 21/12/2022 14:45

----- Forwarded message -----

From: [REDACTED] <[REDACTED]>  
Date: Wed, Dec 21, 2022 at 2:40 PM  
Subject: Fatality - Diamond Ranch Academy  
To: Simon Bolivar (DHHS) <sbolivar@utah.gov>  
Cc: [REDACTED]

Hello Simon -

[REDACTED] has received multiple reports that a child named [REDACTED] died last night at Diamond Ranch Academy due to medical neglect. Our early attempts to substantiate these reports led to information to the effect that "the state" already knows about it and is investigating, though I don't know which agency(s). This is our current report on Diamond Ranch:

<https://www.reddit.com/r/troubledteens/wiki/index/diamondranch/>

and we know it's one of the particularly bad ones. The reports indicate that license revocation and criminal prosecution are warranted. This is the third fatality at Diamond Ranch that we know of. I expect that your team is already aware of this. If not, please let me know and I will file a complaint on the child care licensing portal.

My colleagues and I hurt deeply for the victim and her family. We are hoping to see swift justice, and we are at your disposal for anything we can do to help.

Best regards,



[REDACTED]  
Chief Information Security Officer



--  
**Simon(e) Bolivar (DHHS)**  
Office of Licensing, Director  
He/Him/His  
C: 801.803.4618

[sbolivar@utah.gov](mailto:sbolivar@utah.gov)

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**SUBJECT: Re: Diamond Ranch Academy**

**FROM: "Amanda Slater (DHHS)" <aslater@utah.gov>**

**TO: "Carmen Richins (DHHS)" <carmenrichins@utah.gov>**

**CC: "Simon Bolivar (DHHS)" <sbolivar@utah.gov>**

**DATE: 21/12/2022 15:53**

Simon,

Are you thinking we would restrict placements?

On Wed, Dec 21, 2022 at 3:51 PM Carmen Richins (DHHS) <[carmenrichins@utah.gov](mailto:carmenrichins@utah.gov)> wrote:

Simon

I think we issue the conditional.

Amanda, what are your thoughts?

**Carmen Richins BSBM, CPM, HFA**

Interim Director Division of Licensing and Background Checks

C: 385.242.6354

[carmenrichins@utah.gov](mailto:carmenrichins@utah.gov)



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On Wed, Dec 21, 2022 at 3:50 PM Simon Bolivar (DHHS) <[sbolivar@utah.gov](mailto:sbolivar@utah.gov)> wrote:

We can decide what conditions to place.

On Wed, Dec 21, 2022 at 3:43 PM Carmen Richins (DHHS) <[carmenrichins@utah.gov](mailto:carmenrichins@utah.gov)> wrote:

Simon

Just to verify, the conditional license would include a ban on admissions? Is that correct?

**Carmen Richins BSBM, CPM, HFA**

Interim Director Division of Licensing and Background Checks

C: 385.242.6354

[carmenrichins@utah.gov](mailto:carmenrichins@utah.gov)



On Wed, Dec 21, 2022 at 3:10 PM Simon Bolivar (DHHS) <[sbolivar@utah.gov](mailto:sbolivar@utah.gov)> wrote:

Hello Carmen and Amanda,

Cole has been conducting staff and client interviews at this facility in cooperation with law enforcement. Based on the statements so far, it seems like the client had been in pain and staff did not believe the client's suffering until it was too late.

Since it looks like it could be a case of neglect, I would like to place the facility on a conditional license while this situation is completely investigated. Do you support this action or recommend going in a different direction?

Thank you.

--

**Simon(e) Bolivar (DHHS)**

Office of Licensing, Director

He/Him/His

C: 801.803.4618

[sbolivar@utah.gov](mailto:sbolivar@utah.gov)

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**Simon(e) Bolivar (DHHS)**

Office of Licensing, Director

He/Him/His

C: 801.803.4618

[sbolivar@utah.gov](mailto:sbolivar@utah.gov)

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[hslc.utah.gov](http://hslc.utah.gov)



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**Amanda Slater**



Assistant Deputy Director, Operations

She/Her/Hers

C: 385.262.1800

[aslater@utah.gov](mailto:aslater@utah.gov)

[dhhs.utah.gov](http://dhhs.utah.gov)



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**SUBJECT:** Notice of Agency Action Conditional Status  
**FROM:** "Travis Broderick (DHHS)" <[tbroderick@utah.gov](mailto:tbroderick@utah.gov)>  
**TO:** "██████████diamondranchacademy.com" <██████████diamondranchacademy.com>  
**CC:** "Simon Bolivar (DHHS)" <[sbolivar@utah.gov](mailto:sbolivar@utah.gov)>, "Amanda Slater (DHHS)" <[aslater@utah.gov](mailto:aslater@utah.gov)>, "Carmen Richins (DHHS)" <[carmenrichins@utah.gov](mailto:carmenrichins@utah.gov)>, "Nicole Laub (DHHS)" <[nlaub@utah.gov](mailto:nlaub@utah.gov)>, "Brent Cardall (DHHS)" <[bcardall@utah.gov](mailto:bcardall@utah.gov)>, "Dustin Penman (DHHS)" <[dpenman@utah.gov](mailto:dpenman@utah.gov)>  
**DATE:** 22/12/2022 15:54  
**ATTACHMENTS** (20221222-155413-0000752): [DRA\\_NAA.pdf](#)

Hello ██████████ (Diamond Ranch Academy)

Attached to this email is a Notice of Agency Action informing you that your Residential Treatment and Therapeutic Boarding School Licenses (Numbers F22-93407, F22-93440, F22-94204) have been placed on **Conditional Status** by the Utah Department of Health & Human Services, Office of Licensing. If you have questions or concerns please contact me.

Thank you,

**Travis Broderick**

Investigations Manager

C: 385.226.1575

[tbroderick@utah.gov](mailto:tbroderick@utah.gov)

[dlbc.utah.gov](http://dlbc.utah.gov)

Please note, I am off on Fridays.

Please note Utah has a very broad public records law. Most written communication to or from our state employees regarding state business are public records available to the public and media upon request. Your email communication may be subject to public disclosure.

\*\*\*\*\* IMPORTANT MESSAGE \*\*\*\*\*

This message, including any attachments, may contain confidential information intended for a specific individual and purpose, and is protected by law. If you are not the intended recipient, delete this message, including from trash, and notify me by telephone or email.

If you are not the intended recipient, any distributions or copying of this message, or the taking of any action based on its content is strictly prohibited.

SUBJECT: Re: Request for Administrative Hearing - Diamond Ranch Academy

FROM: "Simon Bolivar (DHHS)" <sbolivar@utah.gov>

TO: [REDACTED] <[REDACTED].com>

CC: kljessop@utah.gov, [REDACTED] <[REDACTED].com>, [REDACTED]

[REDACTED] <[REDACTED].com>, [REDACTED] <[REDACTED].com>, [REDACTED]

[REDACTED] <[REDACTED].com>

BCC: carmenrichins@utah.gov

DATE: 29/12/2022 16:45

Hello Mr. [REDACTED]

Your request for a hearing has been received and submitted to our Office of Administrative Hearings.

Thank you.

On Thu, Dec 22, 2022 at 9:43 PM [REDACTED] <[REDACTED].com> wrote:

Ms. Jessop & Mr. Bolivar:

Please find the following documents relating to the Notice of Agency Action received by Diamond Ranch Academy ("DRA") today. Our firm represents DRA. Due to the time-sensitive nature of the contents attached, and the impending holidays, we would appreciate your prompt response.

Thank you, and feel free to call me with any questions. My cell phone number is 435.817.2561. Please copy any responsive correspondence to:

[REDACTED] Partner  
[REDACTED] [com](#)

[REDACTED] and [REDACTED] Legal Assistants  
[REDACTED] [com](#), [REDACTED] [com](#), and [REDACTED] [com](#)

I have plans to travel to Israel with my family in the early evening of 12/25/22. We have numerous attorneys traveling for the holiday; hence, the multiple requests for copied correspondence.

Sincerely,

--  
[Redacted]  
[Redacted]  
[Redacted]

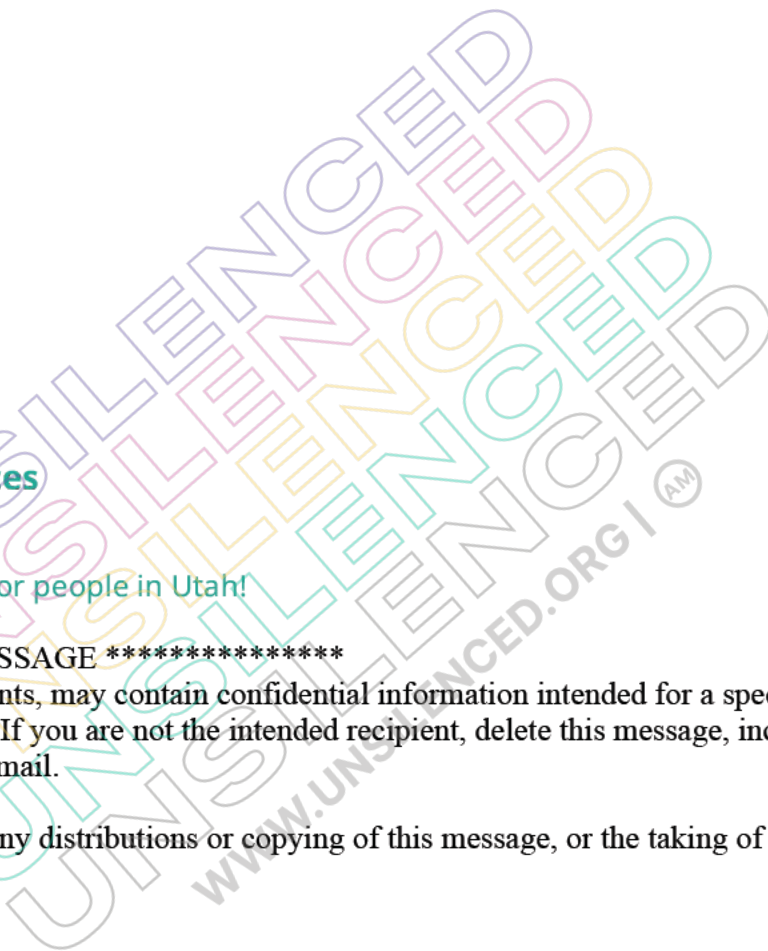
[www.\[Redacted\].com](http://www.[Redacted].com)  
Offices in St. George and Oakland

--  
**Simon(e) Bolivar (DHHS)**  
Office of Licensing, Director  
He/Him/His  
C: 801.803.4618  
[sbolivar@utah.gov](mailto:sbolivar@utah.gov)  
[dhhs.utah.gov](http://dhhs.utah.gov)  
[hslic.utah.gov](http://hslic.utah.gov)



**OL Vision:**  
Quality health and safety services for people in Utah!

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# Diamond Ranch

## Emails: Set 04

SUBJECT: Re: DRA response to violations...

FROM: "Jenilee Davidson (DHHS)" <jenileedavidson@utah.gov>

TO: [REDACTED] <[REDACTED]@diamondranchacademy.com>

CC: [REDACTED] <[REDACTED]@diamondranchacademy.com>, Nicole Laub DHS <nlaub@utah.gov>, tbroderick@utah.gov

DATE: 09/02/2023 09:51

[REDACTED]

Thank you for sending these documents and response to the citations. We will review them and get back to you.

On Thu, Feb 9, 2023 at 8:59 AM [REDACTED] <[REDACTED]@diamondranchacademy.com> wrote:

Sorry Nicole, I tried to send it from my phone and the document didn't go through properly. Here is the attached medical timeline.

thanks,

[REDACTED]

**CLINICAL SPECIALIST**  
[REDACTED]@diamondranchacademy.com  
[www.diamondranchacademy.com](http://www.diamondranchacademy.com)



On Wed, Feb 8, 2023 at 4:56 PM [REDACTED] <[REDACTED]@diamondranchacademy.com> wrote:

Sorry, I forgot to include the medical timeline that may be helpful. [REDACTED]

[REDACTED]

[REDACTED]@diamondranchacademy.com  
[www.diamondranchacademy.com](http://www.diamondranchacademy.com)

Diamond Ranch Academy  
433 S. Diamond Ranch Pkwy.  
Hurricane, Utah 84737  
Cell (435) 703-0218  
Fax (888) 866-7961

On Feb 8, 2023, at 2:42 PM, [REDACTED] <[REDACTED]@diamondbranchacademy.com> wrote:

Nicole,

We appreciate the opportunity to respond to the citations and warnings issued by your department. We have responded within the body of the text below. Our responses are in red. Additionally, we have attached the requested information below:

Night watch video link that supports 15-minute checks happened:



Picture of updated wand beeper that has been installed in client's dorm: Attached (implemented on 12/27)

Protocol on taking student complaints seriously: Attached (implemented on 2/7)

Protocol on transporting students off campus for medical needs: Attached (implemented on 2/7)

Protocol on new stat labs: Attached (implemented on 12/27)

Simply Verify for employee [REDACTED] Attached

#### **Noncompliance #1**

The following is a **Citation**.

**Notice:** Citations must be corrected and compliance maintained to avoid additional sanctions.

**Rule #: R495-875-5(1)(c)**

**(1) Providers and provider staff:**

**(c) may not abuse, neglect, harm, exploit, mistreat, or act in a way that compromises the health and safety of clients through acts or omissions, by encouraging others to act, or by failing to deter others from acting;**

**Noncompliance Statement:** The provider was out of compliance with this rule by failing to provide and seek necessary medical care for an ill client who died several weeks after initial onset of symptoms. During on and off site inspections, investigators conducted multiple interviews and reviewed program documentation. This information substantiated that the provider was aware a client was ill and did not take them to the emergency room or to receive further medical care and evaluation.

**Additional Information:** Program documentation supports that the client was ill for at least two weeks. Multiple interviews disclosed the client was sick for weeks, some of which indicated the client was showing signs of illness back to October **This October timeline is inaccurate. It appears that this information was supplied by a single disgruntled staff who was terminated. The client was not ill and did not vomit in October or November. Her illness started in mid-December. The client did not fill out any forms requesting to speak with medical (a process that she was familiar with and had done in the past) or indicate to anyone**

that she was vomiting or ill. There is no documentation that the client had any illness in October or November. This is evidenced by the fact that the client participated in daily Cheer practice and weekly Volleyball games and didn't miss a single practice or game during this time period. This is all documented. Additionally, the client's father came out for a visit in November and was on DRA campus and spent 12 hours with the client off campus and there was no indication of illness from him about his daughter. He did not take her to the doctor or hospital or report any issues with the client, physical or other. Please see the attached documented timeline of the client's illness. We request that this violation be amended to **exclude that client was ill in October**. On 12-09-22, the client reported back pain, difficulty breathing and difficulty sleeping because of the pain. In the 12-day period prior to the client's death, program documentation recorded that the client vomited at least 14 times. Nine days prior to the client's death, documentation recorded the client vomited at least 7 times in an 11-hour time frame.

Program documentation recorded and interviews disclosed that the client complained of back and stomach pain and, at times, was crying and groaning in pain. Interviews and program documentation supported that some of the staff working directly with the client and medical staff dismissed the client's complaints of pain and discomfort (**Client was assessed by medical every time she vomited or complained of illness. These assessments happened multiple times over multiple days and are documented. Client was admitted to sick bay in medical. Her complaints were never ignored. We request that the statement, "medical staff dismissed the client's complaints of pain and discomfort" be excluded from the violation**). The provider did not take the client to see a physician or to the emergency room for further assessment. The client collapsed and passed away.

OL State Headquarters: 195 North 1950 West, Salt Lake City, Utah 84116

### Office of License Inspection Report

**Correction Date:** Required to be corrected immediately.

**Risk Level: Extreme**

---

#### Noncompliance #2

The following is a **Warning**.

**Notice:** Warnings must be corrected and compliance maintained to avoid additional sanctions. **Rule #:**

**R501-1-19(2)(c)-(d)**

**(2) Personnel information shall include:**

**(c) a department code of conduct that is signed by the staff member, contracted employee, or volunteer;**

**(d) any training records with the date completed, topic, and the individual's signed acknowledgment of training completion to include:**

**(i) current CPR and First Aid certification;**

**(ii) current policy and procedure training; and**

**(iii) proof of annual department code of conduct and behavior management training;**

**Noncompliance Statement:** The provider was out of compliance with this rule by failing to document required training information. During an off-site inspection, investigators reviewed medical staff's personnel files and noted missing and outdated training records for at least nine medical employee's personnel files.

**Additional Information:** The investigator reviewed nine medical staff personnel files. Seven out of nine personnel files were either missing or did not have a current annual DHHS Code of Conduct and Client Rights or annual Policy and Procedure training signed by the staff member. A majority of the personnel files did not have documentation of incident reporting training, or training regarding clinical needs of each of the clientele.

**Correction Date:** Required to be corrected within five days from this notice.

**Risk Level: Moderate**

---

#### Noncompliance #3

The following is a **Warning**.

**Notice:** Warnings must be corrected and compliance maintained to avoid additional sanctions. **Rule #:**

**R501-14-4(3)(a)-(c)**

**(3) It is a screening agent's responsibility to keep their agency's roster and employee information current in the online system.**

OL State Headquarters: 195 North 1950 West, Salt Lake City, Utah 84116

**(a) A screening agent shall check the roster at least monthly to verify employment of employees due for a renewal review.**



**(b) A screening agent shall update any names, addresses or other employee information immediately upon becoming aware of changes.**

**(c) When an employee no longer works for the program, a screening agent must separate that employee from the program's roster in the online system within five days of employee separation from the program.**

**Noncompliance Statement:** The provider was out of compliance with this rule by failing to keep employee's background checks updated. During an off-site inspection, the investigator noted at least two former employees that were not separated within five business days and one employee that did not have a cleared background check. (The two employees referred to as "not separated within 5 business days" are **current** employees and therefore this does not apply (see DACS list). The employee that "did not have a cleared background check" does have a background check completed through Simply Verify (attached: [REDACTED] [REDACTED] [REDACTED]). [REDACTED] discussed this with Travis yesterday and resolve this issue. Please let us know if you need additional documentation.

**Additional Information:** The investigator reviewed DRA background screenings on 12-30-2023.

**Correction Date:** Required to be corrected within five days from this notice.

**Risk Level: Low**

---

#### **Noncompliance #4**

The following is a **Warning**.

**Notice:** Warnings must be corrected and compliance maintained to avoid additional sanctions.

**Rule #: R501-1-19(2)(a)-(f)**

**(8) Direct supervision may only be performed by direct care staff who are in physical proximity to the clients and actively supervising with line-of-sight check-ins no less frequently than every 15 minutes.**

**Noncompliance Statement:** The provider was out of compliance with this rule by failing to properly supervise clients. During a focus inspection, the licensee was unable to provide proof to verify 15-minute checks were conducted.

**Additional Information:** During an on site inspection, the investigator requested the dorm scanner report, video coverage, or documentation to verify that 15 minute checks were conducted on clients in the deceased client's dorm. The licensee stated that this client's room did not have facility video coverage or a room check scanner and staff had not documented supervision checks in any other way. The licensee had no evidence that the client or their roommates were supervised or checked on as required throughout the several weeks they were assigned to that dorm room. (Attached video footage of night watch checks verify that 15 minute checks were performed in client's dorm on the dates in question. We request that the violation be rescinded or amended to **exclude** that students were not supervised for several weeks, as this is inaccurate.

Additionally, A wand beeper has been added to the dorm and is currently being used...see attached picture).

**Correction Date:** Required to be corrected immediately.

OL State Headquarters: 195 North 1950 West, Salt Lake City, Utah 84116

**Risk Level: Moderate**

[REDACTED] [REDACTED] [REDACTED]

**CLINICAL SPECIALIST**

[REDACTED] [diamondranchacademy.com](http://diamondranchacademy.com)  
[www.diamondranchacademy.com](http://www.diamondranchacademy.com)

Diamond Ranch Academy  
433 S. Diamond Ranch Pkwy.  
Hurricane, Utah 84737  
Cell: (435) 703-0218  
Fax: (888) 866-7961

 Diamond  
Ranch Academy

<IMG\_1413.JPG>

<Handling of student health complaints.docx>

<[REDACTED]>

<Transporting students for medical purposes.docx>

<Lab Orders.pdf>

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**Jenilee Davidson**

Department of Human Services

Division of Licensing and Background Checks

Licensing Investigator

Mobile (801) 360-9517

[jenileedavidson@utah.gov](mailto:jenileedavidson@utah.gov)

[dlbc.utah.gov](http://dlbc.utah.gov)



Utah Department of

**Health & Human Services**

Licensing & Background Checks





# Diamond Ranch

## Emails: Set 05



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This e-mail was sent from a contact form on HSLIC (<https://dlbc.utah.gov>)



# Diamond Ranch

## Emails: Set 06

SUBJECT: DRA Testimonials

FROM: [REDACTED] [REDACTED] <[REDACTED]@diamondranchacademy.com>

TO: sbolivar@utah.gov

DATE: 21/02/2023 12:27

Dear Simone,

I have worked at Diamond Ranch Academy for the last 6 years. When I first applied for the job, it was initially just a stepping stone in my career. Little did I know it has changed my life and made me a better mom, wife and person. This didn't just come from all the coworkers that eventually turned into family and all the countless trainings, it came from working with the students and families that we continue to help everyday. Allowing DRA to accept students again will benefit the struggling families that have no where left to turn. Who have exhausted all other options. Diamond Ranch Academy has helped 3,932 families in the last 24 years we have been in business. Let us help another 3,932 families who put their trust in us to help their troubled teen. Diamond Ranch is the best therapeutic boarding school. Let us continue to do what we do best.

Thank you!

SUBJECT: In Support of Diamond Ranch Academy

FROM: [REDACTED] [REDACTED] <[REDACTED]@diamondranchacademy.com>

TO: sbolivar@utah.gov

DATE: 21/02/2023 12:33

Mr. Bolivar,

My name is [REDACTED] [REDACTED] and I have been a teacher at Diamond Ranch Academy since July 2004. During that time, I have seen multiple occurrences where students have grown and changed during their stay and I wanted to share one of these experiences with you. The most amazing opportunity that I have been involved in has been taking students from Diamond Ranch Academy to volunteer at a local elementary school. On these trips I have seen the students earn trust from adults, gain confidence in their abilities, improve self-esteem, build relationships, and have the opportunity to give back to the community. These students are given the chance to mentor and make a change in the lives of the elementary students, which is something that most of the DRA students have not experienced in their lives. The elementary students look up to the DRA students without judgement and this has a lasting effect on both parties.

Diamond Ranch Academy has made a positive impact on numerous young adults and their families. I know that changes are constantly made to improve Diamond Ranch Academy so that the students who attend leave with the resources needed to be successful in whatever endeavors lay in their futures. However, Diamond Ranch Academy's ability to help families in need has been halted due to the current NAA status. I implore you to reconsider DRA's current NAA status and allow the enrollment of new students.

Thank you for your time.

--

Diamond Ranch Academy  
433 S. Diamond Ranch Pkwy.  
Hurricane, Utah 84737  
Office: (435) 635-4297

[REDACTED]  
[REDACTED]  
[REDACTED] [diamondranchacademy.com](http://diamondranchacademy.com)

"RESPONSIBILITY, CHARACTER, KNOWLEDGE"

D D D

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SUBJECT: Diamond Ranch Academy NAA  
FROM: [REDACTED] <[REDACTED]@diamondranchacademy.com>  
TO: sbolivar@utah.gov  
DATE: 21/02/2023 13:19

Good Afternoon Simone,

I appreciate the time you are taking to read the emails from the many staff of Diamond Ranch Academy, Parents of students current and past enrolled, and many others who may have sent you emails on behalf of support for the company.

I am the Network and Systems Administrator for Diamond Ranch Academy and have worked here for 7 years. I get to be a behind-the-scenes employee working with both staff and students and have seen the many ups and downs with the company right now. This industry is tough, but I believe that Diamond Ranch Academy truly cares about the care of these students and those that are struggling in this time of their lives. It is amazing to see the students thrive in this positive reinforcing environment.

Having had many layoffs has taken a toll on the many students we have enrolled, their support system is still intact but is not as strong as it was before. Not only have the layoffs affected the students but the staff themselves have been affected pretty heavily as well. The staff here genuinely love the students and their success, watching the changes in their young lives is the reason we have this service, and hope that you will consider taking Diamond Ranch Academy of the NAA to allow us the chance to bring staff back that have been affected that genuinely care about the students here as well as giving future students and families a chance to heal and infuse hope and confidence to a positive future.

--



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Hurricane, Utah 84737

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SUBJECT: Diamond Ranch Academy

FROM: [REDACTED] <[REDACTED]@diamondranchacademy.com>

TO: sbolivar@utah.gov

DATE: 21/02/2023 13:48

Dear Simone Bolivar,

I wanted to write to you about Diamond Ranch Academy (aka DRA). I have been working at DRA for just about a year and a half. In that time I have had the opportunity to see the lives change for our students who are here. Many of our students come with little respect for themselves or others and they participate in self destructive behaviors. After 4 to 6 months you see a change in them. They respect themselves more and consequently they respect others as well.

Our students come to us with poor coping skills and negative ways of reacting to stress. With the help of the therapy, the rules and protocols of Academics and the programming staff, as well as everyone working together as a team, we help students develop appropriate coping skills and responses to stress. Students leave our program feeling confident and capable. They gain meaningful relationships with their peers and with staff. Staff celebrate with students their accomplishments and sit with them during their struggles. We are able to provide students with a well rounded education that teaches them about themselves as well as their interactions with others.

Here at DRA there is a motto that they learn in the levels of the Real life Transition program, the motto is "taking 100% accountability for my actions and relationships". The students learn and memorize that motto and utilize it during their academic time at DRA. It is a wonderful site to see when one of our students starts to gain the skills we have been teaching and starts applying it to their everyday life. Every single time that student is not the same as the one who came to DRA.

I have gained so much from working here as well. I have more confidence with what I am doing and have learned how to set firm boundaries. The relationships that I build with these students is just as important to me as it is to them. Every single one of the students has so much potential and love to give to others.

Please remove the NAA status for our school so we are able to continue to help students grow and learn. Parents are desperate to get help to save their child's life. Please help us to say yes to these parents.

Thank you for taking the time to read this.

God Bless,

[REDACTED]  
Diamond Ranch Academy

SUBJECT: Sharing thoughts and feelings.

FROM: [REDACTED] <[REDACTED]@diamondranchacademy.com>

TO: sbolivar@utah.gov

DATE: 21/02/2023 15:45

Dear Mr. Bolivar,

My name is [REDACTED] I am an employee of Diamond Ranch Academy. I have worked for DRA for 9 years starting as a nightwatch staff to now being the Director of Culinary Operations. In my time at DRA I have seen amazing things happen to the students that come to DRA. They learn to fight through hard times and become healthy individuals. They develop amazing relationships and realize that they are not alone in what they deal with each day.

I work with kids daily who earn the right to work in the kitchen and there they develop skills that boost their confidence. I love DRA and I know the people who I work with from administration all the way down throughout the organization and I know they love and care for the students and the families we serve. I am asking that DRA be aloud to resume taking new students and be taken off the NAA. Of course I am asking this because I love my job and my family needs it. But I am not just asking because of that need, I know we do many wonderful life changing things at DRA and believe we can keep giving that help and dedicated to becoming better everyday.

Thank you for your time and being able to share these things.

■■■■

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■■■■

[diamondranchacademy.com](http://diamondranchacademy.com)  
[www.diamondranchacademy.com](http://www.diamondranchacademy.com)

Diamond Ranch Academy  
433 S. Diamond Ranch Pkwy.  
Hurricane, Utah 84737



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*D D D*

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**SUBJECT: Diamond Ranch Academy**

**FROM:** ■■■■ <■■■■@diamondranchacademy.com>

**TO:** sbolivar@utah.gov

**DATE:** 21/02/2023 16:04

Good afternoon,

I have been fortunate to work at Diamond Ranch Academy for 4 1/2 years now. As a programming staff and baseball/basketball coach. I have spent time with a lot of great young men that lost passion for something they once loved. Whether that be family, activities, or sports many of them were able to regain that love in their time here at DRA by trying something new like art, a sport they never played, meanwhile building their relationship with people that truly care for them. Not only did they go back in a great head space, they were able to see that these two things, activities and family were somethings that made them happy. Many of them went back to play sports at the high school level while others went on to play collegiately. They were able to see their family members cheer them on letting them know that they always had their support. By being able to accept students again we can help many more students find that passion for something they once had and bring families closer together.

Thank you.

--



■■■■ ■■■■  
Program Director

Phone: ■■■■

[www.diamondranchacademy.com](http://www.diamondranchacademy.com)

Diamond Ranch Academy  
433 S. Diamond Ranch Pkwy.  
Hurricane, Utah 84737

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SUBJECT: DRA

FROM: [REDACTED] <[REDACTED]@diamondranchacademy.com>

TO: sbolivar@utah.gov

DATE: 21/02/2023 17:28

To whom it may concern,

My name is [REDACTED] I am the [REDACTED] I have worked at DRA for almost 2 years. I was immediately welcomed in by the staff and students.

The mission of DRA is

- Provide a safe environment of choice and accountability and cultivate individual spirituality. \* Empower students towards academic achievement and becoming lifelong learners. \* Provide a therapeutic atmosphere of self-discovery and emotionally healthy relationships.

- I truly believe that is what we are doing everyday. I have worked with a student that was working to recover credits from her ninth grade year when she first came to DRA. She is now at the end of her program and is not only very close to caught up, but she will be going home and returning to school exactly where she should be. She has also been moved to honors English. She has done this all while working her program and going through therapy.

- There is a big need for parents to be able to provide an environment where their child can receive the help they need. DRA is that place. We have staff that are invested in helping every child that is at our facility, and being able to watch the transformation is amazing.

- I would like to respectfully ask that the NAA be lifted so that DRA can continue with their vision, "Which is to assist all on their path to self-improvement".

Sincerely,

[REDACTED]



[REDACTED]  
[diamondranchacademy.com](http://diamondranchacademy.com)  
[www.diamondranchacademy.com](http://www.diamondranchacademy.com)

Diamond Ranch  
Academy  
433 S. Diamond  
Ranch Pkwy.



Hurricane, Utah  
84737

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SUBJECT: Diamond Ranch Academy  
FROM: [REDACTED] <[REDACTED]@diamondranchacademy.com>  
TO: "sbolivar@utah.gov" <sbolivar@utah.gov>  
DATE: 22/02/2023 14:19

Hello Mr. Bolivar,


My name is [REDACTED] and I am [REDACTED] here at Diamond Ranch Academy. I just want to express my love and passion for this career path and for the warm feeling of saving/helping these teens and parents that we work with. Since being on this NAA hold I have witnessed our students go through the hard time of saying goodbye to a staff or staff members that they have built a strong relationship with and bond of trust and love which all of our students need. I have witnessed fellow staff members be let go that I have worked with for years and have dedicated so much time and effort to the success of our students. I understand there are protocols and ways to go about things but I would like to request with all my heart that we be lifted off this NAA hold so that we can continue to help these students as well as all the students pending to attend our beautiful school and receive the help they are searching endlessly for. Please consider lifting this hold so we can keep our awesome staff and welcome some more students!

Warm regards,

--

[REDACTED]  
[REDACTED]  
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 Diamond Ranch A

"RESPONSIBILITY, CHARACTER, KNOWLEDGE"

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SUBJECT: Diamond Ranch Academy  
FROM: [REDACTED] <[REDACTED]@gmail.com>

TO: "sbolivar@utah.gov" <sbolivar@utah.gov>

DATE: 22/02/2023 15:24

ATTACHMENTS (20230222-152401-0001469): [IMG\\_1469.jpeg](#) , [IMG\\_1470.jpeg](#) , [IMG\\_1471.jpeg](#) , [IMG\\_1464.jpeg](#) , [IMG\\_1465.jpeg](#) , [IMG\\_1483.jpeg](#) , [IMG\\_2425.jpeg](#) , [IMG\\_2006.jpeg](#) , [IMG\\_5901.jpeg](#) , [IMG\\_5911.jpeg](#) , [IMG\\_5910.jpeg](#) , [IMG\\_5909.jpeg](#) , [IMG\\_2430.jpeg](#) , [IMG\\_2429.jpeg](#) , [IMG\\_2426.jpeg](#)

To whom it may concern,

My name is [REDACTED] [REDACTED] [REDACTED] I was sent to Diamond Ranch Academy. I was sent for suicidal ideation and trauma that resulted in bad behavior on my part. I had started using drugs [REDACTED] as I wanted to escape from the constant sadness I felt inside. When my mother and step father made the choice to send me away, it broke me. In my eyes, I already had a biological father who didn't want me, now my mother and step father? From there I was set to believe every person in my family was on board with sending me away. With letting two strangers take me in the middle of the night. With them watching me strip naked, even watching me change my tampon [REDACTED]

I have one question that has always stood out in my mind. How was I supposed to heal my trauma, while being currently traumatized. "Healing families one youth at a time" put ALL of the blame on the students. I was lead to believe every problem in my broken home, my broken life, stemmed from me. "I was 100% responsible for every relationship in my life and I got exactly what I deserved" after all. Could you believe they made children of trauma chant that before meals? Children who were raped? It was all our fault. And we deserved it. How is that therapeutic. We were in mental anguish. Confused children being taught all of the wrong things.

When I opened up to my therapist [REDACTED] [REDACTED] about being raped I didn't know she was a mandate of the state. She informed me afterward and I was terrified. Time went by and she pulled me out of class. She informed me someone with Mohave county sheriff's office would be there to question me the next day. She also informed me that she wouldn't be back for the rest of the week and we would "catch up when she got back from vacation." The next day I was called into a room with a man I had never met before. He had a video camera and a tape recorder and had me tell my story in detail. Stopping to ask questions when I wasn't going far enough into detail about my numerous assaults by a family member. I relieved that, alone. I had never told that story in that much detail. I was all alone and then I just had to live in that. I couldn't stop thinking about it. But we weren't able to talk about those types of things with our peers. We weren't really even allowed to show excessive emotion like that without getting written up for causing a commotion. So I just packed it down. Deep down. That's just never sat right with me. Like I said before, "How do you heal trauma, while literally being traumatized?"

In my opinion, DRA did nothing to make me feel whole. They taught me to conform in fear of punishment in forms of manual labor and keeping me from contacting my family. Not to behave and grow because it's what was best for ME. As a [REDACTED] mother looking back, I could never allow my child to go through the emotional and medical neglect DRA has proven time and time again. No child should go 2 weeks without hearing the words "I love you." No child should be denied physical affection such as hugs, high fives even!! Every child deserves to know that there is someone in their corner. From my experience at DRA I learned I was completely alone. And I was scared. Every time I would try to talk to my parents about my



overwhelming depression the program directors and therapists wrote it off as manipulative behavior, would end phone calls, and even confiscate letters I had written home and withheld them from my parents. I was depressed and they said it was a form of manipulation even though the second time I was there [REDACTED] advised I should be watched for suicidal/self injurious behaviors. I was never once put on suicide/self harm watch. This was less than one year before the young boy hung himself after the same Dr advised he be kept on suicide watch and staff went against a psychiatrists advice.

On another occasion I started to feel sick on Halloween, by Nov 2nd I had lost my voice. They claimed I had “too much fun on Halloween and strained my vocal cords” after a medical staff performed a strep test but refused to let a Dr evaluate me. By November 7th I was barely able to breathe, coughing up thick green sputum. As I stood in line and waited my turn for routine morning medicine (birth control pills) I decided I was going to try AGAIN to seek medical attention. I asked a trusted dorm staff to help be my voice as I literally didn’t have one. I am so thankful for that ONE staff member who finally said something after over a week of symptoms. They told med staff I had in fact been up all night hacking stuff up barely able to breathe. On site medical staff FINALLY scheduled me to see the Dr the next day. On November 8th I was diagnosed with pneumonia. I was refused a spot in sick bay and instead sent on to school and after school activities as if I didn’t have pneumonia. The only thing I was excused from was outdoor PE period. I remember silently crying in [REDACTED] class because I felt so ill and all I wanted was my mom. They told my parents I was in “good spirits.” They never once contacted my parents in over a week about me feeling unwell, until I was diagnosed of course.

Also, in times where we were punished in forms of manual labor, we were never given adequate personal protective equipment. For example, one time we were forced to sand bunk beds by hand. 4 bunk beds per dorm. We spent a whole weekend doing this with no gloves and no respiratory masks. We sanded until our hands bled, and then we sanded some more. Some girls resorted to using their shoes to apply pressure to the sand paper because their hands hurt so bad. I’m no expert but I believe dust inhalation isn’t good. Then middle of the night came. A staff had misplaced a screw driver. And the students were instantly blamed. We were all strip searched. Our beds and lockers were stripped military style while being screamed at. We were treated like delinquents. Not children who needed help.

Once more DRA showed their unbelievable negligence regarding the safety of their students when in May of 2012 they made us remain on campus (at what is now Three Point Center) while a wild fire broke out. News articles state the fire was headed up the canyon behind Angel Heights. The same canyon that had almost direct contact with the old DRA campus. Eventually even Highway 59, the Highway taken to get to campus was shut down. We were to remain in place. We were able to see the red glow of the fire, it was terrifying. It has been 10 years since I graduated from DRA and I’m still undoing the damage done. Still trying to find my sense of self that was literally stolen from me.

I will provide documentation in forms of letters home complaining of illness and an email from the Nurse, [REDACTED] on DRA campus with diagnosis. I will also provide pictures of findings from psych eval warranting the need for suicidal watch that was failed to be provided to me. Finally, I will provide articles related to the fire, as well as maps with highlighted areas showing the fires course, and where we were in location to this. I know this may not seem much in the way of “proof” but it’s the best most of us have. All of our contact with our parents was observed and they were able to read our journals. We had no privacy, no way to collect evidence. Please keep that in mind as we all scrape together as much as we can to finally use our voice against DRA.

Overall, I want to thank you for your time. Even seeing DRA's license on hold is a small win for ALL of us, not just [REDACTED] and her family. I appreciate all of the hard work you are doing, and I hope to see a positive outcome that keeps all children safe from admittance to Diamond Ranch Academy.

Best Regards,

[REDACTED]

SUBJECT: Re: DRA

FROM: [REDACTED] <[REDACTED]>  
TO: "Simon Bolivar (DHHS)" <sbolivar@utah.gov>  
DATE: 28/02/2023 19:38

Thank you for letting me know.

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From: Simon Bolivar (DHHS) <sbolivar@utah.gov>  
Sent: Tuesday, February 28, 2023 6:37:30 PM  
To: [REDACTED] <[REDACTED]@calaveras.k12.ca.us>  
Subject: Re: DRA

**Caution:** This email originated from outside CUSD. Do not click links, open attachments or reply unless you recognize the sender and know the contents are safe.

Hello [REDACTED]

Thank you for your email.

On Tue, Feb 28, 2023 at 5:17 PM [REDACTED] wrote:

Hello Ms. Bolivar,

I am writing to you about my experience with Diamond Ranch Academy (DRA). I am aware of the tragic death at DRA. My sympathy to all. From what I read in the news; DRA appears to not be favored in the news. I have seen much negativity about DRA online. I felt I must share my experience with you.

The hardest thing that I have ever had to do was sign the papers for my child to attend DRA. [REDACTED] was adopted, had a huge trauma, had an entire school turn on her, nor did have many teachers that believed in her (yet many did). Even though I say this was the hardest thing to do, sending [REDACTED] to DRA was the smartest and most loving thing I could have ever done for her.

[REDACTED] still has her moments. But she is THRIVING in life!! She is also "doing" school again, and, with new coping mechanisms, is learning to get along with peers. That struggle has been lifelong. [REDACTED] is now a cheerleader, in ASB, is in the equine program, and played volleyball. ALL which she would have never wanted to do until she came to DRA. As a mom who cried often for my daughter, knowing that she is participating in activities is beyond priceless to me.

As a psychotherapist myself, I was highly in-tune with what I was looking for in a program for my child. I could not have found a better fit. [REDACTED] (therapist), when [REDACTED] was initially "stuck" in behaviors, began to learn about DBT. (The results for [REDACTED] have been so astounding that I am going to get my certification in this area.) [REDACTED] saw [REDACTED] [REDACTED] was not learning in therapy at the beginning. [REDACTED] took the extra time to do research and recognized the fit with child and theory. It's working!! My daughter has a fluid reasoning score of 72 ( fluid reasoning is decision making in novel situations). 70 and below is considered intellectually delayed. Yet she tests academically at a 136 IQ. [REDACTED] realized that she might need to be taught in a different way. Again, it worked.

Three weeks after [REDACTED] entered DRA, on a Zoom call, she said to me, "Mom, thanks for saving me." I will NEVER forget those words. That is how comfortable DRA made her feel. Even being 750 miles from



everything she knew [REDACTED]. What bravery. That speaks volumes about ALL staff at DRA.

The staff at DRA have been high above par. They let me know how she is almost on a daily basis. [REDACTED] [REDACTED] is very responsive, and I feel that I am "seeing" my daughter daily through [REDACTED] eyes. All medical issues were attended to properly and quickly, with a responsive phone call to let me in the know. [REDACTED] is wonderful as she puts pics up daily of the kids. I get to "see" [REDACTED] often due to this. My new observation with these pics (that I have saved over time), shows [REDACTED] social progression. At first, pictures were with [REDACTED] by herself, or with [REDACTED] standing to the peripheral. She never seemed to connect with others. Now pictures are coming in differently. She is not only hugging other kids, she's in the middle of the group! This is VERY new to [REDACTED]

The front staff, when I pick [REDACTED] up for visits, are always helpful, gracious, and non-judgmental. The support staff are always there [REDACTED] [REDACTED]. The teachers always reply with promptness. [REDACTED] is no longer looked at as "the drama girl." DRA interacts with her like she is a human being instead of a "bad kid." She is finally feeling whole. I attribute that to [REDACTED] hard work, and the dynamic team at DRA.

There is so much more to say. I have not had any: negative interactions with DRA, poor intuitive reactions (and I am intuitive), and all my requests are heard. But above all, I see change. I finally feel that I am getting my daughter back. It took a team. And a dynamic one at that. I am impressed. Highly impressed. Thanks for hearing my daughter's story and my experience at DRA. This program works.

Sincerely,

[REDACTED] [REDACTED] [REDACTED]

Fondly,

[REDACTED]

--  
**Simon(e)  
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**SUBJECT:** Re: Diamond Ranch Academy  
**FROM:** "Simon Bolivar (DHHS)" <[sbolivar@utah.gov](mailto:sbolivar@utah.gov)>  
**TO:** [REDACTED] <[REDACTED]@diamondranchacademy.com>  
**DATE:** 03/03/2023 19:08

Hello [REDACTED]

Thank you for your email.

On Wed, Feb 22, 2023 at 12:10 PM [REDACTED] <[REDACTED]@diamondranchacademy.com> wrote:

Hello Simone,  
My name is [REDACTED] and I am an employee at DRA. I work in the maintenance department on special projects. I met the owners [REDACTED] and [REDACTED] in 2016 through working at a theatre that they co-own, and ended up moving here with my wife in 2021. I have worked very closely with [REDACTED] and [REDACTED] and know how good their



hearts are. Diamond Ranch Academy has given me and my family the stability and peace that we currently enjoy, and that is now in jeopardy because of the NAA DRA is under. I have seen the difference in the students from when they arrive to when they leave, and the positive changes they have been able to implement through the skills learned here. I am asking you to please lift the NAA that is affecting and has already affected hundreds of families. Thank you and have a good day.



--

**Simon(e) Bolivar (DHHS)**

Office of Licensing, Director

He/Him/His

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