



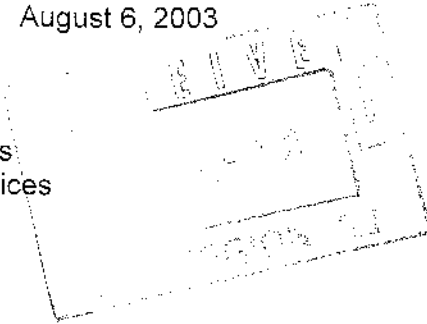
**ROBIN ARNOLD WILLIAMS**  
*Executive Director*  
Utah Department of Human Services

**MICHAEL O. LEAVITT**  
*Governor*

**RICHARD J. ANDERSON**  
*Director*  
Division of Child & Family Services

August 6, 2003

Mr. Thomas Sullivan  
Regional Administrator - Region VIII  
Administration for Children and Families  
Department of Health and Human Services  
1961 Stout Street  
Denver, CO 80294-3538



Dear Mr. Sullivan,

Attached please find a copy of our correspondence to Lisa Bierly in response to the complaints she has lodged with your office. Additionally, please find the letter from our legal council advising against any comment to Ms. Bierly about her concerns. I do want you let you know however, that this office has responded to Ms. Bierly on many occasions. We have attempted to resolve her complaints and issues, both administratively and through the courts. We have been successful in some areas. Even so, we will not be satisfying all of her requests..

*What else  
is new?*

*what  
areas?*

*10 to 15  
he hasn't  
even  
read these*

Within the Department of Human Services for the State of Utah, there exists an Ombudsman who has the statutory authority to investigate cases of the Division of Child and Family Services when persons have not received the resolution that they desired from the Division. They, also, have spoken with Ms. Bierly on several occasions. I would make their reports available to you, provided we have a signed release from Ms. Bierly, if you are interested in the results of the two investigations that have been completed by the Child Protection Ombudsman's Office. I believe the reports give a balanced view and may provide you with further information about how the state has worked with Ms. Bierly and her family. Please feel free to contact Mr. Duane E. Betournay, Constituent Services Coordinator, if you are interested in these materials. He can be reached at (801)538-4341.

*-cl  
only  
had 1  
request  
my  
children  
that's  
ALL  
cl  
want.*

Please feel free to contact me if you have additional questions or concerns about this matter. I would be happy to talk with you or your staff. I can be reached at (801)538-4100.

Sincerely,

Richard Anderson, Director  
Division of Child and Family Services

cc: Robin Arnold-Williams  
Kevin Gomez  
Carol Verdoia  
Adam F. Trupp  
Laray Brown  
Duarie Betournay