

April 20, 2012

Doug Racine, Secretary  
Vermont Agency of Human Services  
208 Hurricane Lane, Suite 103  
Williston, VT 05495

Dear Doug:

I received a phone call yesterday from a woman named April Backus, who wanted to share a complaint about a recent experience she had with the Office of Child Support. Her complaint is of a serious enough nature that I wanted to bring it directly to your attention.

After divorcing her former husband, Ms. Backus moved herself and her son to a location out-of-state that she specifically requested remain undisclosed, as she reports that she was threatened by her ex-husband. When her former husband recently filed an appeal to the child support order, Ms. Backus says that her city and state of residence were included on that paperwork, copies of which were sent to all parties. She later learned that her location was also verbally disclosed to her former husband. This information, combined with knowledge of her employer (Green Mountain Coffee Roasters), would make it very easy for anyone to find her at her workplace.

Ms. Backus contacted the caseworker immediately, and was apparently told by that employee, "What do you want me to do? I made a mistake."

If your office has different information on this case, please feel free to share it with me. Assuming that Ms. Backus' report is accurate, I agree with her that a mistake of this magnitude calls for a more meaningful response than that statement. Unfortunately, messages that she has left for that caseworker's supervisor at the Office of Child Support have not been returned.

I would appreciate your looking into this matter and letting me know what you find out. Thank you for your time.

Sincerely,

Phil Scott