



F.Y.I.

from the Policy Unit

FYI- 068

Date: October 02, 2015

SUBJECT: Address Confidentiality Program

Please contact the Policy Unit if you have any questions regarding these or any other changes at
[GEARUP>DCSE Collaboration – Teams>Policy Questions](#) or 602-771-8127
The IV-D PARTNERS should send POLICY inquiries directly to DCSS-POLICYQUESTIONS@azdes.gov

The Address Confidentiality Program (ACP) is administered by the Secretary of State's (SOS) office as a way to offer address protection for victims of domestic violence, stalking or sexual offenses. The program provides a substitute address and confidential mail forwarding to participating individuals. Any Custodial Parent (CP) or Noncustodial Parent (NCP) may participate in the program and receive this protection.

DCSS has a small number of active ACP participants. Some participants notify the DCSS of their program participation by walking into local offices, others call or email Customer Service. About half of the ACP participant information is interfaced through IV-A, or is provided to us by outside sources such as MVD or COC.

DCSS staff must take the following steps in the case to ensure compliance with the SOS when either made aware or notified that a party on a case is an ACP participant.

NOTE: It is critical that staff obtain a copy of the ACP ID card.

1. Prior to updating/modifying CP/NCP demographic screens (CPDE/NCDE) verify program participation
 - a. Obtain and image a copy of the ACP identification card to the case file.
 - i. All current program participants are issued an ACP identification card when they enter the program.
2. Document ACP participation on ATLAS by modifying the second panel of the CPDE or NCDE screen depending on the role of the ACP participant on the case
 - a. Select "Y" for Mailing Address Same As Residential field
 - b. Update Date As Of field
 - c. Select "Y" for Rvwd field
 - d. Select "N" for Move Curr Addr to Prev (Curr Addr Unknown) field

- e. Add the ACP ID number to the ACP ID field and select enter to update and lock the address fields
 - i. The ACP ID is the Apt. number shown on the ACP identification card.
 - f. Update Ver and Src fields
 - g. Add CAAL code A0952 CP IS ACP PARTICIPANT or A0953 NCP IS ACP PARTICIPANT
 - i. Document begin and end date of program participation
 - h. Add CAAL code A0911 NDI/DISCLOSURE OF SSN, DOB, ADD OF PARNT/CHILD PROHIBITED
3. Redact all address information from the case file back 90 days prior to the Entry Date into the program listed on the ACP identification card.

When an ACP participant's information has interfaced through IV-A, or is updated by an outside source, such as MVD or COC, DCSS staff must take the following steps:

1. Verify program participation.
 - a. Review OnBase for a copy of the ACP identification card in the party's TANF case file. If found, print a copy and image into the DCSS OnBase case file.
 - b. If a copy of the ACP identification card is not found, obtain a copy of the card from the ACP participant and image into the DCSS OnBase case file.
2. Review the CAAL screen for A0952 CP IS ACP PARTICIPANT or A0953 NCP IS ACP PARTICIPANT
3. Verify the ACP address on ATLAS by comparing the address on CPDE/NCDE to the address on the ACP ID card to ensure they match
4. Add CAAL 0911 NDI/DISCLOSURE OF SSN, DOB, ADD OF PARNT/CHILD PROHIBITED
 - a. Document the beginning and end date of the program participation
5. Redact all address information from the case file back 90 days prior to the Entry Date into the program listed on the ACP ID card.

ACP Participants may be removed from the program for various reasons. It is up to the participant to notify DCSS when they are no longer in the program. When DCSS receives returned mail from an ACP address or is otherwise notified that an NCP or CP is no longer enrolled in the program, send an email to DCSS-ACP@azdes.gov. Include the ATLAS case number and the name of the ACP participant. Do not attempt to change the ACP address in ATLAS.

For all questions regarding the Address Confidentiality Program (ACP) email DCSS-ACP@azdes.gov.

DCSS staff are urged to view this information directly on GEARUP and not create a separate personal file. You will find this Policy FYI on GEARUP via this file path: [HOME>Policy Notifications>Policy FYI](#). Click on the Policy FYI folder to view a list of Policy FYI notices.