



F.Y.I.

from the Policy Unit

FYI-219

Date: Wednesday, April 24, 2019

SUBJECT: Address Confidentiality Program Documentation and Redaction Requirements

Please contact the Policy Unit if you have any questions regarding these or any other changes at DCSS_POLICYQUESTIONS@azdes.gov or call 602-771-8127

This is a reminder from the Policy unit that it is required by law to properly document and redact cases where a CP, NCP or child is an Address Confidentiality Program (ACP) participant to help ensure their safety. Please refer to the Address Confidentiality Program [Policy](#) and [Procedures](#) for guidance on documentation and redaction requirements.

When the customer indicates ACP participation, get a copy of their ACP ID card and image the card to the OnBase case file *before* manually updating the address on ATLAS. When the ACP address interfaced from FAA or MVD, request a copy of the ACP ID card and image the card to the child support case file. Inform the customer the address will not be updated until we have a copy of their ID card on file.

Redaction of Address Information for ACP Participants

A.R.S. § 41-166 requires address information of ACP participants be redacted from all government agency records up to 90 days prior to the ACP enrollment date found on the participants ID card. All address entries on CPVL/NCVL dated within 90 days before the ACP enrollment date must be removed from the system. Submit requests to remove CPVL/NCVL entries to DCSS-ACP@azdes.gov.

Example:

The CP on an open child support case enters the ACP program and provides a copy of her ID card. After the case worker adds the ACP address to the case, they will review CPVL/NCVL for previous addresses. The program enrollment date on the ACP ID card is 09/01/2018. There is one previous address within the 90 days prior to the ACP enrollment date on the ID card. The caseworker sends a request to the ACP email box to remove the highlighted address from CPVL. Policy sends a request to Help Desk to remove the address(es).

VUFXAR01 **** ATLAS II: ARIZONA IV-D PROGRAM **** GGBY N9Y

Jan 2,19 - Previous Address List - 10:16 AM

HLCI: 0011111111 Name: SMITH, SUE E.

SSN: 000-00-0000 DOB: 00/00/00 Sex: F # of Cases This Person: 1

Residential Address	City	St	Zip	Date	MisID
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1880 E.SOUTH ST.	MESA	AZ 85000	07/25/18	N
1901 W MADISON ST APT 790	PHOENIX	AZ 85009	11/02/18	N

*** End of Data ***

Submit all ACP inquiries and requests to DCSS-ACP@azdes.gov.