



F.Y.I.

from the Policy Unit

FYI-317

Date: Thursday, December 10, 2020

SUBJECT: Address Confidentiality Program (ACP) Reminders

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

The **Address Confidentiality Program (ACP)** provides a substitute post office box address and mail forwarding service to victims of stalking and domestic & sexual violence. This helps prevent their actual address from being revealed in state government documents and files while still allowing them to receive and send mail.

The ACP is administered by the Secretary of State's (SOS) office and works with other state agencies to protect clients that request participation in the program. All DES staff are required to take ACP training (DESACP15), which can be found on the Tra-Corp Training page of Y.E.S.

Important Things to Know about ACP:

- Interested participants must apply to the ACP, be accepted and receive an ID card before we add the ACP address to their ATLAS case. When a customer (CP or NCP) says their address is protected, they may be referring to their case being flagged for NDI, ask them if they are an actual ACP participant. If they say yes, explain that in order to change their address to the protected address, they must first provide a copy of their ACP ID card.
- The ACP address is: **1901 W. Madison St. Apt.#_, Phoenix, AZ 85009-5287**. Entering any characters in the ACP ID field on CPDE/NCDE will automatically fill the address fields with the ACP address and lock the fields. For this reason, it is important to verify whether the person is really an ACP participant before entering anything in the ACP ID field.
- The ACP ID number is the "Apt.#" on the ID card. If a customer gives you an ID number that includes letters, question it. ACP ID numbers are always only numeric.
- The ACP ID card must be added to the case file under the heading "Official Documents" when a customer provides a copy to DCSS.
- If a customer with an ACP address on their ATLAS case tells you they are no longer in the program and they want to update their address, we must verify this information with the SOS before changing the address. If the customer provides a new address to update their case, **DO NOT** enter that address in a CAAL narrative until the customer's ACP status has been confirmed.

For questions regarding the ACP or to have a participant verified, contact the Policy unit at DCSSPolicyQuestions@azdes.gov. For more information, see ACP [Policy](#) and [Procedures](#).

DCSS colleagues are urged to view this information directly on The PORT and not create a separate personal file.

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