

Arizona Early Intervention Program Technical Assistance Bulletin

To: Service Providing Agencies and their staff

Date: 03/28/2023

Subject: Address Confidentiality Program (ACP)

This bulletin is meant to assist Service Providing Agencies (SPAs) and their staff in following the appropriate policy, processes, and procedures of the Address Confidentiality Program (ACP).

The ACP safeguards the home address of survivors of domestic violence, sexual offenses, and/or stalking that have been identified by the state as needing protection. All address information and contact information must remain confidential and is not to be included in any documentation nor put into I-TEAMS under any circumstances. The safeguards are put into place to protect the children and their families and can be a matter of life and death. SPAs and their staff have the responsibility of ensuring the confidential information is protected. It is important to always remember a client and or their family could be seriously hurt or even killed if a participant's address or identifying location information is not protected. The ACP helps those at risk to live in safety.

Participants in the ACP receive an ACP Authorization Card from the Secretary of State after their application has been received and certified. This allows for a legal substitute mailing address with a mail-forwarding service and ensures that actual addresses remain confidential and inaccessible to the public. The substitute address will be assigned an apartment number at 1901 West Madison Street, Phoenix, Arizona 85009. The address is not the actual residential address. This substitute address is the only address permitted to be listed in the child's record and in I-TEAMS.

The SPA or their staff may request a copy of the ACP Authorization Card. The SPA must use the ACP participants' substitute address as the address of record. The SPA updates I-TEAMS to identify the child and their family as an ACP participant. The SPA enters the ACP address into I-TEAMS and ensures that only the ACP address is listed on forms and in other documentation.

The SPA ensures that all staff are aware not to disclose

- participant's actual address (residential or work)
- child's daycare, childcare, nursery, or school location
- telephone number
- county, city, cross-streets
- anything that can be used to identify where the ACP participant can be located.

If a family involved in the ACP moves to a new region, a copy of the ACP card is included with the Transfer Request form. When a new referral is received or when the family moves to a new region, the new SPA contacts the ACP program at 602-542-1653 or acpinfo@azsos.gov to request the form for obtaining the physical address.

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It is recommended that staff take the DESACP15 Address Confidentiality Program course in TraCorp to refresh their knowledge on the requirements anytime they have a family that has been identified as participating in the ACP.

All DES Employees, Contractors and Service Providers must adhere to ACP Policy and Procedures (reference DES 1-01-45).

ACP Law and AzEIP Policy References:

ACP Law A.R.S. § 41-165 :

D) A person shall not intentionally or knowingly obtain a program participant's actual address or telephone number from the secretary of state or local government entity knowing that the person is not authorized to obtain the address information.

E) An employee of the secretary of state or state or local government entity shall not intentionally or knowingly disclose a program participant's actual address or telephone number unless the disclosure is permissible by law. This subsection only applies if an employee obtains a program participant's actual address or telephone number during the course of the employee's official duties and, at the time of disclosure, the employee has specific knowledge that the actual address or telephone number disclosed belongs to a program participant.

F) Any person who intentionally or knowingly obtains or discloses information in violation of this section is guilty of a class 1 misdemeanor.

AzEIP Policy Manual

3.2.7

ADES/AzEIP, the central referral agency, and the EIP's ensure compliance with Arizona's Address Confidentiality Program (ACP), which protects the home address of a person who has an ACP card issued from the Arizona Secretary of State's office

7.6 Address Confidentiality Program

7.6.1 The Address Confidentiality Program (ACP) is a program that helps prevent victims of domestic violence, sexual offenses, and/or stalking from being located by the perpetrator through public records. The program provides a substitute address and confidential mail forwarding services to individuals and families across Arizona. The EIP must ensure adherence to Arizona's Address Confidentiality Program (ACP) to ensure that any enrolled family's address is at no time documented in the ADES data system(s) or any other data systems, files, emails, be included in the child's record, or any public records. The EIP must ensure compliance with the ACP law, ADES policies, and AzEIP policies and procedures.

Additional Information and Assistance:

- Arizona Secretary of State ACP website <https://azsos.gov/services/acp>



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- [AzEIP Address Confidentiality Program Job Aid](#)
- TraCorp Course Registration Information - DESACP15 Address Confidentiality Program
- Questions -Contact ACP (602) 542-1653 or Secretary of State Office (602) 542-1892 or ACPQuestions@azdes.gov