

H Handling Special Cases – Address Confidentiality Program (ACP)

[REVISION 24](#)
(04/01/13 – 06/30/13)

When an Address Confidentiality Program (ACP) participant provides an unexpired ACP Authorization Card, participation in ACP is verified and special keying is required on the AZTECS ADDR screen.

When the ACP enrollment is not verified the participant is not considered an ACP participant and no special keying on ADDR is to be completed.

Once the ACP enrollment is verified, complete the following:

- Key the following on ADDR:
1901 W Madison St in the STREET ADDRESS field
The apartment number shown on the ACP Authorization card in the APT UNIT ETC field
Phoenix AZ 85009 in the CITY, STATE AND ZIP fields
A in the CONFIDENTIAL field
The enrolled date shown on the ACP card in the ACP ISS DATE field
- NOTE The apartment number is also the ACP identification number and must be keyed on ADDR.

WARNING

Do not ask the participant for their physical address or phone number.

Do not key the actual residential address or the participant's phone number into AZTECS.

- [Upload\(g\)](#) the ACP Authorization Card into OnBase using the "DBME ACP Participant Card" document type.
- Document the [case file\(g\)](#) that this is an ACP participant with the effective date, end date, and apartment number shown on the card.
- Ask the participant to provide a collateral contact.

When available use the collateral contact to verify all of the following eligibility factors:

- Shelter Expenses
- Utility expenses
- Household composition

WARNING

Do not scan any documents that show the participant's physical location. Document the case file with the eligibility information obtained. Do not document the address.

- Key Site Code 759 on the AZTECS CARC screen immediately after completion.

FAA staff at 759C reviews the case to be sure all confidentiality requirements are met.

Site Code 759C is responsible for processing changes and renewal applications for all ACP Participants.

NOTE When a renewal application or a change report is received in the FAA office for an ACP participant, immediately scan the information to OnBase and send an email to FAARAMGT@azdes.gov. Include the following information in the email:

- Case Name
- Case Number
- Item received
- Date received
- Date scanned into OnBase

WARNING

Any person who intentionally obtains or discloses information regarding the physical address is potentially guilty of a class one misdemeanor.