

G Handling Special Cases - Address Confidentiality Program (ACP)

[REVISION 22](#)

(10/01/12 - 12/31/12)

When an Address Confidentiality Program (ACP) participant provides an ACP Authorization Card, call the phone number on the ACP card to verify that the participant is currently enrolled.

Once the ACP enrollment is confirmed, complete the following:

- Key the residential address as follows:
1901 W Madison St
- Key the apartment number shown on the card
Phoenix AZ 85009

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](#) the ACP Authorization Card into OnBase using the "DBME ACP Participant Card" document type.
- Document CADO or the CADO Extension Form (CEF) 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 CADO Extension Form with the eligibility information obtained. DO NOT document the address.

- Transfer the case to Site Code 759C immediately after completion.
- 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.

WARNING

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