

H Handling Special Cases - Address Confidentiality Program (ACP)

REVISION 49

(01/01/21 – 12/31/21)

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, key the following on ADDR:

- 1901 W Madison St in the STREET ADDRESS field
- The apartment number displayed on the ACP Authorization card in the APT UNIT ETC field

NOTE The apartment number is the participant's ACP identification number and must be keyed on ADDR.

- Phoenix AZ 85009 in the CITY, STATE, and ZIP fields
- An A in the CONFIDENTIAL field
- The enrolled date displayed on the ACP card in the ACP ISS DATE field

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

Once the ACP participant's address is keyed, complete the following:

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

The Research and Analysis Unit (R&A) at 759C reviews the case to be sure all confidentiality requirements are met. R&A staff at Site Code 759C are the only staff authorized to process changes and renewal applications for all ACP Participants.

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

- Shelter Expenses
- Utility expenses
- Household composition

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 the [R&A Unit](#). Include the following information in the email:

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

When the ACP participant reports a new residential or mailing address, or they are no longer participating in ACP, email the details to the [R&A Unit](#). To allow workers to key a new address, the FAA Systems Help Desk must remove the A from the CONFIDENTIAL field on ADDR. Only designated R&A staff may contact the FAA Systems Help Desk to request ACP changes on ADDR.

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