

.02 Address Confidentiality Program (ACP)



This section contains information regarding the Address Confidentiality Program (ACP).

Policy

The Address Confidentiality Program (ACP) is maintained by the Arizona Secretary of State and provides a way to prevent abusers and potential abusers from using public records to locate survivors of violence.

The ACP was signed into law in April 2011 by the Arizona Legislature. Those qualified for ACP are victims of **any** of the following:

- Domestic Violence
- Sexual Offenses
- Stalking

The ACP provides **all** of the following critical services:

- A legal substitute for a home and mailing address. State government agencies and FAA are required to accept the substitute address as verification of their lawful address of record.
- A mail forwarding service. The ACP participant's mail is sent to the substitute address. ACP staff receives the participant's mail and forwards it to the actual confidential address.

An ACP participant's physical address or phone number is not asked for by FAA staff and is not placed in the case file.



Arizona Revised Statute §41-1959 makes the release of confidential information a Class 2 Misdemeanor. Any person who intentionally obtains or discloses information regarding the physical address of an Address Confidentiality Program (ACP) participant is potentially guilty of a class 2 misdemeanor.

Procedures

Do not ask the Address Confidentiality Program (ACP) participant for a physical address or phone number. Do not key the actual residential address or the ACP participant's phone number into AZTECS.

Once the ACP participant's address is keyed, complete **all** of 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 for a collateral contact phone number for needed verification. Use collateral contact or visually viewed verification, when possible. Do not include the participant's residential address in any documentation. Redact the residential address when a document with the residential address is uploaded into OnBase or HEAplus.

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 Client Liaison Unit (CLU) at FAAaccommodation@azdes.gov.

Include **all** of the following information in the email:

- Case Name
- Case Number
- Information 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, send an email with the details to the CLU Unit.



Arizona Revised Statute §41-1959 makes the release of confidential information a Class 2 Misdemeanor. Disciplinary action is taken when it is found that an employee, contractor, or volunteer has misused or inappropriately released case information. Disciplinary action may include suspension, dismissal, and prosecution.

ACP Client Liaison Unit (CLU) Responsibilities

Client Liaison Unit (CLU), using 756C as a specialty caseload for ACP cases, reviews the case to ensure all confidentiality requirements are met. CLU staff are the only staff authorized to process changes and renewal applications for ACP participants.

Verification

System interface and the [case file\(g\)](#) must be reviewed before verification is requested. No additional verification is needed when the AZTECS interface or HEAplus hubs have verified all required eligibility factors.

The participant has the primary responsibility for providing verification. (See [Participant Responsibilities – Providing Verification](#) for additional policy.)

System interface that FAA has with other agencies for verification purposes may be used by FAA for some information.

NOTE System interface cannot verify every situation.

When an Address Confidentiality Program (ACP) participant provides an unexpired ACP Authorization Card, participation in ACP is verified.

When available, collateral contact verification is used to verify **all** of the following eligibility factors:

- Shelter expenses
- Utility expenses
- Household composition

AZTECS Keying Procedures

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 **all** of 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

For new applications, after completing all possible actions for all programs, key Site Code 756C on CARC for the ACP specialty caseload.

NOTE The Client Liaison Unit (CLU) completes all renewal applications and change reports for an ACP participant.

Only designated CLU staff may contact the FAA Systems Help Desk to request ACP changes on ADDR.

NOTE To allow workers to key a new address, the FAA Systems Help Desk must remove the A from the CONFIDENTIAL field on ADDR.



Arizona Revised Statute §41-1959 makes the release of confidential information a Class 2 Misdemeanor. Disciplinary action is taken when it is found that an employee, contractor, or volunteer has misused or inappropriately released case information. Disciplinary action may include suspension, dismissal, and prosecution.

Legal Authorities

ARS §41-165E

ARS §41-1959

SB 1176

[Prior Policy](#)

last revised 09/03/2024

ARCHIVED (Valid until 10/28/24)