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# Address Confidentiality Program

## Participant Handbook



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## Introduction

Welcome to the Colorado Address Confidentiality Program (ACP)! This handbook will give you all of the information you will need to make using your substitute address easy. If you have any questions about the program, you will most likely find the answer here. If not, please feel free to contact us by phone or by email.

## Tips for New ACP Participants

1. Remember that the ACP is a new program. Don't be surprised if you encounter people who are unfamiliar with the ACP. Contact the ACP if you experience difficulty using your substitute address.
2. Always bring ACP authorization cards and county residency letters when applying for county-based services. Agencies can ask to see your ACP authorization cards and can make copies of the authorization cards. Agencies can also contact the ACP to verify your status as an ACP participant.
3. Keep your real name and real address far away from each other. Do not order newspapers, magazines, or other periodicals that come to your address unless you order them without providing any identifying information. Please remember that the ACP cannot forward these types of things, so do not use your substitute address on any subscription.
4. Use your real address as little as possible. Don't be pressured into providing your real address. If you are in doubt about whether or not you should provide your real address, call the ACP.
5. Notify the ACP as soon as you change your address, phone number or name. "Change of Address and Information" forms are at the back of this handbook.
6. ACP participants have the highest level of voter confidentiality, but only if you register or re-register to vote using the ACP voter forms that are in your welcome packet. Do not register to vote at Driver's Licensing, Human Services or during a Voter Registration Drive. If you have any questions about ACP voter registration, please call the ACP Voter Registration Coordinator at (303) 894-2200, ext. 6391.
7. When using your substitute address, always remember to add your apartment number.
8. Alias (fake) names can be helpful. If you plan to use an alias (not a legal name change), let the ACP know what name you are using, so we can add it to your records. The ACP cannot forward mail in a name that is not on file.
9. The ACP cannot forward packages (except bank checks). Have packages sent to a location other than your residence. If you plan to receive packages on a regular basis, you may want to obtain a P.O. Box using the substitute address as your residential address.

10. Keep an eye on your credit report. Credit reports are easily accessible. Obtain a copy of your credit report and make sure your address is not listed. Colorado allows you to “freeze” your credit reports. The Colorado Attorney General website [www.ago.state.co.us](http://www.ago.state.co.us) contains information about freezing your reports. Look under the Identity Theft link.

## Getting Started – New Participant Checklist

The safest way to begin using the ACP is when you have just moved and have not yet created public records, or if you are planning to move. Combining the ACP with a fresh start is the best strategy.

Now that you have been accepted into the program, there are a few things you should do to ensure the ACP works for you. The following is a checklist of some of those items. This list is just a place to start; every person’s needs are different. Remember that the ACP is only one part of a safety plan – the ACP alone cannot keep you safe.

- Switch from your old address to your substitute address.
- Change the address on your driver’s license or state ID.
- Give your friends and relatives your substitute address.
- Change your vehicle title and registration.
- Change any court records or police reports and legal documents created up to 90 days before you enrolled.
- Change or set up your utilities as an ACP participant. Comcast and other utility companies have special contacts and phone numbers for ACP participants.
- Change your library and recreation center cards to show your substitute address.
- At work, change your home address to your substitute address.
- Change medical and dental office records.
- Change your grocery store and other frequent shopper cards.
- Change the address on your bank account or close your old accounts and open new ones.
- Change any online accounts to your substitute address.
- Change any credit cards to your substitute address.
- Change any professional organization and/or alumni information.

- Change any religious organization information to the substitute address.
- Phone service. We recommend cell phones that are only attached to your substitute address. Addresses connected to land lines (even those with unlisted or unpublished numbers) are easy to find.
- Change school records to reflect only your substitute address – enroll your children in a new school using your substitute address. By law, public schools are required to accept the substitute address. Forms for enrolling children in a new school or having records transferred are located at the back of this book.
- Use the substitute address for daycare centers.
- Use the substitute address for services through the Dept. of Human Services (like TANF, Child Support or Food Services) and the Dept. of Health Care Policy and Financing (like Medicaid).
- Use your substitute address when filing taxes and when obtaining birth certificates and marriage licenses.
- Look into freezing your credit reports. Information is found on the Colorado Attorney General Website.
- Talk to your insurance agent about keeping your real address confidential.
- People are found through their computers and computer IP addresses. If you must have a computer at home, contact the escalations staff at Comcast (use the ACP phone number) to find out how to best protect your online information.
- Social networking is risky. If you or your children engage in these activities, find out how to best protect your information. For more information, see page 19.
- Register to vote as an ACP voter.
- Use fake (alias) names for ordering pizza, magazines or newspapers. Don't associate any real information (like your date of birth or social security number) with your alias.
- Use a prepaid credit card with your alias name for ordering packages, newspapers or magazines to your actual address.

## Moving On – Your Mail and Your Substitute Address

For the highest degree of safety, the Address Confidentiality Program is the only place that should have your actual address (where you live). Therefore, it is very important that we have the correct address and can contact you either by mail or by telephone. If, at any time, we are unable to reach you by telephone, or if mail forwarded by the ACP is returned as “undeliverable,” your participation in the program may be cancelled.

## How to Start Using Your New Substitute Address

Treat your substitute address as a new address – as if you have just moved. Order return address mailing labels with your new substitute address, be sure to include your apartment number. Contact each business, company or individual that sends you mail. Personally give them your substitute address and request that they begin using it immediately. As long as you are an ACP participant, do not use a United States Postal Service Change of Address Card, as this will create a public record. You can begin using your new substitute address as soon as you receive your welcome packet.

## Moving and Address Changes

No matter how many times you move, your substitute address will always stay the same. Therefore, as long as you are an ACP participant, any address changes must be made only through the ACP and NOT the United States Postal Office.

According to the ACP laws, you must inform the ACP that you have moved **within seven days of the move**. If you do not inform the ACP that you have moved, and your mail is returned to ACP marked “undeliverable,” you will be withdrawn from the program. §24-30-2106(2), C.R.S.

Only use the ACP “**Change of Address and Information Form**” included at the back of this handbook to change your address. The form can be copied. This form adds another layer of address protection and requires your signature. Abusers will sometimes try to redirect a survivor’s mail by contacting the ACP by phone or mail and requesting an address change.

You can mail or fax the form to us. When you fax something, you should call us to confirm that we received it. Please remember that phone number changes must be communicated to us as well.

## Moving Out of State

If you move out of Colorado, the ACP can forward your mail for up to 90 days, or until you enroll in another address protection program.

## Actual Address & Mailing Addresses

You may use a mailing address, such as a P.O. Box, in addition to your actual address. If you listed a mailing address on your application, this is where we will send your forwarded mail.

## Mail Holds, Delays, Screening and Forwarding

### Mail Holds

The ACP can accept mail hold requests if you are leaving town for a short time, or if you are planning to move soon, and don’t want to risk mail going to the old address. If you need the ACP to hold your mail, just give us a call.

## Mail Delays

Your mail will probably be delayed by a day or two. The ACP forwards mail every day except Saturday, Sunday, and state holidays. If you are concerned about delayed billing statements, you may want to try some options like online bill paying services or paying local bills in person. Just remember to protect all accounts carefully with solid passwords.

## Mail Screening

All ACP mail is screened for biohazards and other dangerous substances at the state mail facility (the state mail facility is the substitute address). The ACP does not open participant mail. The ACP must send all First Class mail addressed to participants. We cannot honor requests to refuse certain mail – even if the mail is being sent by an abuser.

## Mail Forwarding

The ACP can forward all first-class mail, including registered and certified mail. That means all personal mail, bills, cards, letters, etc. The ACP cannot forward packages (except for bank checks), magazines, or junk mail.

## Legal Mail/Service of Process (Subpoenas)

When you enroll in the ACP, you have agreed that the ACP can act as your “LEGAL AGENT.” As your legal agent, the ACP can accept mail and SUBPOENAS on your behalf. If WE receive a subpoena, it is just the same as YOU receiving a subpoena. That is one reason why we must always have accurate contact information for you.

As an ACP participant, you should not experience legal hardship due to mail delays. According to the ACP laws, if you receive a legal notice by mail requiring you to act within ten days or less, you are entitled to an additional five days to respond. §24-30-2104(3)(c), C.R.S.

The ACP can also receive and forward certified mail. The ACP must track certified mail. §24-30-2104(3), C.R.S.

## Alias Names

If you would like to protect your name and location further, you do have the option of using an alias name in some situations. **Note:** *an alias name is a fake name and is not a legal name change.* We suggest you do not pick names that are common, such as Smith or Jones. Once you choose an alias name, you must notify the ACP immediately. If we receive mail for your apartment number addressed to an individual not named on the application, it will be returned to the sender. We need to know that you are using an alias as well as what that alias is.

## Utilities

### General Utility Information

Read this entire section carefully before setting up utility services.

Some utility companies are private businesses, which are not required to accept your substitute address. Other utility companies are administered by local government, which are required to accept your substitute address. Regardless of whether your utilities are private or government, the one thing they have in common is that they need your actual address in order to start and provide services in your home.

The easiest way to protect your information is to not provide it in the first place. See if your landlord or another person is willing to place or keep the utility account in their name, so yours is not connected to it.

If possible, consider placing a cash deposit on the account rather than providing your identifying information for a credit check.

Some companies have special phone numbers for ACP participants or special ACP processes in place.

Always ask if you can provide the minimum amount of information necessary for the service. Explain that you are an ACP participant and have higher security needs.

If you must give your name and address to the company for utility service, ask for additional account protections, such as:

- Having just your initials on your account rather than your whole name.
- Password protection on the account.
- Permission to use an alias or fictitious name on the account.
- Transferring your account to a special services department.
- A confidentiality flag or alert be placed on your account.
- The substitute address as the mailing address.
- Always ask if the company can suggest any additional security measures.

### Colorado Springs Utility Company (CSU)

CSU may place alias names on ACP participant accounts or use initials only. To request this additional account protection, you must go to the Customer Service Lobby at the 111 S. Cascade Ave. office. You will need to select a number and wait for the next available Credit Specialist. This division of CSU is aware of the ACP and all staff can assist participants.



## Xcel Energy

Xcel Energy provides ACP customers with additional account security through the Personal Accounts Department (PAR), a special department that can handle accounts for ACP participants.

Other than reporting outages or emergencies, ACP participants should call one of the following people in the PAR Department with questions, to establish new accounts, for account changes, and with any concerns.

**Susan Buchholz**  
**(303) 571-7120**

[susan.buchholz@xcelenergy.com](mailto:susan.buchholz@xcelenergy.com)

*This information is not available to the general public*

**Anna Velasquez**  
**(303) 571-7019**

[anna.m.velasquez@xcelenergy.com](mailto:anna.m.velasquez@xcelenergy.com)

*This information is not available to the general public*

The ACP contacts, listed above, will assist ACP participants by:

- Establishing new service for ACP participants.
- Maintaining your confidentiality, both internally and externally. They can place alias names or initials on your account rather than your actual name.
- Answering questions about billing, credit or other Xcel Energy services.
- Setting up password protection on accounts.

The general phone number for the personal accounts department is 1-800-331-5262. This department is available between the hours of 7:30 a.m. and 4:30 p.m., Monday through Friday.

## Telephone Service

There are several factors that go into making decisions about your telephone. With the proliferation of online “reverse” tools (i.e., look up an address by entering a user’s cell phone number), there is great potential that your security can be compromised through a phone number. In general, the ACP recommends the use of a cellular telephone over the use of a landline.

Cell phone users should also be aware that most new cell phones have been built with a GPS chip installed which allows the service provider to track the physical location of the phone whenever it is turned on. Participants with cell phones should be extra cautious about who has access to their phone number, as it is the number that is used when tracking the phone.

## Land Lines

In our opinion, if you have a land line, you can be found. The only safe way to have a landline is if someone else is responsible for the account, and you are not personally connected to the service at all. A landline must be linked to your actual address, and there are no guarantees that the phone company can keep your information confidential.

## Unlisted and Unpublished Numbers

An unlisted or unpublished number will not protect your location for the following reasons:

- An unlisted number is not published in online or paper directories, but directory assistance can provide the number (and address) to an inquiring party upon request.
- An unpublished number is not available to the public nor available to an inquiring party through directory assistance, but federal regulations mandate that Qwest (and other similar telephone companies) provide directory assistance providers and directory publishers with access to all addresses and telephone numbers in their database, including addresses for unpublished and unlisted numbers. Qwest can request that other directory publishers and directory assistance providers honor customer-requested restrictions on phone number and address information, but there are no legal obligations to protect the information and no safeguards in place to prevent the information from being released.

## Cell Phones

It is best to purchase a cell phone at the store or kiosk since the ACP cannot forward packages. Make sure that the substitute address is the only address attached to your cell phone account.

- **Prepaid Cell phones** – The greatest advantage to prepaid phones is that they offer complete anonymity. The disadvantage is that prepaid minutes can be more costly and, in some cases, prepaid cell phones do not permit text messaging.
- **Cell Phone With Billing Plan** – The disadvantage to these programs is that they require (1) your address and (2) in some cases, credit history. You could use the substitute address as the home address and another address (neighbor, work) as a mailing address. These plans are typically less expensive than prepaid cell phones and offer more features.

**For more information about technology and stalking, check out the Stalking Resource Center at [www.ncvc.org/src](http://www.ncvc.org/src).**

## Cable Television Service



At this time, we have only been able to secure special ACP processes from Comcast. If you would like to use another company, try to connect with the security department and ask what assurances they can provide for keeping your address concealed.

**Comcast/ACP phone number: 1-866-971-2075**

*Hours: 8:00 a.m. – 5:00 p.m. Mon.–Fri. and 8:00 a.m. – 4:00 p.m. on Sat.*

Comcast can provide ACP participants with additional security measures. The Escalations/Executive Support group is available to set up new Comcast accounts and make service changes for ACP participants.

You will be required to provide the following information:

- Your name as it appears on your Colorado driver's license and/or birth certificate.
- An alias or "identity name." Please consider using a name that would not be easily guessed.
- Your actual address and your substitute address, including your apartment number.
- A phone number.

### **Participants with Existing Comcast Accounts**

ACP participants who have an existing Comcast account and wish to have an ACP-protected account will need to close their current account and open an entirely new account. For your protection, no information can transfer between the old and new accounts. This means that:

- The old account balance must be paid before a new account can be opened.
- Any unused funds from the old account will be refunded by check. The funds cannot be transferred to the new account.
- New phone numbers and e-mail accounts must be assigned.

Once your ACP/Comcast account is established, all typical customer service or billing questions should be directed to 1-800-Comcast. Other Comcast staff will be able to see your service address, but your service address will only reflect your alias or "identity name."

Collections Notice: If a Comcast account is not kept current, the account will be handled according to standard Comcast procedures, which means the account could be turned over to in-house or third party collection services. This could negatively impact your ability to remain anonymous. Before this happens, participants should contact the Escalations department through the ACP Comcast contact number (above) to set up a payment schedule.

### **Comcast Statement to ACP Participants**

"We will make every effort to help ACP participants remain secure while receiving Comcast Services. We would like to thank the Office of the Secretary of State for allowing us the opportunity to join other companies in supporting what we believe is a very worthwhile program. This is a rare chance to help those whose lives have been challenged through no fault of their own, in ways that most can only imagine."

## Voting as an ACP Participant

ACP participants who register or re-register to vote as an ACP Voter are given the highest level of protection available for voter registration records. ACP voter registration forms are in your welcome packet.

Here are some of the most important things to know about voter registration records:

**1. Voter registration records are not inherently confidential.**

- If you registered to vote prior to enrollment in the ACP, the information you provided on your voter registration may be available to the public.
- Even if you previously registered to vote as a “Confidential Voter,” your county and precinct number are not confidential.

**2. Voter registration information may be verified online at the Secretary of State website.**

- Any individual may search for and view non-confidential voter registration records online, at [www.sos.state.co.us](http://www.sos.state.co.us). Click on the middle of the page where it says, “verify/update my voter registration.” You will need to enter a name, date of birth, and zip code.
- If you registered as a confidential voter, your information is not available online. However, part of your actual address (county and precinct) may still be made public via registered voter reports which may be requested from the state and/or a county.

**3. Any Address Confidentiality Program participant, if eligible, may (re)register to vote as an “ACP Voter.”**

- As an “ACP Voter,” you can participate in national, state, and local elections without endangering the confidentiality of your actual address. By registering as an “ACP Voter,” you ensure that your actual address will not appear on any public registered voter list that may be made public.
- All ACP participants of voting age will receive ACP voter registration forms and instructions in their welcome packet.

**4. ACP Participants should only register to vote through the ACP process.**

- ACP participants should not register to vote at a driver’s license examination facility (DMV), voter registration drive (VRD), the Department of Human Services, or any other state public assistance agencies for as long as they are enrolled in the program.

**If you have any questions about voting as an ACP participant, please call the ACP Voter Registration Coordinator at 303-894-2200 x6391.**

## Driver's Licenses and State Identification Cards

Driver's licenses and state identification cards are obtained at the Department of Revenue/Division of Motor Vehicles. The ACP authorization card does not verify identity, residence or legal presence. The ACP authorization card only verifies your certification as an ACP participant.

**In order to change the address on your driver's license to the substitute address, you must actually replace your driver's license or identification card. Completing a "Change of Address" card will not change a previous address to an ACP substitute address and it will not place ACP security on your records.**

As a new participant, you should replace your driver's license or state identification card as soon as you receive your ACP authorization card. The replacement license or identification card should reflect your new substitute address. This service is not free. Please be aware that the Division of Motor Vehicles must charge the usual replacement fee.

In order to obtain a replacement license or identification card, you will need to bring your current Colorado driver's license or identification card as well as your ACP authorization card. ACP participants who have an out-of-state driver's license or identification card will need to provide whatever information is required to obtain an original Colorado license or identification card in addition to their ACP authorization card. ***Bringing too much information is always better than not bringing enough.***

By law, driver's licensing clerks must ask everyone if they would like to register to vote. They will expect ACP participants to decline. ***ACP participants should not check the box indicating that they are registering to vote at a driver's licensing office.*** The ACP has a separate voter registration process. Please contact us if you are interested in the ACP voter registration process.

Visit [www.colorado.gov/revenue/dmv](http://www.colorado.gov/revenue/dmv) for specific information about office locations and licensing requirements.

## Motor Vehicle Titles and Registrations

ACP participants should also change vehicle title and registration records to reflect their substitute address. When titling and registering a vehicle, the program participant will present their ACP card. To calculate the correct taxes, the participant must provide their actual address; however, the actual address will be overridden with the ACP address upon completion of the transaction and the program participant's record will be marked as "confidential." It is the responsibility of the ACP cardholder to inform the county motor vehicle office that they are participating in the ACP program.

## Law Enforcement and ACP

### 9-1-1 Calls

Please be aware that making a 9-1-1 call constitutes a voluntary release of your actual address. However, you should still call 9-1-1 in the event of a true, life or death emergency.

If 9-1-1 is called from a landline telephone, your real address will show up on the dispatcher's screen. Participants should be aware that 9-1-1 calls might be connected to a state-wide database. The actual address where the call originated may become a permanent part of the database, which will be available to law enforcement throughout the state, if a report is generated from the call. If the call is generated from a cell phone, the address will not appear on the dispatcher's screen; however, the responding officer will likely place the actual address, and not the ACP address, in the report.

### Non-Emergency Police Reports

To make a non-emergency police report, you should go to the police station and make the report in person, make the report from an alternate location, or complete a report online or by phone. This avoids the need to redact actual address information from the police report.

Be sure to make the report in the proper jurisdiction. Law enforcement agencies can only provide services in their own jurisdictions, and the substitute address is the jurisdiction of the Adams County Sheriff's Department. You will have to explain that you are an ACP participant, and that you do not actually live at the substitute address.

### Changing Existing Records

If a police officer responds to your home to take a report, your actual address will be in the police report and dispatch database. If this has happened, you can request that those records be redacted.

Address information from previous reports can be removed (redacted) from police records for any report less than 90 days old. Law enforcement is not required to remove or change address information for any report over 90 days old. Keep in mind that prior reports may already have been released to other divisions within the department, such as an internal investigations unit, or may have been sent to other outside agencies such as courts or social services.

### Address Information Release

The ACP is required to release a participant's actual address if the participant is the subject of a law enforcement investigation. Law enforcement officials must meet the requirements set out in §24-30-2110, C.R.S. in order for this to occur. As a general rule, participants should use the substitute address for all legally allowable purposes. Disclose your real address only when absolutely necessary.

## County Departments of Human Services

As an ACP participant, you should use your substitute address (not your real address) for county based services. Food Stamps, Medicaid, TANF, and Colorado WORKS are just a few examples of county based services. Please see the next page for child support information.

You can also change any existing records that were made up to 90 days before you enrolled in the ACP to reflect your substitute address. **Note:** *ACP participants must still comply with all other eligibility/application requirements for services.*

## Where to Seek/Apply For Services

You must request services in the county where you reside, not the county identified by your substitute address. For example, if you live in Adams County, you should apply for services in Adams County. If you live in Fremont County, you should apply for services in Fremont County.

You must show your ACP authorization cards and county residency letters. The agency will need to see (and may copy) the individual ACP cards for any adults and children requesting services using the substitute address.

County agencies will need to see the county residency letters for each person seeking services. Agencies are not authorized to copy the county residency letter without your permission. County residency letters are included in your welcome packet. There is one county residency letter for each person listed on the ACP application. The letter is on Department of Personnel & Administration letterhead and has a raised state seal. The letters are important and belong to you. The agency may not keep your residency letters.

If you move to a new county, the ACP will include new county residency letters with the letter that confirms your address change.

## Child Support

ACP participants can also obtain Child Support Enforcement (CSE) services without disclosing their actual address. When requesting CSE services, be sure to inform your technician that you are a participant in the Address Confidentiality Program (ACP). The technician will need to see your ACP authorization cards and may make copies of the cards.

Complete the Application for CSE Services using your substitute address in all places that ask for an address. Your substitute address is your legal address, and you are allowed to use it exclusively.

## Nondisclosure Affidavits

Since you are an ACP participant, the technician will provide you with a “Nondisclosure Affidavit.” It is your responsibility to complete and return this affidavit to the technician. This form must be notarized, so please be aware that the process to exclude your actual address will take a bit more work. There is a space on the affidavit for an “alternate mailing address.” Your substitute address should be written in this area. Don’t forget to include your apartment number. Since this is an important document, you may want to make a copy before turning it in.

The Nondisclosure Affidavit must be returned to the technician. The technician will submit the affidavit to the court with a motion and court order. Once the court issues the nondisclosure order, CSE will be authorized to omit your personal information such as dates of birth and address information from all court documents filed by CSE. All legal documents pertaining to your child support case will be sent to the substitute address. All public records in the state and federal case registry will only show your substitute address. It will be your responsibility to keep the ACP informed of any changes in address or contact information.

CSE technicians know that the ACP address is a legal address and meets all legal requirements for service of process and certified mail. If you encounter any problems using your substitute address, or obtaining the Nondisclosure Affidavit, please remember that this is a new program. Ask to speak with a supervisor or contact the ACP and allow us to intervene.

## If You Encounter Problems

If you encounter any other problems using your substitute address, ask to speak with a supervisor or contact the ACP. Please remember that this is still a relatively new program and agencies are still in the process of implementing ACP processes and procedures.

## A note about voter registration at county agencies

You may be asked if you would like to register to vote. If you register to vote at a county agency, your voter registration information will be a public record.

ACP participants should *only* register to vote through the ACP voter registration process. If you have any questions about the ACP voter registration process, please contact the ACP voter registration coordinator at (303) 894-2200 ext.6391.

## **Department of Public Health and Environment**

The Colorado Department of Public Health and Environment (CDPHE) is aware of the Address Confidentiality Program and is prepared to assist ACP participants by using the substitute address on all agency records. CDPHE has procedures in place to flag all ACP participant accounts as confidential.

### **Marriage Licenses**

The information (including the location of the wedding) on a Colorado marriage license is public information. A participant who is planning to get married may want to consider having the actual service take place somewhere other than their actual city or county of residence.

### **Marriage License Applications**

The information on a marriage license application is not public but is not difficult to obtain. An ACP participant should use the substitute address when completing the marriage license application. An ACP participant should be prepared to present his or her ACP authorization card to the county clerk and allow the clerk to make a copy of the card. The participant should also be prepared to show their letter verifying county residency. This letter is enclosed in the welcome packet.

### **Birth Certificates and Other Vital Records**

ACP participants should use their substitute address when completing a birth certificate application and should be prepared to show their ACP authorization card.

### **Women Infants and Children Program (WIC)**

An ACP participant should be prepared to present his or her ACP authorization card as well as the ACP authorization cards for any children receiving services. The WIC office is allowed to make copies of the authorization cards. ACP participants should also be prepared to show the WIC office the letters of county residency for anyone receiving services.

## Interacting with Courts

The following table provides a brief summary of the ACP provisions that apply to interactions between participants and the courts. For more complete information, the ACP laws begin at §24-30-2101, C.R.S.

<b>ACP Provision</b>	<b>Statutory Reference</b>
Participants are responsible for requesting the use of their substitute address.	§24-30-2108(1), C.R.S
When a participant is required by law to swear or affirm to their address, the participant may use his or her substitute address.	§24-30-2108(6), C.R.S
State and local government agencies (including courts and law enforcement) must accept a participant's substitute address as their residential, work or school address when creating a new public record.	§24-30-2103(12), C.R.S §24-30-2108(2), (3)(a), and (9), C.R.S
Before compelling disclosure of a participant's actual address, a court of competent jurisdiction or administrative tribunal must find, based upon a preponderance of the evidence, that disclosure is required in the interests of justice.	§24-30-2111, C.R.S
State and local government agencies must redact any actual address records created up to 90 days prior to enrollment in the program.	§24-30-2108(11), C.R.S
A participant's actual confidential address includes their residential, work or school address, as well as their county and voting precinct.	§24-30-2103(1), C.R.S
The ACP accepts service of process, including personal service, on behalf of a participant.	§24-30-2104(3)(a), C.R.S
Participation in the ACP does not affect, and is not evidence of, domestic violence, stalking or sexual offenses for the purpose of making orders relating to allocation of parental responsibilities or parenting time.	§24-30-2112, C.R.S
A participant's actual address and phone number are not subject to the Colorado Open Records Act.	§24-30-2108(10), C.R.S
Under certain circumstances, a participant's actual confidential address can be disclosed by the ACP.	§24-30-2109, C.R.S §24-30-2110, C.R.S

## Insurance

Companies that provide home and automobile insurance will require customers to provide their actual address. The rates they charge are based, in part, on where you live. When attempting to purchase insurance, the ACP recommends that you deal directly with a local agent. In this way, you can explain your situation and ask what they can do to keep your address confidential. If you are unable to work with an agent, your best option is to deal with a company's Customer Service Department and ask what they can do to make sure your account is protected. Ask about password protection, the use of an alias, or anything else they might provide to keep your address private.

## Banking

### How do I open a new account using my substitute address?

Since the substitute address assigned to you by the ACP is a street address and not a P.O. Box, you should have no difficulty setting up a new account using the substitute address. You do not need to disclose that you are an Address Confidentiality Program participant or show your ACP card. Your bank accounts and correspondence should indicate only your substitute address, which is your legal address. If you have problems, ask to speak to the bank manager. At this point, you may disclose that you are an ACP participant and show your card. If you continue to have problems, call the ACP.

**Do not provide the bank with your actual address.**

### How do I change the address on my existing account?

When you joined the ACP, your legal address changed to the substitute address. Immediately after you are enrolled in the ACP, tell your bank that your address has changed and give them the substitute address and your apartment number. If you encounter problems, ask to speak to the bank manager. At this point, you may disclose that you are an ACP participant and show your card. If you continue to have problems, call the ACP.

***If you encounter problems while banking, do not disclose your actual address.***

## Checks

You should have your substitute address printed on your checks. **Do not** have your actual residential address put on your checks.

You can have your checks delivered to the substitute address or to the bank where you can pick them up. Bank checks are the only packages that the ACP is able to forward to you.

**Do not have your checks delivered to your actual address.**

## Banking Online

Because there is a short delay in receiving your mail, banking online is an option you may want to consider as an ACP participant. Banking online is secure, as most banks require many pass codes. Some people find banking online a more convenient way to manage their accounts.

### Should My Bank or Credit Union Be Sending Anything to My Home Address?

**ABSOLUTELY NOT.** All mailed correspondence should be sent to your substitute address. You should not give your home address to your banking institution.

## ACP Laws and Rules

The ACP laws and rules can be found on the ACP website at [www.acp.colorado.gov](http://www.acp.colorado.gov) on the bottom of the left side of the home page. You can also request a copy of the ACP laws and rules by calling the ACP and asking us to send you a copy.

## Address Protection Programs (outside of Colorado)

If you are considering a move to another state, you might want to move to a state that has an address protection program. The list of other state programs is also on the ACP website [www.acp.colorado.gov](http://www.acp.colorado.gov) at the bottom of the home page. Again, you can also call us and request a copy.

## Your Credit Report

As of July 1, 2006, consumers have the option of requesting a security freeze to be placed on their credit report. If you are interested in protecting your credit report, you must make a request in writing by certified mail to each consumer reporting agency you want to place a security freeze on your file. Once the freeze is in place, the consumer reporting agency will be unable to release your credit report, or any information contained in that report, without your permission. If you want potential creditors to be able to access your information after you have requested the freeze, you can request that it be temporarily or permanently lifted.

There are a few things that participants who are interested in this option should be aware of. First, a credit reporting agency is not allowed to charge you for the initial placement of a security freeze, but they may charge up to \$10 for the temporary or permanent removal of a security freeze and for the reinstatement of a security freeze after it has been permanently removed. Second, if you place a security freeze on your credit report, it will **not** block access to that report, or to the information contained in that report, from certain state and local agencies, courts, insurance companies, law enforcement and others in specific situations. For more information, visit

[www.coloradoattorneygeneral.gov/initiatives/identity\\_theft/security\\_freeze\\_option](http://www.coloradoattorneygeneral.gov/initiatives/identity_theft/security_freeze_option)

## Social Security Number Changes

Some of our participants have asked about how to obtain a new Social Security number when their abuser is using their old Social Security number to track them. Social Security has provisions in place for individuals that are victims of domestic violence or identity theft to obtain a new number. Here is the link to the Social Security webpage: <http://www.socialsecurity.gov/pubs/10093.html>.

The ACP would like participants to know that obtaining a new Social Security number is not easy and can take up to one year or longer to occur. There are many factors to consider when deciding if this course of action is right for you and your family. For example, a new number will most likely be denied in cases where there are custody or visitation orders already in place. If you are involved in debt collection proceedings or have any outstanding warrants, you may have difficulty in changing your identity. However, the main thing you should think about when considering this option is that changing your Social Security Number results in the complete loss of your credit and other histories as well as a loss of professional and/or educational credentials. Essentially, you will have to start over. Participants who wish to learn more should visit the website mentioned above.

## Name Changes

If you change your legal name, you must provide the ACP with a copy of the court order that changes your name within 30 days of the name change. Remember, if the ACP receives mail addressed to your substitute address in a name we don't have in our records, the mail will be returned to the sender.

## Additions to the Household

If there is a new member of your household that needs to be added to our files in order to keep you safe, please fill out the form at the back of this book and send it to the ACP. The ACP cannot forward mail addressed to anyone who has not been listed on an application or addition form.

## A Word about Online Safety and Social Networking Websites

If you haven't figured it out already, the ACP would like you to know that no one is absolutely safe online. Anything you do on the internet could possibly lead someone to your physical location. Your best bet is to stay off the internet all together, or use the Comcast/ACP services to set up a secure internet service.

The next best option is to use the computer at the library. However, these can sometimes be made insecure because keyboard programs can be installed that record keystrokes, possibly releasing your PIN, account numbers or passwords. Another option is to take your own laptop and utilize public Internet services. Wireless Internet connections are problematic as they are typically insecure, especially public access points. These types of connections make it easy for

people to “sniff” for information such as PIN numbers, account numbers, passwords, and other confidential information.

Social networking websites, such as Facebook, Twitter and MySpace, should be used with caution. If you choose to put yourself out there, you should be hyper-vigilant about the privacy settings on your account. Make sure the contact information you use to set up the account cannot be traced back to you. Consider using an alias name.

Monitor your children’s use of social networking sites. If your children are on networking sites or have their own site, know that they could be sharing information that seems okay to them, but could compromise your safety. Finally, social networking sites should be used for entertainment only; you should never trust anyone you meet or anything you see there.

If you need to purchase anything online, you should only do so with a prepaid credit card, not one that is connected to your name, address or bank account.

## Forms

The following pages are forms that participants may need from time to time. Feel free to tear out what you need or make copies for your use. If you need more or have any questions about using them, just let us know. These pages contain the following forms:

- Notice of ACP Participation for schools
- Consent to Release Information/Request for School Records
- Change of Address and Information instructions and forms
- Addition to Household
- Request to Withdraw Participation

**[Parents: You can make as many copies of this document as you need.]**

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## **PLACE THIS DOCUMENT IN THE STUDENT'S SCHOOL RECORDS**

### **This student is enrolled in the Colorado Address Confidentiality Program**

Pursuant to §24-30-2108 (9), C.R.S., public schools must accept the ACP substitute address in lieu of the student's actual address. More than half of all ACP participants are children, many of them school-aged.

Public schools may encounter program participants who are students, parents, or school personnel. Though the number of participants in any district may be small, their security needs will be great. They will appreciate your sensitivity and thoughtfulness when responding to their request for confidentiality.

Each ACP participant is issued an ACP authorization card. Schools can ask to see the card and can make a copy of the card for the student's file. By law, if an ACP participant presents a current, valid authorization card, public schools must accept and use the substitute address reflected on the front of the card for all internal and external records. §24-30-2108(2), C.R.S. Schools can contact the ACP for verification that the card is current and valid.

The ACP laws, in their entirety, can be found beginning at §24-30-2104, C.R.S.

#### **School District Eligibility and Transfer of Student Records**

*According to §24-30-2108(9), C.R.S.:*

**“A school district shall accept the substitute address as the address of record and shall verify student enrollment eligibility through the executive director or his/her designee. The executive director or his/her designee shall facilitate the transfer of student records from one school to another.”**

There are two ways to request verification of student enrollment eligibility:

1. Complete the top portion of the “REQUEST FOR ENROLLMENT VERIFICATION” form, which can be found on the ACP website under “Schools.” Fax the form to 303-866-3946.
2. Contact the ACP at 303-866-2208 or 1-888-341-0002. You should be prepared to provide the following information:
  - Name of the person requesting the information
  - Requesting school district
  - School name
  - Student name
  - Student date of birth
  - Nine-digit authorization number (on the back of the ACP authorization card)

If no one is available to take your call, please leave a message containing the information, and enroll the student while the verification process is pending. The ACP will notify the school of eligibility findings in writing.

Requests for the transfer of student records from one school to another shall be handled by the ACP upon written authorization from the parent or legal guardian. The previous school will send the records to the ACP. The ACP will receive the records from the previous school and will forward the records to the new school, thereby insuring that the previous school records do not compromise the confidentiality of the student's new school or location.

### **Emergency Contact Information**

ACP participants (or their parent or guardian) should provide the school with emergency contact information (such as telephone numbers for responsible individuals at non-confidential addresses) just like any other student.

### **School Transportation**

If a student requests or requires school-provided transportation to his or her home address, the ACP participant (or the parent or guardian) should provide drop-off and pick-up information.

### **School Directory**

Unless notified otherwise, please presume that an ACP participant student has opted out of school directory listings.

### **More Questions?**

If you have additional questions, please contact the ACP.

**1001 East 62<sup>nd</sup> Avenue, Denver, CO 80216**

**Phone: 303-866-2208 or 1-888-341-0002**

**Fax: 303-866-3946**

**E-mail: [acp@state.co.us](mailto:acp@state.co.us)**

**Website: [www.acp.colorado.gov](http://www.acp.colorado.gov)**

**CONSENT TO RELEASE INFORMATION  
REQUEST FOR SCHOOL RECORDS**

I, \_\_\_\_\_  
*Printed Name of Parent or Legal Guardian*

hereby authorize the Address Confidentiality Program to request, receive and transfer the school and education records for:

\_\_\_\_\_  
*Name of Child*

\_\_\_\_\_  
*Date of Birth*

\_\_\_\_\_  
*Child's ACP Authorization Number (located on the back of the card)*

I realize that the records requested may include (but are not limited to) grades, health and immunization records, cumulative records, test results, transcripts, psychological information and Individualized Education Plans (I.E.P).

\_\_\_\_\_  
*Signature of Parent/Guardian*

\_\_\_\_\_  
*Date*

**Parents: Please provide the following information for ACP use only. We will not provide this information to the previous school. Therefore, please forward this form only to ACP, not the school.**

Name of school to request records from:	
Fax number:	
Name of school to send records to:	
Fax number:	

**Please send or fax this form to the ACP at 303-866-3946.  
The ACP will use this form to request records from your child's previous school. The records will be sent to the ACP and the ACP will forward the records to the new school.**

# ACP Participant Change of Address and Information Form



- Use this form to update your address and contact information.
- If more than one adult resides in the same ACP household, each adult must sign the form.
- Please read the instructions on the back of this form.

For Office Use Only:

Mail, fax, or scan and email your completed and signed form to:  
The Colorado ACP, 1001 East 62<sup>nd</sup> Avenue, Denver, CO 80216  
Fax: 303-866-3946; Email: [acp@state.co.us](mailto:acp@state.co.us)

\_\_\_\_\_  
Change Effective Date

\_\_\_\_\_  
ACP Apt. Number

\_\_\_\_\_  
New Actual Address

\_\_\_\_\_  
New Mailing Address (we must still have an actual address, even if you only want mail sent to your mailing address)

\_\_\_\_\_  
New Phone Number

\_\_\_\_\_  
New Email Address

\_\_\_\_\_  
New Emergency Contact Information

\_\_\_\_\_  
New Alias Name (\*for mail purposes, *not* a legal name change)

\_\_\_\_\_  
Adult Applicant Name

\_\_\_\_\_  
Date of Birth

\_\_\_\_\_  
Adult Applicant Signature (by signing above, I confirm that the information provided on this form is true and correct)

\_\_\_\_\_  
Adult Co-Applicant Name

\_\_\_\_\_  
Date of Birth

\_\_\_\_\_  
Adult Co-Applicant Signature (by signing above, I confirm that the information provided on this form is true and correct)

\_\_\_\_\_  
These changes also apply to the following children:

# Instructions: Change of Address and Contact Information Form

## When should I use this form?

Use this form to:

- Change your actual address
- Change or add a mailing address
- Change or add phone numbers
- Change or add emergency contact information
- Change or add an email address
- Let us know about an alias name you will be using

## My mail carrier left a postcard in my mailbox for me to fill out. What should I do with it?

Mail carriers use the postcards as a way to measure their individual workloads and document names on their routes. Many carriers will not deliver your mail unless they have documentation that your name is attached to the new address. You have a couple of options. One option is to talk with your mail carrier, explain that you are in the ACP, and ask that they use your initials instead of your name on the postcard, their route list or your mailbox. The other option is to fill out the postcard using an alias name. Then, contact the ACP and ask us to change your mailing labels to your alias name.

## Can I use this form to add another person to my ACP address?

No. Anyone who lives with an ACP participant can be enrolled in the program if it helps keep the primary applicant safe, but this form does not add someone to this program. Please call the ACP for more information about adding household members to the program.

## Can I use this form to change my name?

No. If you change your legal name, you must provide the ACP with a copy of the court order that changes your name within 30 days of the name change. You can use this form to add an alias name – a fictitious name that you are using on your mail to help keep you safe. Remember, if the ACP receives mail addressed to your substitute address in a name we don't have in our records, the mail will be returned to the sender.

## What if I have to leave my current address and don't have a new permanent address yet?

If you must leave your residence immediately, please contact the ACP and ask us to hold your mail. That way, you won't risk losing your mail or having it returned. As soon as you have a place to stay (even if it is a shelter or with friends), the ACP must have a current address, even if it is a very temporary one. You can move as many times as you need to, and your ACP substitute address will always stay the same.

## What if I am moving out of state?

You can use this form, even if you are moving out of state. However, the ACP can only forward mail out of state for 90 days. That should give you enough time to enroll in your new state's address protection program (about half of the states have them) and get a solid safety plan in place.

According to the ACP laws, you must let the ACP know about address changes within 7 days, phone number changes within 7 days, and name changes within 30 days. (§24-30-2106,C.R.S.)

## Addition to Household

To add participants to your household, please fill out this form.

If the new Co-Applicant is a minor (under age 18), fill out sections 1 and 2.

If the new Co-Applicant is age 18 or older, fill out sections 1, 3 and 4.

The ACP cannot forward mail for a new Co-Applicant until we have received this form.

### Section 1

<b>Applicant Name</b>		<b>ACP Apartment #</b>
<b>Co-Applicant Name(s)</b> <i>(First, Middle, Last)</i>	<b>Date of Birth</b>	<b>Relationship to Applicant</b>
<b>Alias name or any other names that may appear on Co-Applicant's mail</b>		
<b>Actual Address</b> <i>*this box must be filled out</i>		
<b>Mailing Address</b> <i>( OPTIONAL – if you would like mail sent somewhere other than your actual address)</i>		
<b>Telephone #1</b>	<b>Telephone #2</b>	<b>E-mail Address (if applicable)</b>
<b>Emergency Contact Name</b>		<b>Emergency Contact Phone Number</b>

### Section 2

***I hereby designate the Address Confidentiality Program (ACP) as my agent for service of process and receipt of mail. I understand that I am legally responsible for all obligations contained in documents forwarded to me by the Address Confidentiality Program. Under penalty of perjury and to the best of my knowledge, the information contained in this application is true and correct.***

\_\_\_\_\_  
*Signature of Applicant or Parent/Guardian*

\_\_\_\_\_  
*Date*

### Section 3

Are you aware of any court orders or pending court actions related to dissolution of marriage proceedings, child support or the allocation of parental responsibilities or parenting time? **Please check one:** No  Yes   
If yes, list all actions below:

Court	Names of Parties	Case Number	Date (filed/ordered)

**Section 4****Co-Applicant: Please read and initial each section. Both the Applicant and Co-Applicant must sign at the bottom.**

_____	I reside with a victim of domestic violence, stalking or sexual assault and enrolling in this program will help keep the primary applicant safe.
_____	I understand that upon ACP enrollment, the Address Confidentiality Program will search the statewide voter registration database and if there is a voter registration record in my actual county of residence, the Secretary of State will make every effort to prevent the address information from appearing in public records. However, my name, county, and other information will continue to appear in public records unless I register to vote as an ACP Voter. I understand that registering to vote as an "ACP Voter" is the only way to ensure that my voter registration information, including name, address, and county, is fully confidential.
_____	I understand that ACP is a first-class mail forwarding service. I realize that participating in the ACP means it may take longer for me to receive my mail. I understand that the ACP will not forward magazines, packages and junk mail. I understand that the ACP can only forward mail to those names listed on the application.
_____	It is my responsibility to notify family, friends, businesses and government agencies about my ACP participation. I understand that government agencies will not accept my ACP address without my authorization card.
_____	I understand that the ACP is my legal address. I may use this address as my home, work and school address.
_____	While I am an ACP participant, I understand that any address changes must be made through the ACP and not through the United States Postal Service.
_____	I agree to include my apartment number when giving my substitute address and realize that if this number is not on my mail, then my mail could be delayed or may never reach me.
_____	I understand that I must inform the ACP of any address or telephone number changes within seven days of the change, or I could be cancelled from the program.
_____	I agree to notify the ACP if I no longer wish to participate in the program. I realize that it is my responsibility to notify all necessary parties and agencies that the ACP address is no longer my address.
_____	I realize that providing false or incorrect information to the ACP will result in termination from the program and possible criminal penalties.

***I hereby designate the Address Confidentiality Program (ACP) as my agent for service of process and receipt of mail. I understand that I am legally responsible for all obligations contained in documents forwarded to me by the Address Confidentiality Program. Under penalty of perjury and to the best of my knowledge, the information contained in this application is true and correct.***

\_\_\_\_\_  
*Signature of Applicant*

\_\_\_\_\_  
*Date*

\_\_\_\_\_  
*Signature of Co-Applicant (if over 18 years of age)*

\_\_\_\_\_  
*Date*

