Address Confidentiality Program (ACP)

General Guide for ACP Liaison Duties & Responsibilities

---

1. **General program knowledge and understanding**

   - Have a basic understanding of what the ACP is, how it works and who might qualify for the program.

   - Be able to recognize and understand the purpose of the ACP authorization card and County Residency Letter: have the most current ACP welcome packet as reference.

   - Have some familiarity with agency or county processes and procedures in order to assist the agency or county in providing services to ACP participants.

2. **General program information and materials**

   - Provide general program information and materials to county agency staff or clients who inquire about the program. Examples of materials include FAQs, brochures and a list of local agencies with registered Application Assistants.

3. **Facilitate/improve communication & maintain proper contact information**

   - Maintain current contact information for the ACP, other county department or agency liaisons, and other critical staff contacts.

   - Help facilitate communication between the ACP, participants and/or county staff when problems or concerns arise.

4. **Understand that agency voter registration is not the same as ACP voter registration**

   - As a general rule, all voter registration information and records are available to the public. If an ACP participant registers to vote at DHS agency, their registration records ARE public. If an ACP participant registers to vote through the ACP process at the county clerk's office, then their registration records are NOT public.

   - Understand that while all agency clients must be provided the opportunity to register to vote, specific ACP voter registration procedures are in place for ACP participants. The agency cannot refuse to assist an ACP participant who wishes to register to vote, but the agency may remind the participant that their voter registration information will not be confidential unless they use the ACP voter registration process. ACP voter registration is the safest way for participants to register to vote.