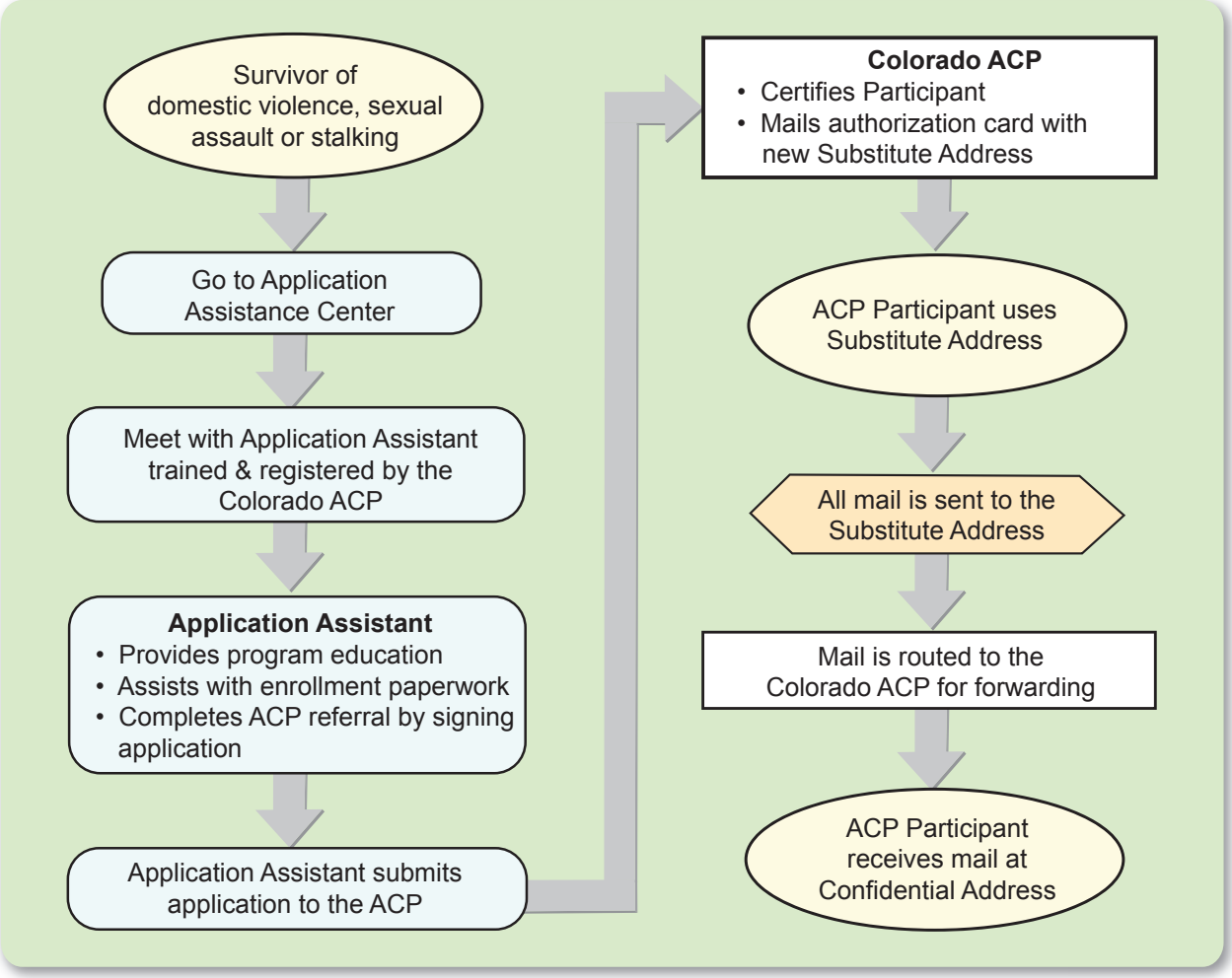
Address Confidentiality Program

How the Program Works

Prospective participants begin enrolling in the program by meeting with an Application Assistant. An Application Assistant is someone who provides “counseling, referral or other services” to survivors and has been trained and registered by the ACP. Application Assistants are the only people who can make a program referral. The Application Assistant assesses program eligibility, provides program information and education, and submits the enrollment forms to the ACP.

The ACP processes the enrollment forms and mails the new participants a welcome packet, which includes instructions for using the program and an ACP authorization card for each participant.

The ACP authorization card allows participants to use the substitute address when creating new local and state government records, change recently created records, and for personal use and correspondence—just like any other new address.

Any mail addressed to a participant at the substitute address is received by the ACP, placed in a larger envelope, and forwarded to the participant’s real address. **The following flowchart illustrates how the process works:**