

Washington State Address Confidentiality Program



Protect Your Address Key Information Handbook 2023-2025

Contacting the ACP

Welcome to the Washington State Address Confidentiality Program (ACP).

Enrolling in ACP helps you keep your address from the person who has been abusing, stalking or harassing you. The ACP gives you a safe address to use in the place of your actual address when creating public records. Washington law allows for the sharing of nearly all state and local agency records and materials. Anyone can look for information that is placed in these government records. That's why ACP was created.

This handbook gives you information and tips to help you protect your address from entering public records. Keep in mind that ACP laws do not require agencies to remove your actual residential address once you provide it. When you have questions or cannot find answers in this handbook, please reach out to the ACP. We will respond to your call as soon as possible and no later than the next business day the call is received.

Keep in mind that things are subject to change. This information is provided in good faith. It should not be considered legal advice. All legal questions should be directed to an attorney or legal advocate.

Office Hours:

Monday – Friday
9:00 a.m. – 4:00 p.m.

Telephone: (360) 753-2972 Toll free: (800) 822-1065	Mailing Address: ACP PO Box 257 Olympia, WA 98507-0257
Fax: (360) 586-4388	ACP Website: https://www.sos.wa.gov/acp/

Things To Do Right Now to Protect Your Address

Begin Using Your ACP Address

Now that you are enrolled in ACP, you may start using your new ACP address. Your substitute address is on the enclosed ACP card and Welcome letter. Be sure to include the Personal Mailing Box (PMB) number when you use your new address! This ensures ACP can get your mail to you as quickly as possible.

Enrolling in ACP does not automatically update, inform anyone, or change your mailing address. Neither the United States Postal Service (USPS) nor ACP can update others of your ACP address. You will need to provide each person or business that sends you mail with your ACP address and request that they begin using it immediately.

Make the Following Updates:

- Driver's License and State ID Cards – use your ACP address as residential and mailing address (page 21)
- Vehicle Title and Registration records – use your ACP address as residential and mailing address (page 21)
- Employment records – if you are a Washington state employee, notify your HR and Payroll departments so they can update your HRMS records for nonpublic disclosure.
- Bank account records (page 32) – refer to special instructions.
- School and daycare records for children and yourself (page 26) – refer to special instructions.
- DSHS, HCA, HBE, and child support – use your ACP address as residential and mailing address (pages 19 and 22)
- Telephone service records (page 31) – refer to special instructions.
- Utilities records (page 30) – refer to special instructions.
- Give your friends and relatives your ACP address.

Register to Vote as a Protected Records Voter (PRV)

If you want to register to vote without having your address shared in public record, you must register to vote as a Protected Records Voter (PRV). The only way to do this is by filling out the enclosed form and returning to ACP (pages 28-29).

When ACP receives the form, we will forward it to the appropriate county. If you are currently registered to vote, the PRV form is your request to cancel your online or public voter registration. You will still be a registered voter, but your address and voting information will not be available to the public. If you ever go online to update your voting address with your actual ACP address, your address will be in public record and will be shared.

Review the Law Enforcement Request for Phone Information Form

If you check the Opt IN box and return to the ACP, we will notify the Washington State Patrol that you have opted in. This gives your phone provider permission to provide your phone information to law enforcement without a further review only IF there is a fear that you may be in serious harm (page 24).

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Section 1 – Your ACP Address

ACP Authorization Card

- Your ACP Authorization Card is printed with your name and ACP address.
- Always carry your ACP card with you, like your driver’s license or identification.
- The ACP card does not qualify as a form of identification.
- You must show your card when you want any government agency/employee to use your ACP address.
- Each person listed on your application is provided with their own authorization card and assigned PMB number.
- If anyone asks you questions, you may refer them to the law on your ACP card or to the ACP office phone number.
- If contacted, the ACP will confirm that you are an ACP participant and offer basic information about the program. We will not disclose your actual address.
- If you misplace your ACP card, call the ACP.

ACP Address:

Your ACP address is the address assigned to you by ACP on the front of your ACP Authorization Card. This address may be used as your home, school, and work address in public record. This address is not confidential.

In most cases, state and local government agencies in Washington must accept this address and use it on all records they make available to the public. ACP law does not apply to federal government agencies or to private businesses.

If you are ever in doubt about whether you should provide your actual address to any person or agency, call the ACP.

Your ACP Address should look like this:

Your Name
 PO Box 257 PMB #####
 Olympia, WA 98507-0257

Your address is not complete without your **Personal Mailing Box (PMB)** number. To prevent mail from being returned or delayed, be sure to include it.

- ❖ Safety Tip: Use your ACP address as if you have moved to that address.

Actual Residential Address

Your actual residential address is the address where you live, your home address. The ACP must have your residential address on file. Your residential address is kept within the ACP and is only shared under very specific circumstances (See Sharing Your Information on next page).

- ❖ Safety Tip: Use your actual residential address as little as possible.

Mailing Address

If you provide ACP with your residential address AND a mailing address, ACP will forward your mail to the mailing address. Participants can add a mailing address at any time by submitting a Change of Information Form to ACP. Be sure you include both your residential address AND your mailing address.

- ❖ Safety Tip: If you provide the United States Postal Service (USPS) with your address, it can be released by the USPS to process servers, law enforcement, collection agencies, and others.

To continue to keep your address safe while you participate in ACP, please read and refer to the following information as needed. We know this is a lot of information but it's important!

It is easier to do things correctly in the beginning than to try and fix mistakes later!

When Your Address is Shared

When you enroll in the Address Confidentiality Program (ACP) and use your new ACP address, state and local government agencies may still enter some of your information into public records.

Information that MAY NOT be placed in public record	Information that MAY be placed in public record
Your actual street address	Your enrollment in ACP
Your actual city and county	Your ACP substitute address
Your voting precinct	Your state of residence
Your home, work or school address	Information you give to state or local government agencies

ACP release of address information

ACP will not share or release your actual residential address to anyone except under the following circumstances:

- Directed by a court order, OR
- When a law enforcement agency correctly provides a written request for information*.

*If you have indicated on your ACP application that your perpetrator is in law enforcement, ACP will require a properly executed court order. Any requesting officials must meet the requirements set out in RCW 40.24.070. No information will be released by the ACP unless all requirements are met. A phone call from someone who claims to be law enforcement is not sufficient cause for ACP to release participant information.

Section 2 – Household Changes on ACP

When changes happen within your household that affect your mail, update the ACP by mail or by fax using the Change of Information Form (on our website). Changes must be submitted in writing and must include your signature.

- We know that fax machines can be hard to find. If you feel it's safe and you have a cell phone, you may be able to fax from your phone. Do a google search for instructions. State agencies like the Department of Licensing and DSHS will fax for free if the fax is for state business. If you are working with an advocate, they may have a fax machine you may be able to use.
- When we receive your update, the ACP will update our records. We will send you a letter in the mail letting you know we received your information.
- NOTE: We will NOT take an email update because our emails may be subject to public records requests.

Address Changes

When you move, you must update the ACP at least two (2) days before the move so we can get your mail to your correct address.

Adding or Removing Members of Your Household

Child: To add or remove a minor child in your household, add the child's name, date of birth, and check the "Add" or "Remove" box on the Change of Information Form.

Adults: Anytime an adult is added to your household, the adult must complete a new application. A list of Advocates that can help with this can be found on our website.

Minor Children Turning 18

When your child turns 18, they must decide if they want to stay in the ACP. The ACP will send an application to your household prior to their 18th birthday. The application must be completed, signed and returned to the ACP by the now-adult child within four (4) weeks for the now 18-year-old to remain in the ACP.



Moving Outside of Washington

If you are moving outside of Washington, the ACP can forward your mail to your new out of state address for up to 30 days. You must complete the Cancellation Request Form located on our website and mail or fax to the ACP prior to your move.

Legal Name Change

Name Change as a Result of Marriage or Divorce

Notify the ACP as soon as possible of any legal name change by mailing or faxing the Change of Information Form with a copy of the legal document that shows the legal name change (marriage certificate or divorce decree). If we don't have your new name, mail that comes to the ACP in your new name will be returned to the sender.

When we receive these documents, the ACP will send you a new ACP Authorization Card with your updated name. The ACP will accept and forward mail it receives in both your previous and new name.

Name Change as a Safety Strategy with or without a Sealed Name Change

If you have a sealed name change and do not want to receive mail from the ACP in your previous name, you must withdraw from the ACP by sending a completed Cancellation Request Form to the ACP. You may then reapply under your new name.

If you inform the ACP that you were previously enrolled under another name, the ACP will forward mail in both names and both names will be connected in your ACP records.

A sealed name change is often a short-term safety strategy. If you get a sealed name change, the court seals your name and this is not public record, but your new name is still connected to your social security number. ACP does not assist or advise with name changes, or identity changes. WashingtonLawHelp.org does provide additional information about how to get a name change in Washington State.

Legal Identity Change

“Identity Change” is the process of changing your legal name and social security number. It is a large step and requires much thought. It may mean the loss of your credit, work and rental histories, family and friends, degrees, and professional designations.

If you receive an identity change, the ACP must cancel you from the program. You must submit a Cancellation Request Form. The ACP can no longer forward your mail to your former identity. All mail will be returned to the sender.

Upon successful completion of an identity change, you may not need ACP services. If you believe ACP services should continue to be part of your safety plan, you may reapply with your new identity. Work with an advocate or attorney on the timing.

For more information, you can refer to the “Identity Change: Practical and Legal Considerations” on the VAWnet website or contact Greater Boston Legal Services.

Social Security Number Change

The Social Security Administration does not routinely assign new Social Security numbers but may do so if provided with evidence of harassment, abuse, or life endangerment. They will require documents providing your legal name change and your identity. You must also show a document proving your U.S. citizenship. More information can be found on the Social Security Administrations webpage.

Section 3 – Renewal, Withdrawal, or Cancellation

Renewing Participation

Your certification in the Address Confidentiality Program (ACP) is valid for four (4) years. A renewal application will be sent to you four (4) to six (6) weeks prior to your certification expires. Complete the forms and send them back to ACP by the date on the application to remain on ACP.



Withdrawing Your ACP Participation

How long you stay in ACP is up to you. If you don't use your ACP address on your driver's license, use it as your primary address for receiving mail, and don't vote as a Protected Records Voter, you may not need ACP.

When you want to withdraw from the program:

- Mail or fax the Cancellation Request Form to the ACP. Be sure you list everyone in your household and sign the form. You may locate the form on our website.
- Change your mailing address with **each** business and agency that sends you mail through the ACP.
- The United States Postal Service (USPS) will not process any requests to forward mail from your ACP address to another address because the PO box 257 address is also the ACP business address.
- Update your driver's license or state identification card by visiting the Department of Licensing and providing your actual residential address.
- If you wish to be registered to vote, you will need to register online or at your county elections office as a “regular” voter. Your Protected Records Voter registration will be cancelled.

Cancellation From ACP

If ACP is cancelling your participation in ACP, we will send a Cancellation/Appeal Letter to your last known address in our records. You have ten (10) days from the cancellation date to appeal the cancellation in writing.

To avoid an unnecessary cancellation, make sure that ACP always has up-to-date and correct information in your file, including your phone number. The ACP will try to reach you by phone before moving to cancellation.

The ACP may cancel you for the following reasons:

- Failure to notify ACP of a change in address within two (2) days.
- Your mail is returned to the ACP as “undeliverable, unclaimed or refused.”
- You do not respond to ACP’s request to verify your address.

The ACP must cancel you for the following reasons:

- You move out of state.
- You change your identity.
- You do not renew your certification in the ACP.
- You submit false information on the application.

Section 4 – ACP Mail Information and Tips

Safe Label Name-ACP

A “safe label name” is a name used by the ACP, so your name and address are not connected when we forward your mail to you. When ACP receives mail for you, it should be addressed to your legal name (see section on telephone and utility records for exceptions).

If you are worried about your name and actual address being connected on mail ACP forwards to you:

- Mail or fax a completed *Request for Utility Alias and/or ACP Safe Name Label Form* to the ACP (form may be located on our website).
- Place your “safe label name” inside your mailbox so that your mail carrier knows to deliver mail to your home in that name.
- All mail ACP repackages and forwards will be sent using your safe label name.

If the ACP receives mail in your safe label name rather than your legal name, we will return it to the sender.

Utility Alias

An alias name is another way to describe a fake name. It is not a legal name. ACP will NOT receive mail under an alias name except when used as an extra safety precaution for your cable or utility bills (see section on Local Government Agencies).

If you use an alias on your utility bills, mail, or fax a completed *Request for Utility Alias and/or ACP Safe Name Label Form* to the ACP (form is located on our website). We will forward utility bills we receive under an alias name to you.

Alias Names

There are places you may choose to use an alias to help keep you safe that don't relate to ACP mailing. Here are some examples:

Appropriate Use of Alias	Inappropriate Use of Alias
Ordering pizza	Using celebrity names, cartoon characters, common names such as "Smith", "Jones", or any other obviously fake names.
Ordering magazines	Applying for a job
Receiving cable services	Government, official, or medical records
Receiving utility services	Signing legal documents

- ❖ **Safety Tip:** If you must use your legal name (such as on a legal document) use your substitute address. If you must use your actual address (such as for pizza delivery) use an alias name.

Previous Names

Previous names are names you have used legally in the past. If ACP doesn't have your former name on file, all mail that is sent to your ACP address in that name will be returned to sender - even if it contains your PMB number!

If you receive mail in a legal name you used when you were married or returned to after a divorce, please submit a *Change of Information Form* along with the supporting documentation to the ACP. Supporting documentation is a marriage certificate or divorce decree that states your name change in the paperwork.

The United States Postal Service (USPS)

As a federal agency, the USPS is not required to comply with state ACP laws. Please be aware that ACP can't control who the USPS shares information with. Many ACP suggestions regarding mail are intended to avoid USPS tracking and database collection practices.

Filing a USPS Change of Address

Filing a Change of Address when you're on ACP can be complicated, so please read these instructions carefully.

- Update your address with the people, companies, or vendors you get mail from right away and include your PMB number. You will need to call, write, or change your address online.

If your mail is currently being sent to an address where you no longer live, you can file a Change of Address order with the United States Postal Service (USPS) and request all mail be sent to the ACP address. This is not required!

- Add your PMB number to this Change of Address order.
 - This is the only forwarding order from the post office you should do.
- Consider filing separate Changes of Address for each person in your ACP household. When filing a Change of Address, you can mark it as a "Family" or "Individual" change. A Family change will forward mail for anyone at your previous address who shares your last name. Avoid filing a Family change if someone who shares your last name still lives at your previous address. Instead, file an Individual change for each person who moved with you.
- If you have already forwarded your mail to your actual address, please contact the post office, and cancel the order as soon as possible.
 - This creates a forwarding loop that prevents you from receiving mail from the ACP.

Any mail that has a yellow forwarding sticker on it has been delayed by the USPS mail system. If you update the sender with your new ACP address, the mail will start arriving at the ACP faster and will get to you sooner.

National Change of Address (NCOA) Database

Address changes made through the USPS are entered into the NCOA database. Most agencies and businesses have a subscription to this database. Address lists generated from this database often become “publicly available.”

- Do not forward your mail from your previous address to your new residential address. When you do this the USPS may share your actual address with anyone who sends mail to your previous address.
 - If you have already provided your actual address (where you live now) to the USPS, please cancel that order.

Mail Carriers

Mail carriers do not receive a list of current residents’ names for their delivery routes. They rely on personal notes, labels inside mailboxes, and their own memory. To avoid incorrectly delivered mail, some carriers will ask residents for the names of people in the household and may return mail for people not on that list.

A “**Vacancy Notice**” card in your mailbox, which has spaces to list names of the people in your household, means the carrier may be attempting to get up-to-date information. Completing this form does not cause a change of address through the USPS. It will NOT result in your personal information being placed into the NCOA database.

You can complete the card using your name or a “safe label name” if you’ve chosen one and notified ACP in writing and place it in your box. You can also use the mailbox label we provide you with in your welcome packet and tape it inside your mailbox.

Legal Mail and Personal Service of Process (Subpoenas)

By signing the ACP application, you have authorized ACP to act as your legal agent for the purpose of accepting your legal mail and subpoenas.

- ACP can only accept personal service if it’s received in your **legal name**.
- When ACP accepts a subpoena on your behalf, it’s the same as if you accepted the subpoena.
- You are responsible for complying with the requirements contained in the legal document(s). ACP staff will attempt to notify you by telephone and then forward the document to you by mail.

Mail Forwarding

ACP will forward your First-Class mail to you. Presorted marketing mail, magazines and periodicals, and packages (with a few exceptions) will not be forwarded.

Mail You Will Receive	Mail You Will Not Receive
Personal correspondence (letters, cards)	Catalogs, flyers, booklets, or advertisements
Mail from government agencies, schools, or financial institutions	Periodicals (newspapers, magazines, trade publications, newsletters)
Bills, statements, or invoices	Mail addressed to a non-participant
Personal mail (for you in your business or trust name) from a business and trust (must include your name and PMB number)	Mail addressed to a business or trust that we do not have on file
Time-sensitive material such as appointment reminders or recall notices	Packages of any mail class
Bank checks and prescription medications	Mail sent by non-profit organizations
License plates	Free samples of merchandise

Mail Delays

The ACP repackages and forwards mail every weekday except for state holidays. You should expect a possible delay of five (5) days before you receive your mail. Any mail that is incorrectly addressed will be delayed longer and may even be returned to the sender. To avoid concerns about delays, consider paying bills online or in person. You can also have bills sent to an alternate safe mailing address.

If your PMB is not included on your mail, it will further delay delivery or may be returned to sender. ACP will stamp the envelope to notify you that you need to contact the sender and ask them to include your PMB number because it is part of your address. If you share the same name as another participant- and there is no PMB on the mail, we must return the mail to the sender.

Mail Holds

- ACP will hold your mail for 7 days upon your verbal request.
- With your written request, ACP may hold mail for a maximum of 30 days.
- If the ACP does not have written notification from you at the end of the hold, we will forward your mail to the last address we have on file.
- If mail is returned, we may cancel your participation in the program.

Certified and Registered Mail

The ACP records the receipt of all certified and registered mail. Due to the volume of mail ACP receives each month, we are unable to track other individual pieces of mail. If you are expecting an important piece of mail, you might ask the sender to mail it by certified mail.

Priority Mail

FedEx, UPS, or USPS Priority Mail is received at the ACP according to the expedited mailing standards but is then forwarded first class. Like all other ACP mail, it is subject to the same delays. Consider having these items sent to your actual address under an alias name or to an alternate address to prevent unwanted delays.

Packages

Except for bank checks, license plates, and prescription medications, ACP doesn't forward packages. A package is defined as mail with any dimension larger than 12 inches wide, 15 inches long, ¾ inches thick, or over 13 ounces in weight.

Here are some alternatives for receiving packages:

- Order online using a gift card and have the item delivered to your actual address with an alias name.
- Have retail items shipped to a store, UPS, USPS, FedEx, or a parcel locker, such as Amazon Locker for pick up.
- Have packages sent to a friend, relative, or place of employment.

Packages Sent to ACP By Mistake

If a package is accidentally sent to your ACP address and you track it online, you may see that it was delivered and received. Packages for all participants (including misdirected ACP packages) are accepted by the PO Box in one group, and then are returned to the senders when mail is picked up by ACP staff at the post office.

Some packages, such as those sent FedEx, UPS, or USPS Priority Mail, can be tracked online back to the sender. Other packages (even first-class packages with tracking numbers) cannot be tracked online once they have been returned to the sender.

Participant packages are immediately returned by ACP staff and are not available for pick up or rerouting. ACP is not responsible for packages that are mistakenly sent to your substitute address.

Magazines and Newspapers

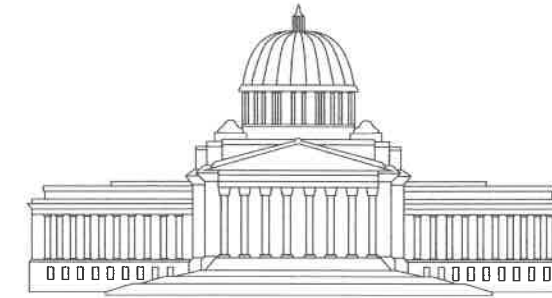
ACP is not able to forward magazines and newspapers. Periodicals received at ACP will not be forwarded. If you have mailed subscriptions, you may want to request that they be sent to your actual address with an alias name.

Returned Mail

ACP often receives mail we have forwarded to the ACP participant back from the USPS. It is stamped as “undeliverable” by the USPS and usually has the reason it’s being returned on a yellow label. Undeliverable mail is usually the result of a mail carrier assuming you are not living at your home address, or a result of a participant moving without notifying ACP.

If your mail is returned to ACP, we will send it out again if we believe the mail carrier has made an error. If we are in doubt, we will attempt to call you at the phone number on file. Please make sure ACP always has a safe and working phone number where we can reach you or leave a message. If we cannot get your mail to you, we must begin the process for cancelling your participation.

Section 5 – Interacting with Government Agencies



State and local government agencies in Washington shall accept your ACP address as your home, work, or school address for public record*. Your ACP address can be shared. Being a participant in the ACP is not confidential, and neither is your ACP address.

Federal agencies and private companies are not mandated to accept the ACP substitute address. Certain government agencies do require a participant’s residential address to provide services. In these cases, it is the responsibility of the agency to maintain the confidentiality of your residential address and not place it in public records.

When working with any state or local government agency:

- Inform the person you are working with that you are in ACP.
- Show your ACP Authorization Card and request the use of your ACP address.
- All participants (including children) must have and show an ACP Authorization Card when requesting the use of the ACP address.
- Agencies may make copies of your ACP Authorization Card(s).
- Agencies may contact the ACP to verify whether a person is enrolled.
- ACP law does not authorize the removal or redaction of information that is already in public records.

*The ACP address may not be accepted on documents related to the purchase of property (see page 35)

Business or Nonprofit Registration

The ACP address may be used with city, county, and state agency records. This includes the Department of Licensing, Department of Revenue, and the Secretary of State's Corporations Office. There are exceptions when laws require location information (like property tax administration and business licensing).

People are enrolled in the ACP. Businesses are not.

If you wish to register a business, charity, or charitable trust with the Corporations Division of the Office of Secretary of State:

- Notify the ACP, in writing, of your business name by adding the business name on the Change of Information form on the ACP website and send to the ACP.
- Complete registration on the Corporations website at: www.sos.wa.gov/corps
- When entering the Registered Agent or Principal Office Street/Physical Address, select that attestation that says, "I attest, under penalty of law, that I am a participant of the Address Confidentiality Program." This will gray out the Street Address line.
- Use the "return address for this filing" section and manually enter your address with the PMB #.
- Proceed with the remaining modules.
 - If you are the registered agent for a business or charity, you may use the substitute address as your mailing address.
 - If you are employed by your own business or charity, you may use the substitute address as your "work" address.

There are non-profits and companies that provide charity and business registration processes and services, including registered agent services.

- The Department of Revenue: (360) 705-6741 or <https://dor.wa.gov/>
- Non-profit Communities Rise: (206) 324-5850 or <https://communities-rise.org/>
- The Secretary of State Corporations:(360) 725-0377
- Division of Business and Licensing: <https://www.dol.wa.gov/business/>

Courts

ACP participants may interact with the court at any time. Whether you hire a lawyer to represent yourself or not is an important decision. Carefully weigh out your risks and responsibilities. Self-Help forms and resources may be available on the WashingtonLawHelp.org website.

There are several laws specific to ACP, family law and the courts. Refer to laws Chapter 26.09 RCW Dissolution Proceedings – Legal Separation and/or Chapter 26.12 Family Court to see if they apply. These laws are also located on our website.

Department of Social and Health Services (DSHS)

Applying for DSHS online

There is a new service on the DSHS website called the Client Benefit Account (CBA). ACP participants are cautioned against using the CBA because it may create more safety risks for you. ACP recommends you fill out an application as a guest on Washington Connection by visiting: <https://www.washingtonconnection.org/home/>

- Enter your PMB number in the firm name/attention field.
- Enter PO Box 257 in the street line 1 field. The address will then autofill Olympia WA 98507-0257 in the rest of the fields.

The screenshot shows a 'Home Address' form with the following fields and values:

Field	Value
Firm Name/Attention	PMB 1234
Street Line 1	PO BOX 257
Street Line 2	
City	OLYMPIA
State	Washington
ZIP Code	98507 0257

- Enter your ACP address for your residential AND mailing address.
- When the system asks if you want to register to vote, decline. The only way you can register to vote and keep your address confidential is to register as a Protected Records Voter through ACP or your county elections office.

- If you have issues or questions, call 1-877-501-2233.

Applying for Benefits by Phone.

When applying for benefits by phone:

- Call 1-877-501-2233
- Inform the agent that you are an ACP participant. There are online forms specifically for ACP participants to help you save time.
- You may ask for DSHS staff to set you up with MyDocs secure email exchange. This is a newer option DSHS provides-the caseworker sends you an encrypted email and after you follow a few steps, you can email in your eligibility documents, safely.
- All participants (including children) must provide their ACP Authorization Card.
- Agencies can contact ACP to verify your status as an ACP participant.
- ACP participants must still comply with all other service eligibility and application requirements.

If your actual address is required for home-based services and you need those services, ask that your actual residential address be kept confidential.

SNAP Benefits

SNAP benefits are a federal benefit and may require a residential address. The ACP address will not work.

Child Support

ACP participants can complete the "Application for Child Support Services" using the ACP address. All legal documents pertaining to the child support case will then be sent to the ACP address. All public records in the state case registry will list only the ACP address. If you have questions, please call the Community Relations Unit at 1-800-457-6202

For instructions and forms, please go to:

- <https://www.dshs.wa.gov/esa/division-child-support/enroll-child-support-services>

Department of Licensing (DOL)

If you have a sealed name change order from the court and an existing Washington drivers record, contact the Driver and Vehicle Investigations fraud team by email at fraud@dol.wa.gov or by phone at 360-902-3915. An investigator will work with you before you go in to the DOL office to ensure that your old record is not linked to your new record.

Updating Your DOL Information

If you completed the form to update license or registration information when you enrolled in ACP, the DOL updated your information in their computer system. If you need to get a license, ID, or pay for tabs, you will need to go in person to the DOL office. The form does not result in a new license, ID or tabs being sent to you.

New Driver License, ID, Enhanced Driver License (EDL), Registration or Tabs

To get a new driver license, ID card, EDL, vehicle title or registration with the ACP address listed on it:

- Go to a state motor vehicle office in person and show your ACP Authorization Card. It may be helpful to schedule an appointment. The online system will **not** accept the substitute address or change your records.
- Provide all other documents that are normally required for obtaining a license or vehicle registration.
- Replacement fees will apply.
- If you have an out-of-state driver's license or identification card you can provide your ACP Authorization Card as proof of address, but all other agency documentation requirements will apply.
- ❖ **Safety Tip:** Consider requesting new plates instead of transferring those used on a previous vehicle, especially if the license plate number is known to your abuser.

Filing Online for Unemployment Insurance

When applying online, there will be a question “Do you currently have an anti-harassment order in place for your protection?”. As an ACP participant, answer ‘yes’ to this anti-harassment question. An anti-harassment order is not necessary to use your confidential address. The system will then accept your ACP address.

While you can file your initial claim one line, there are still times when you will need to speak with one of the representatives. Any time you contact ESD, let them know you are in ACP before you begin the application process for benefits.

If you have unemployment claims questions, the telephone number is 1-800-318-6022, phones are answered 8 a.m. to 4 p.m., Monday through Friday

Health Care Coverage

Washington Apple Health

If you are applying on-line for health coverage through Washington Apple Health:

- Enter PO Box 257, Olympia WA 98507 as your “Home Address.”
- After you enter your zip code, a box will pop up asking for your “ACP Number”. Enter the PMB Number assigned by the Address Confidentiality Program.

Important: ACP participants approved for Washington Apple Health are automatically enrolled to receive services in Thurston County:

- If you are not in Thurston County, please contact your managed care provider at the first of the month when you enroll. You will be able to select a Primary Care Provider (PCP) in the area where you reside.
- If you are applying for behavioral health services, you will be asked to provide your county of residence information if you or a family member need services outside of Thurston County.
- Contact the Health Care Authority at 1-800-562-3022 (ext. 16131)

Washington Connections

If you are eligible or applying for benefits through the Washington Connection portal, follow instructions provided for DSHS.

Law Enforcement

IF YOU ARE IN DANGER CALL 9-1-1

If you give your name and address during a 9-1-1 call, your name may be released and can't be redacted from public record. You may call and request to be anonymous but there is no guarantee. Ask the 911 dispatcher to place a note in the call log that you do not want your name to be disclosed.



Always show your Address Confidentiality Program (ACP) Authorization Card and* request the use of your ACP address on any report. You may need to follow up in person to request that your actual address be replaced with the ACP address. Have your authorization card with you to show the staff.

Non-Emergency Police Reports

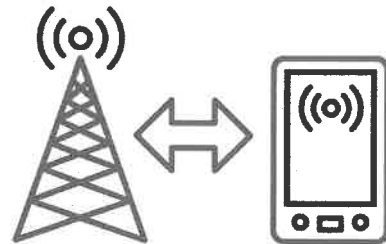
Make non-emergency police reports in person at a law enforcement agency in the proper jurisdiction. Be prepared to explain that you are an ACP participant and that you want to use the ACP address for any records that are available to the public. Reports can also be made from an alternate location, online, or over the phone. If you are a witness to a crime, law enforcement can contact you. You can ask to be contacted by phone or in person for follow-up.

Police Responses at Your Address

If law enforcement responds to your actual address, your address will appear in the police report and in the dispatch database. Request that the records be changed to reflect your ACP address only. If a crime was committed at your actual address, the

agency will need to keep a record of where they responded, but the information must be kept confidential and out of releasable reports.

Law Enforcement Request for Phone Information



Washington law requires a wireless phone provider to give people's current location and call information to law enforcement IF there is a fear of serious harm or death (RCW 80.36.570).

When you enrolled in the ACP, you "Opt out" of your wireless provider sharing your phone information with law enforcement unless there is an additional review or court order.

If you want to "Opt In", please check the Opt IN box on the *Law Enforcement Request for Phone Information Form* and return it to the ACP. We then let the Washington State Patrol know you want your phone's location shared with law enforcement if they believe there is a risk of death or serious physical harm.

For more information, contact the ACP or refer to RCW 80.36.570 Law Enforcement-Requests for call location information-Requirements for full text.

Marriage

Protected Marriage Records (PRM)

If you get married after you enroll in the ACP, you can request a Protected Records Marriage (PRM). You must make the request to become a PRM when you are applying for your marriage license. You can't get a Protected Marriage AFTER you get married.

Unlike a regular marriage, a Protected Marriage Record is not recorded in an online database and will not show up on websites.

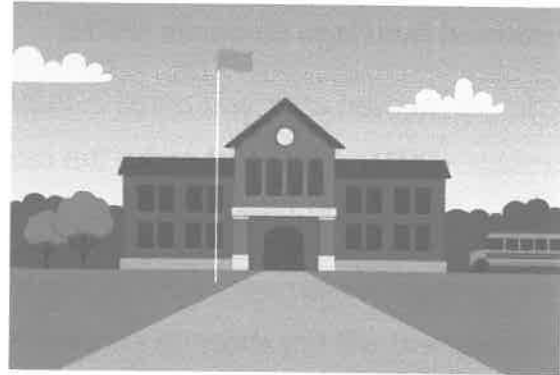
The drawback to a PRM is that you will not be able to get a certified copy of your marriage license from the county. The county is not recording your marriage. All PRM certificates are held at the Department of Health Vital Statistics. While it may take longer, you will keep your marriage out of public record.

PRM Request Steps

- Call your County Auditor's Office to schedule an appointment. Ask for the ACP authorized personnel.
- Ask what documentation you will need to apply for your license, and what kind of payment is accepted.
- Bring your documentation, your ACP Authorization Card(s) and your payment to your appointment.
- After the ceremony, you or the officiant will return your marriage certificate to the county.
- The county will mail the certificate to the Department of Health in a confidential envelope to make sure the marriage is not recorded.
- When you need to order certified copies of your marriage license, call the ACP. We will explain the process, the costs, and will send you the correct form.

Schools

You may use the ACP address as your address on record with schools. Public schools must accept the ACP substitute address instead of a student's actual address when requested by an ACP participant.



Participating in the ACP does not mean that a parent can enroll their children in any district or school of choice. Just like any other parent, ACP parents must enroll their children in the district and schools assigned to their address, and formally request transfer approval through the school district. If the district has a school that requires an application and attendance is drawn through a lottery process, a parent must follow the district rules for applying to the school.

Children Remaining in the Same School

It's not possible to unrelease information that has already been given to others or shared in other databases before you enrolled in the ACP. If you become enrolled in the ACP and are keeping your children in the same school:

- Show the ACP Authorization Cards for you and your children to the school registrar.
- Request that all address information be updated to reflect the ACP address.
- Provide valid emergency contact numbers. Don't use the ACP as a contact number.

Provide the school with a copy of the Address Confidentiality Program Implementation in Public Schools Letter. ACP will send you a copy of this letter within a month of your ACP enrollment.

Enrolling Children in a New School or District

When you enroll your children in a new school or district:

- Register your children at the school assigned to your residential address.
- Show your ACP card and the cards of your children to the school registrar either in person or as a scanned copy per your school's registration process.
- Provide a valid emergency contact number. Do not use the ACP phone number as your contact number for emergencies.
- Provide the school with a copy of the Address Confidentiality Program Implementation in Public Schools Letter. ACP will send you the letter within a month of your certification.
- If either you or the school district requests, ACP will send a letter directly to you verifying the actual school district and schools your child should be attending based on the residential address we have on file for you.
 - The ACP cannot mail or fax a school district verification letter directly to the school. It is up to you to provide the school with the letter.

The Family Educational Right and Privacy Act (FERPA)

FERPA is a federal law that orders what information (including medical information) can be shared by schools. Unless a parent (or student who is over 18) actively opts out of directory information sharing, a school is allowed to share information with third parties without the consent of the parent or student.

To opt out, request and complete a directory opt-out (or FERPA opt-out) form from the school. The best time to do this is at the beginning of the school year or as soon as possible after enrollment. This can be especially important as some medical records normally covered under the Health Insurance Portability and Accountability Act (HIPAA), such as vaccination information, can become shared once given to a school.

For more information visit the "Protecting Student Privacy" and "A Parent Guide to the Family Educational Right and Privacy Act (FERPA)" documents on the U.S. Department of Education's website.

Tax Benefit District Fees

When you use your ACP address, you are using an Olympia address. The City of Olympia charges additional Tax Benefit District Fees (TBD). After you pay these fees:

- Request a refund by contacting the Transportation Benefit District at 360.570.3727 and press 1. The recorded message that will explain the next steps.
- The city will contact ACP to verify that you are in ACP. You will only get a refund if you live outside of the boundaries of the City of Olympia.

Voter Registration

As an ACP participant you can register to vote as a Protected Records Voter (PRV). Registering as a PRV keeps your actual address, name, county, and precinct number out of the public record and offline.

A PRV form was included in your Welcome Packet. If you need another form, please contact our office. You may also register to vote as a PRV at your local county elections office by asking for the ACP authorized personnel.

Here are some things you should know regarding the ACP voter registration process:

- As a Protected Records Voter you will interact with Elections staff differently than public voters do. If you call your county elections staff, please let them know you're enrolled in ACP so the right person can help you.
- You must provide your actual address on the Protected Records Voter Registration Form. The actual address determines your precinct, and this informs what ballot you are issued during elections.
- If you registered to vote before enrolling in ACP or register to vote online while being enrolled in ACP, the information you provide is available to the public.
- Do not use the online voter registration system, VoteWA, to make changes to your current voter registration record. Call ACP instead.
- Adding your ACP address as your mailing address in VoteWA does not make you a Protected Records Voter. It only connects your residential address to your ACP address.

- Do not register to vote or update your voter registration records during a Voter Registration Drive (VRD), or at any state public assistance agency. This places your address in the public record. You are not required to fill out a voter registration form. Saying no to voter registration will not affect your benefits.
- The United States Postal Service (USPS) and the Division of Elections share information. Filing a Change of Address Form with the USPS will alert the Division of Elections that you have moved and will trigger an update in VoteWA.

Checking Your Ballot Status

You won't be able to track your ballot online because you are not in the public database. If you look for your voting record online and you can't find it, that's exactly what you want. Stop and don't add anything.

You can call your County Elections Office and ask to speak with the ACP Authorized Personnel about the progress of your ballot.

Registering to Vote at 16 or 17 Years Old

On Temperance and Good Citizenship Day (usually January 16th of each year), 16 and 17-year-old students who will be 18 years old by the next election can register to vote in class. When they turn 18, they will be placed in public record as a voter. Talk to your teen about getting the Protected Records Voter Form from ACP so they can vote without their information being put in in public record. Being a PRV is the only way to keep residential address information offline.

Section 6 – Interacting with Utility and Phone Companies



Utilities

Some utility companies are administered by local government agencies and are required to accept your substitute address. Other utility companies are private businesses and are not required to accept your substitute address. Regardless of whether your utilities are government or private, they need your actual address to provide services.

Suggestions for protecting your address information:

- Explain that you are an ACP participant and have higher security needs.
- Ask if you can provide the minimum amount of information necessary for the service.
- Ask if a landlord or another person can place the utility account in their name.
- If you have it, consider placing a cash deposit on the account rather than providing information for a credit check.

Request additional account protections, such as:

- Using just your initials on your account rather than your whole name.
- Protecting the account with a password, confidentiality flag, or alert.
- Transferring your account to a special services department.
- Listing the substitute address as the mailing address.
- Always ask the company if they can suggest any additional security measures.

Phone Services

We recommend learning as much as you can about technology and stalking—especially cellphones. The NNEDV Tech Safety (<https://techsafetyapp.org/>) is a good source of information for furthering your understanding of stalking and technology.

If you choose to have a landline phone, know that it must be linked to your actual address. Requesting an unlisted or unpublished phone number for a landline does not necessarily guarantee confidentiality.

If you set up services with any of the following companies, please contact them at the number listed below. Ask the company if there is a department that can help you keep your information more secure with their assistance.

- **Xfinity Comcast:** (844) 963-0073
- **CenturyLink:** (866) 642-0444
- **Lumen:** (866) 541-3330
- **AT&T:** (800) 288-2020
- **Direct TV:** (800) 531-5000

Section 7 – Credit Reports, Banks and Insurance

Credit Reports

Credit reports are accessible and provide a lot of confidential information. Banks, credit unions, retail credit card users, auto lenders, mortgage lenders, debt collectors and others voluntarily send information to credit reporting companies. Credit reporting companies also purchase public records like liens, bankruptcy filings, and court judgments from public records providers.

To find out what information is on your credit reports, you can request one free copy of your credit report each year from each of the three major credit companies (Equifax, Experian, and TransUnion) by going directly to each company or by visiting AnnualCreditReport.com.

You also have the option of placing a security freeze on your credit report. A security freeze may not block access from certain state and local agencies, courts, insurance companies, or law enforcement. You will also need to make a separate request for this service with each credit reporting agency.

The Washington State Attorney General website also offers information about consumer protection, and crime and safety at: <https://www.atg.wa.gov/credit-debt/>.

Banks

Federal law requires that banks have a residential address for all bank transactions. You may not use your ACP address as your residential address for banking purposes. For banking purposes only, use the Secretary of State's Office as the residential address, and your ACP address as your mailing address. If you don't include your ACP address as your mailing address, all your banking mail will be returned to the sender.

Residential Address 416 Sid Snyder Ave SW Olympia, WA 98504	Mailing Address PO Box 257 PMB ##### Olympia, WA 98507
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Your ACP address can be placed on checks and checking accounts. Checks can be mailed to your ACP address for forwarding or you can pick them up at the bank.

- ❖ **Safety Tips:** Ask your bank about their online banking security or any other security measures. Online banking may (or may not) be a good option for managing your accounts.
- ❖ **Safety Tip:** Opt out of financial information sharing with each of your bank or credit card accounts and look for data broker opt outs online. More information can be found at:

<https://www.worldprivacyforum.org/2015/08/consumer-tips-top-ten-opt-outs/>

Insurance:

Since insurance companies are private businesses, and not state or local government agencies, they aren't required to accept your substitute address. When interacting with insurance companies, remember to give your complete ACP address, including your Personal Mailing Box (PMB) number. All correspondence from the insurance company should be sent to your ACP address.

Automobile Insurance

The rates for automobile insurance are based upon where you live but you don't have to provide your full actual address to get automobile insurance. For this, you have two options:

- You can provide zip code of your ACP address, which is 98507; or
- You can provide the zip code of your actual address.

The cost of insurance will depend on the zip code. Please note that the rate may be higher if you use the ACP zip code, but this will also ensure that you don't have to reveal where you live.

Rental Insurance

Insurance rates are calculated on a variety of factors, including your location. Renter's insurance requires an actual address. When purchasing insurance, you might consider

working directly with a local agent so that you can show your ACP Welcome Letter, explain your situation, and request protections on your account.

If you talk to your insurance company about your ACP participation, they may allow you coverage for just contents alone rather than a renter's policy that includes the dwelling. Check with your insurance company and your landlord for requirements.

Insurance Companies and Sharing of Customer Information

There are state and federal laws that govern the collection and distribution of insurance company data. These laws tell insurance companies they have to keep your personal information private. If you file a complaint against an insurance company or landlord, your address will be disclosed. We encourage you to have a conversation with your insurance agent about these laws, so you have a good understanding of their practices.

Good questions to ask are:

- "With whom will you share information about me?"
- "What information will you share about me without my consent?"
- "What information requires my consent prior to disclosure?"

Section 8 – Purchasing a Home on ACP

The laws that govern the ACP do not currently provide protection of real property records. In addition, ACP laws do not apply to private businesses. Title companies, banks, real estate professionals and mortgage companies are all private businesses that are not subject to ACP laws.

When buying a house or other real estate, a person must sign a lot of documents that show their name and the address or location of the property. These documents show up in public records that anyone can see. The name of the property owner and the actual legal description of the property is open to the public and is shared.

Protecting Real Property Records When Buying a Home

ACP participants may consider purchasing a home by creating a revocable living trust that they can control. Then they can buy property in the name of the Trust, without using their own name.

To learn more about a revocable trust and to find self-help resources and forms, visit the WashingtonLawHelp.org website and search "ACP and Trust" at:

<https://www.washingtonlawhelp.org>

If you have questions or need legal advice about your particular situation, talk to a lawyer. Making a purchase through a trust may provide more confidentiality by keeping your name out of public record, but there may be drawbacks. These types of purchases require careful consideration.

Section 9 – Census

The Census Bureau is a federal agency. Federal agencies are not required to honor ACP state laws. Being in the Address Confidentiality Program (ACP) does not exempt you from filling out the census. If you don't complete the census, census workers may show up on the doorstep, which may cause even more problems.

Here are some tips to safely complete the census reports:

- Complete the census but do not use names. For example, if there is a mother with two (2) daughters and one (1) son who are all minors, it would read:
Adult female 1 Male child 1 Female child 2
- The telephone number field is a required field. If it's a landline number, the census bureau already knows the address. You are not entering your name, so the report will not link your name and phone number. If it's a cell phone number, you are not using your real name. If the census has a question, they can call you instead of showing up on your doorstep.

Additional Information Regarding Census Surveys

There are many different types of Census surveys, so it's important to know which one you are taking to determine whether it's mandatory to complete. Some surveys are mandatory, like the American Community Survey, and some are voluntary.

Census workers will always disclose at the beginning of the survey whether it is voluntary or mandatory. That information will also be in the initial letter describing the participant selection. The letter should give you an idea of how frequently you may be contacted. You can call the regional office (1-800-992-3530) to confirm that the person asking the questions is, in fact, a Census worker if you are at all concerned.

There are also surveys that are not conducted by the Census that you may encounter, such as the National Crime Victimization Survey (NCVS), conducted by the Department of Justice's Bureau of Justice Statistics (BJS). The selection for these surveys is also address-based, and you will receive similar notifications from the government for them.

Section 10 – More Resources and Tips

Additional Resources

- The National Network to End Domestic Violence Resource Library:
<https://nnedv.org>
- WomensLaw.org
<https://www.womenslaw.org/about-abuse/safety-tips>
- Explore tools that monitor and automatically remove your information from the internet. ACP does not endorse any service. We are aware of several that you may want to research to learn if they will work for you:
 - OneRep: <https://onerep.com/about>
 - Safe Shepard: <https://www.safeshepherd.com/>
 - Delete Me: <https://joindeleteme.com>
 - One trust: <https://www.onetrust.com/>

Additions Tips

- Google "Steps to make my data harder to find" and learn more about how to keep your online data difficult to find.
- Be aware that online social networking may compromise the confidentiality of your location.
- Keep a log of your addresses in a safe place so if you need them for declaring a rental history you can access them safely.
- You may be listed on public websites, such as Google, People Finder, or Sound Politics. You must work directly with the website owner to request removal of existing record information.