



ACP

Address Confidentiality Program




Agency Guide

ACP services: The Address Confidentiality Program (ACP) is a statewide program that provides survivors of domestic violence, sexual offenses, and/or stalking with two services: a legal substitute address for interacting with all state and local government agencies and a confidential mail forwarding service. Uses for the substitute address include: drivers licensing, school enrollment, human services benefits, police and court reports, voter registration records, bank accounts, special protections on Comcast, and other utility accounts.

How the program works: Participants use the substitute address as their legal address. When participant mail arrives at the substitute address, the ACP sorts the mail by household, places the mail in a larger envelope, then resends the mail to the participant’s actual address.

What to do when a client says, “I’m an ACP participant.”

1. **Verify program participant status:** Call the ACP (303) 866-2208. Press option 4 to speak with someone immediately. Information about program participation is not confidential.
2. **Ask for ACP authorization cards:** All ACP household members (including children) are issued ACP cards. You are authorized to make copies of the cards.

 <p>State of Colorado Address Confidentiality Program</p> <p>Pursuant to Sec. 24-30-2101 C.R.S., the following person is authorized to use the following substitute address for all legal purposes:</p> <p>ACP Participant Name 1001 East 62nd Avenue, Apt #1234 Expiration Date: Denver, Colorado 80216 mm/dd/yyyy</p> <p style="text-align: center;">Signature Strip Here <small>Signature of Participant or Parent/Guardian</small></p>	<p>“When a program participant submits a current and valid address confidentiality program authorization card to the agency, the agency shall accept the substitute address...as the participant’s residential, work, or school address when creating a new public record...” Sec. 24-30-2108 C.R.S.</p> <p>This address shall be used as the participant’s only address of record and must be used on all correspondence.</p> <p>Questions regarding the program or the use of this card: (303) 866-2208 toll-free (888) 341-0002 acp@state.co.us www.colorado.gov/acp</p> <p style="text-align: center;">Authorization # 600000000</p>
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3. **Ask for county residency letters:** All ACP household members (including children) are issued ACP residency letters. However, since a participant’s county is considered confidential, you are not authorized to make copies of the residency letter.
4. **Follow your agency’s internal protocol for processing ACP participant services.**

ACP laws: The ACP laws can be found beginning at Sec. 24-30-2101, C.R.S.

Here are some relevant laws:

ACP Provision	Statutory Reference
Participants are responsible for requesting the use of their substitute address.	§24-30-2108(1), C.R.S
Agencies are authorized to make copies of a participant's ACP authorization card.	§24-30-2108(2), 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(13), C.R.S §24-30-2108(2),(3)(a) and (9), 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
When a participant is provided with the legal right to act within 10 days or less after the service of a notice or other paper, five days shall be added to the prescribed period.	§24-30-2104(3)(c), 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

Does your client need ACP services?

Information about the ACP enrollment process can be found on the ACP website: www.colorado.gov/acp. Please see the bottom of this page for additional ACP contact information.

1001 East 62nd Avenue | Denver, Colorado 80216
(303) 866-2208 | Toll-free (888) 341-0002 | Fax: (303) 866-3946
Website: www.colorado.gov/acp | E-mail: acp@state.co.us