

Participant Responsibilities: What you need to do in the ACP

- **TELL** all your contacts who send you mail about your new substitute address.
- **DO NOT** submit a change of address or mail forwarding request with the United States Postal Service.
- **ASK** government agencies to use your substitute address and **SHOW** them your ACP authorization card.
- **ALWAYS** use your assigned ACP number in your address, including when you send mail.
- **Use your ACP address instead of your residential address.**

Notify the ACP about any changes or problems, including the following:

- Notify the ACP in writing within 10 days if you change your **mailing address, physical address, or telephone number.**
- Notify the ACP within 30 days if you get a **legal name change.**
- Notify the ACP within 30 days if there are **changes to the members of your household.**
- Call the ACP right away if you receive mail that is not yours.

Reminders About Using Your ACP Address

- Always keep your telephone number current with the ACP so that staff can reach you.
- If you have difficulty getting an agency to use your ACP address, ask them to contact the ACP.
- Remember to include your assigned ACP number in the address whenever you use your ACP address, including when you are sending mail.

An ACP address looks like this.

Your Name **ACP #**____

PO Box 1108

Salem, OR 97308

-or-

Your Name

PO Box 1108 **ACP #**____

Salem, OR 97308

Take note of the ACP number
in your new address.

Resources

Oregon Coalition Against Domestic & Sexual Violence (OCADSV)

Find shelters, an advocate or advocacy programs, and legal assistance near you:
ocadsv.org/find-help

National Human Trafficking Hotline

Find local help and resources to leave a sex or labor trafficking situation:

Call 1-888-373-7888 or

Text INFO to BeFree (233733)

Website: HumanTraffickingHotline.org

Bias Response Hotline

Statewide, confidential, non-emergency
1-844-924-BIAS (2427)

StandAgainstHate.Oregon.gov
Interpretation in 240+ languages
We Accept All Relay Calls

Contact the ACP

Address Confidentiality Program

PO Box 1108

Salem, OR 97308

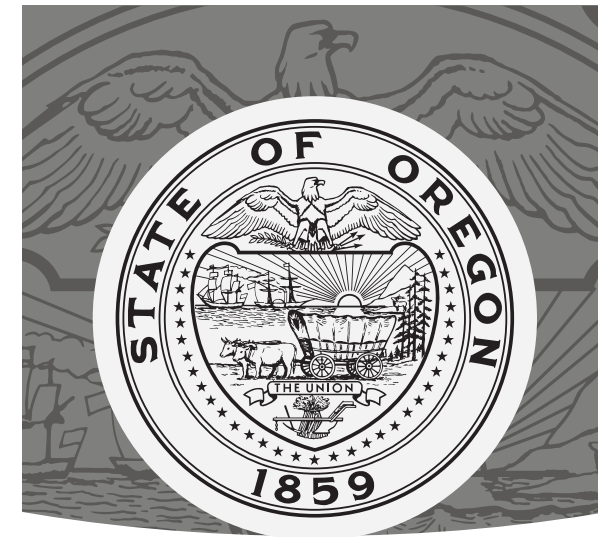
Phone: 503-373-1323

Toll Free in Oregon: 888-559-9090

Fax: 503-373-1340

Email: acp@doj.oregon.gov

Website: doj.state.or.us/ACP



Address Confidentiality Program (ACP) Participant Guide

Protecting Addresses for Crime Victims

Victims' Services Oregon Department of Justice

**When ACP Forwards Your Mail:
What you need to know**

- **Your mail may be delayed 5-10 days** because it is delivered to your substitute address at the ACP in Salem, and then mailed to you at your own mailing address.
 - For safety reasons, **packages are refused at the post office and returned to the sender.**
 - Find other ways to receive packages, such as at your work address, a friend or family member's address, or have items shipped to a local retailer for pick-up.
- ACP staff can accept most certified and registered mail on your behalf.
- Oregon law allows ACP staff to accept legal process service (papers for being legally served) for you. You can be served at the main Department of Justice office at 1162 Court Street NE, Salem, OR, 97301.
 - When you receive a legal notice that requires you, or gives you the right, **to act within 10 days or less, Oregon law adds 5 days to the deadline.**
 - This added response time does not apply to financial or personal matters, only for legal matters.
 - Magazines, credit card offers, coupons, and other **“junk” mail is not forwarded to you.**

The Address Confidentiality Program (ACP) is One Part of Your Safety Plan

Participation in the ACP is ***only one part of a comprehensive safety plan.*** By itself, the ACP cannot keep you safe. ACP staff do not provide threat assessment, safety planning, social services, or legal advice.

Please discuss your safety concerns with your advocate or an attorney. Ask about other programs and resources that can help keep you safe.

Disclosure of Your Address

The ACP will only disclose your address or telephone number by a court order. ACP staff will notify you within one business day if your address or phone number are disclosed.

Always keep your telephone number current with the ACP, so you can be reached!

Interacting with Public Agencies

Oregon law allows you to use the ACP substitute address if:

- You ask a public agency to use it, and
- You show them your valid, unexpired ACP authorization card

Public agencies only know you are in the ACP if you tell them and ask them to use the address.

Sometimes, you are legally required to tell a public agency your real address, but **you can still use your ACP address as your address of record.**

What if I need ACP to verify my participation?

The ACP keeps your actual address confidential, but ACP staff may verify your participation in the program **for public agencies for official use.**

ACP staff can verify your participation **for private companies, financial institutions, other states' public agencies, and federal agencies** if:

- The request from them is in writing, and
- You provide written permission to the ACP

Ways to Use Your ACP Address

Some of the most common ways that people use their substitute addresses from the ACP include:

The **Department of Motor Vehicles** will use your ACP address to issue a driver's license or ID card and register motor vehicles.

Public schools will use your ACP address for all public records, although you may have to complete an affidavit of residency on enrollment.

The **Division of Child Support** will use your ACP address for your claim to receive or pay child support.

The **Department of Human Services** has many ways to help with confidentiality for ACP participants. Talk to your case worker or the lead worker of the unit.

Your local election office will ask for your real address when you register to vote, but your address, county, and voting precinct will not be part of public record. You can receive all election mail at your ACP address.

You can apply for a **marriage license** at your County Clerk's office using your ACP address.

***I have just joined the ACP.
What should I do first?***

When you are a new enrollee in the ACP, **take these steps first** to start protecting your address:

1. Bring your ACP card to a local DMV office and **update the address on your driver's license or ID card.**
2. Contact businesses and individuals who send you mail and update your address on record. **Be sure to include your assigned ACP number.**
3. Use your ACP address (**including your ACP number**) instead of your residential address with all new contacts from now on.
4. **Cancel any USPS mail forwarding service** you have set up.
5. **Update your voter registration** by filling out Form SEL 550. Use your ACP address as the non-exempt address.