



Address Confidentiality Program (ACP)

EOHLC Office Hours

Thursday, November 6, 2025



WELCOME



Asking Questions

We will be monitoring the chat for questions

- If at any point throughout today's session you have any questions, please send those in the chat. We will have a question break at the end of today's session as well
- You can also raise your hand during our question break if you would prefer to come off mute and share your question verbally
- We will make sure to share today's presentation with everyone after the session

AGENDA



- **Address Confidentiality Program (ACP)**
 - Welcome our presenter Liza Packer from the Office of the Secretary of the Commonwealth's Address Confidentiality Program
- **Question Break**

Address Confidentiality Program

William Francis Galvin
Secretary of the Commonwealth



Training Overview

- Program summary
- Statute and Regulations
- ACP Participants
- Responsibilities of ACP Participants
- Responsibilities of state/local agencies
- Questions

Program Summary

The ACP helps promote survivor safety by using a substitute address when interacting with government agencies and creating public records

- Substitute address is the Participant's legal address in MA
- Confidential mail forwarding service
- Assistance with MA RMV
- Confidential Voter Registration
- Agent for service of process
- Certification is valid for 4 years with option to renew, unless cancelled prior to expiration
- Participants receive an ACP ID card with proof of Program participation

Statute and Regulations

The Address Confidentiality Program (ACP) was established by Chapter 409 of the Acts of 2000.

- Statutory authority- M.G.L. C9A

An act providing address confidentiality for victims or domestic abuse, rape, sexual assault and stalking

- Regulatory authority- 950 CMR 130.00

Administration of Address Confidentiality Program

ACP Participants

An eligible applicant:

- Is a victim of domestic violence, sexual assault, rape or stalking as defined by M.G.L. c.9A
- Is a resident of Massachusetts and has a MA residential address to be protected
- Has a photo I.D. and includes a copy of I.D. in application
- Has documentation that disclosure of their address is a threat to their safety, including:
 - Restraining order
 - Court documents
 - Police reports
 - Letter of support from a professional (advocate, physician, mental health clinician, etc.)
- Can demonstrate legal custody of any minor children or incapacitated persons included in the application
- Has recently relocated to a new address that is not known to the perpetrator and is not part of any public record
- Completes application with a certified Application Assistant, signs the application, and agrees to ACP policies, rules, and Regulations

Responsibilities of a Program Participant

- May not disclose any address other than the applicable designated address to any state or local agency;
- May not disclose their residential address to the batterer, stalker or perpetrator of the domestic violence, sexual assault, rape or stalking;
- Must maintain a telephone number where the ACP staff can contact them directly and leave a voicemail message;
- Must notify the Program in writing of a change in contact information (address and/or phone #) at least 7 days in advance, or immediately thereafter if such change is necessitated by an emergency or other unforeseen event;
- Must return the ACP ID card to the Program immediately upon withdrawal or cancellation of participation in the Program; and
- Must promptly disclose in writing to the Program any civil, criminal or administrative proceeding in which Participant is a witness or party and any court order including, but not limited to, divorce proceedings, child support, child custody and visitation orders.

Substitute Address Uses

Do use the Safe Address for:

- Work
- School
- Public Assistance
- Social Security payments
- All state/local agencies
- Civil court cases

Do not use the Safe Address for:

- Federal agencies
- Private agencies
- Private utility companies
- Mail ordering
- Newspapers, magazines, etc.

Responsibilities of State and Local Agencies

- At the time of creation of a new record, must use the substitute address designated by the ACP as their residential or mailing address;
- Must accept a Program Participant's original identification card that includes the substitute address and use this address in lieu of their actual location;
- May contact the Program manager to verify a Participant's certification;
- May make a photocopy of the identification card and immediately return the original card;
- Must accept the applicable designated substitute address unless the agency has received a written record exemption determination from the Program;
- May not question the Program participant about the details or circumstances of their inclusion in the Program

EOHLC Exemption

The EOHLC was granted an exemption for disclosure of ACP Participant addresses in accordance with M.G.L. C9A §4(1) & (2) and CMR 130.08.

- Agency-wide exemption for all ACP Participants
- Allows Participants to access services
- Participants provide their actual residential address without violating ACP regulations

Contact Information



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QUESTION BREAK



Resources

RAA Resource Portal

Only for RAA staff, this resource provides key updates, training and learning opportunities, and helpful information to support programs including FAQs.

Zendesk Training Materials

Only for RAA staff, this resource offers helpful info on processing within HHH/Salesforce

RAFT Public Resource and Training Portal

Resources are available for **public** community-based organizations and other partners with information about the RAFT program.



THANK YOU!

