



# Address Confidentiality Program (ACP)

*EOHLC Office Hours*

Thursday, November 6, 2025



# WELCOME

## Asking Questions

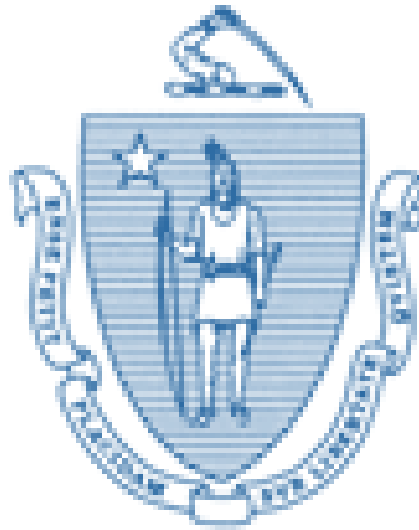
**We will be monitoring the chat for questions**

- 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

- 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!

