

Step Five: Submitting the Application

Applications may be submitted either by mail, email, or fax.

For the applicant's safety, please do not keep a copy of the completed application.

The applicant can expect to receive a welcome packet in the mail within 5 to 10 days from the date the application was received.



Questions?

If you have any questions about program eligibility, the application process, general program information, or your role as an Application Assistant, please contact the program directly at (303) 866-2208.



If you are interested
in becoming an
Application Assistant
please contact the program.

Colorado ACP
1001 East 62nd Avenue
Denver, Colorado 80216

Phone: 303-866-2208 | 1-888-341-0002

TTY: 1-800-659-2656

Fax: 303-866-3946

E-mail: acp@state.co.us

colorado.gov/acp



ACP

Address Confidentiality Program

Department of Personnel & Administration | Division of Central Services
1001 East 62nd Avenue | Denver, Colorado 80216

DCS/BN-5/19



ACP

Address Confidentiality Program

*Application Assistant
Quick
Reference
Guide*

Role of the Application Assistant:

Thank you for registering as a Colorado ACP Application Assistant. ACP enrollment requires a referral from an Application Assistant. ACP staff are not authorized to provide program referrals or enrollment, so we rely on the professional expertise and assessment skills of direct service providers who register as Application Assistants. Application Assistants provide the following important services:

- Identify potential participants and determine program eligibility
- Provide potential applicants with program information
- Assess program fit of potential applicants
- Help applicants complete the enrollment forms
- Submit the completed forms and evidence to the ACP

Step by Step Guide for Enrollment:

START... Step One:

Determine Eligibility

- Is the applicant a survivor of actual or threatened domestic violence, a sexual offence, or stalking/harassment?
- Does the applicant fear for his or her safety?
- Has the applicant moved in the past 90 days or are they planning to relocate in the future?

If the answer to each of these questions is yes, then proceed to Step Two.

Step Two: Provide Initial Program Information

The ACP provides new participants with ACP Handbooks and personal guidance for using the program. Still, applicants may find it helpful to have some basic program information, such as:

- Enrolling in the ACP does not automatically change or update a participant's address. All new participants are responsible for updating their address with each entity they receive mail from.
- The ACP accepts service of process on behalf of program participants.
- The ACP forwards First-Class Mail addressed to the substitute address. Mail forwarding may be delayed by 3 to 5 business days.
- The ACP cannot forward packages.
- Participants are required to inform the ACP of any address changes within seven days of the change.



Step Three: Assess Program Fit

Before you reach for the application, consider these questions for assessing how (or if) the program might benefit the applicant:

- Does the applicant seem capable of self-advocacy while navigating the program? For example, is the applicant comfortable with asking to use their substitute address and making requests to have their information redacted from public records?
- Will the ACP be an addition to an existing safety plan and not used alone?
- Will the ACP help minimize a specific danger?
- Does the applicant have a basic understanding of the program services?

If the program could help minimize some risk for the applicant, then continue to Step Four.



Step Four: Assist with the Application

Reminder: Each household requires only one application.

1. Have the applicant complete the application.
2. Review the affirmations on the second page with the applicant and answer any questions as needed.
3. If the applicant agrees to the affirmations, have them sign the application. Any adult co-applicants must also sign the application.



Before the applicant leaves, make sure:

- You review the application for completeness, including contact information and a valid street address.
- The applicant has the yellow copy of the application for their records.
- You have included evidence. Examples of evidence include documentation from courts, law enforcement, or a victim service agency. An Application Assistant may also submit a letter of support that serves as evidence if needed.

