

NJ ADDRESS CONFIDENTIALITY PROGRAM HOTLINE

1-877-218-9133

DCF.ASKACP@dcf.nj.gov

Frequently Asked Questions (FAQ's)

1. What about my Amazon Prime orders?

ACP cannot forward any boxes or 3rd class mail; including, catalogues, magazines, newspapers, packages or parcel deliveries unless clearly identifiable as pharmaceuticals (prescription drugs) or indicated the mail is from a government agency.

2. Will my mail be delayed?

Mail received at the designated address with the participant's digit authorization code number will be forwarded on the same-day basis, via first class mail, to the mailing address provided by the participant Monday through Friday (excluding state holidays). Participants should expect a delay of a few days in receiving their mail.

3. What happens if I move or change my name?

The participant shall provide the program manager with notice of any change in name or address at least seven days prior to the effective date of the change in order to maintain the certification.

4. Will my actual address be secure?

A program participant's records are maintained as confidential and cannot be released by the ACP manager unless directed by a court of law or requested by a law enforcement agency for a legitimate law enforcement purpose.

5. Can my children and other household members receive their mail at the substitute address?

Yes, the ACP manager will need to be aware the participant will receive mail for the household members. ACP would be aware as long as the children/household members were listed on the ACP application and they continue to live in your household.

6. What should I do if my ACP card is not accepted and I'm being asked to provide my actual address?

The participant can contact the ACP Hotline at 1-877-218-9133 and with the participant's permission ACP staff can advocate on the participants behalf.



NEW JERSEY DEPARTMENT OF
CHILDREN AND FAMILIES

THE NEW JERSEY

ADDRESS CONFIDENTIALITY PROGRAM

MAIL PROCEDURES



ADDRESS CONFIDENTIALITY PROGRAM MAILING PROCEDURES

The New Jersey Address Confidentiality Program (ACP) assists victims of domestic violence by limiting their abuser's ability to locate them. The program uses a special mailing system, so it's important that you become familiar with its procedures.

Individuals enrolled in the program have designated the New Jersey Address Confidentiality Program as their agent for the receipt of mail and for service of process. All state and local government agencies are required to accept a substitute addresses from program participants. Private business may use the substitute address but are not obligated to do so. If you have questions, call the program at 1-877-218-9133.

How it Works

The Address Confidentiality Program provides a substitute mailing address for victims of domestic violence who wish to keep their current living address confidential. First-class mail is routed through this substitute address and then forwarded to the program participant.

Mailing Procedures

You will receive a card containing a substitute mailing address and an individual authorization code. Use this substitute address to receive all first-class mail (utility bills, credit card statements, government documents, letters from family and friends, etc.) Mail sent to you at this address is collected and immediately mailed to your current living address, which only ACP staff knows.

Using the Authorization Code

Program participants often share a substitute mailing address, so it's important that mail addressed to you include your individual authorization code immediately after your name. The authorization code helps us identify your mail so we can forward it to you.

For example, let's say Jane Doe's substitute address is P.O. Box 207, Trenton, NJ, and Jane's authorization code is **01234**. Mail sent to Jane at the substitute address would look like this:

J, Doe **01234**
P.O. Box 207
Trenton, NJ 08602-0207



Inform anyone sending you first-class mail that they **MUST** address your mail with your **authorization** code immediately after your name, the full post office box address, and full ZIP code in correct order. Mail improperly addressed may be delayed or returned to the sender.

PLEASE NOTE

- We cannot forward third-class mail (catalogues, magazines, and newspapers), packages, or parcel deliveries (UPS).
- Your mail will be forwarded to you under the name used when enrolling in the program. Contact ACP if you change your name.