

Address Confidentiality Program



John R. Ashcroft • Secretary of State

# ***Safe at Home***

## ***Address Confidentiality Program***



**Hello! I'm Brenda Sites,  
the Program Manager  
for *Safe at Home***

**The *Safe at Home* program  
is under the administration of  
Secretary of State Jay Ashcroft.  
I've had the privilege of working  
in the secretary of state's office  
since 2004.**



## Background

- **Address confidentiality programs provide a vital service to survivors of domestic violence, rape, sexual assault, human trafficking, stalking, and other crimes by denying assailants the opportunity to use public records made by government agencies and the courts as a means to find their victims.**
- **About 40 states have some type of address confidentiality program.**
- **State programs are listed at [www.MoSafeAtHome.com](http://www.MoSafeAtHome.com).**



# Program Overview

The goal of the Missouri *Safe at Home* Address Confidentiality Program is to help survivors of domestic violence, rape, sexual assault, human trafficking, stalking, and other crimes in their efforts to stay safe.



## Program Authorization

- Revised Missouri Statute: 589.660 – 589.683
- Code of State Regulations: 15 CSR 30-70
- Effective: August 28, 2007



## Program Overview

***Safe at Home*** has two basic parts:

- 1) The program provides a designated address for survivors to use when creating new records with government agencies and the courts.**
- 2) The program provides participants with a cost-free mail-forwarding service for first-class mail, legal documents, and certified mail.**



## Program Overview

- **Over 3100 adults and children**
- **Approximately 1400 households**
- **Over 7900 have been served**





# How does someone apply?







## **Application Assistants**

- **Potential participants must meet in person with a registered Application Assistant to enroll in the program.**
- **Application Assistants are employees or volunteers of government agencies, or nonprofit programs that have been trained and registered by the Secretary of State's office.**
- **Application Assistant agencies may be found online at [www.MOSafeAtHome.com](http://www.MOSafeAtHome.com) or by calling (866) 509-1409.**



# Who can apply?





## **Participant Eligibility Guidelines**

- **Applicants must sign a statement that they have good reason to believe that they are a victim of domestic violence, rape, sexual assault, human trafficking, stalking, or another crime, or they reside in the same household as a victim, and fear future harm.**
- **Applicants must be adults applying on behalf of themselves, their minor children, or an incapacitated person.**
- **Applicants should be in the process of relocating or have recently relocated to an address unknown to their assailant and that is not already part of any public record.**

## Participant Eligibility Guidelines

- Applicants provide a mailing address and physical address; both addresses must be in Missouri.
- Applicants agree to designate the Secretary of State as legal agent for their first-class mail, legal mail, and service of process and must accept all mail forwarded by the program.





## Program Application Process

- **Upon receiving a properly completed application from an Application Assistant, the program manager certifies the applicant as a program participant for 4 years.**
- **The participant receives an authorization card that identifies the individual as a *Safe at Home* participant.**



# SAMPLE AUTHORIZATION CARD

Address Confidentiality Program  
**safe at home**  
 Missouri Secretary of State's Office

*Sally Example-Sample*  
**Sally Sue Example-Sample**  
**123456**  
**PO Box 1409**  
**131 W High St, #1409**  
**Jefferson City, MO 65102**

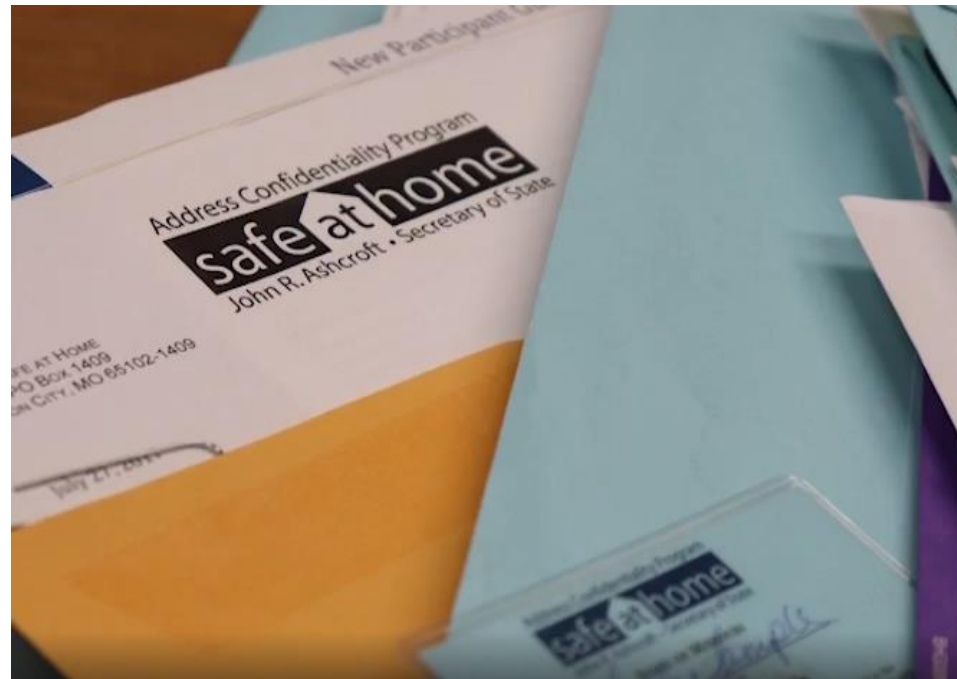


123456                      A1B2C3                      02/02/2022  
 Authorization Code                      Voter Code                      Expires

This card certifies that the bearer is a participant of the Safe at Home address confidentiality program pursuant to §589.660-589.683 and authorized to use the designated address with government agencies and the courts pursuant to §589.669.

Any use of the designated address must include the participant's authorization code and full address. If you have any questions regarding the valid use of this card, please contact Safe at Home:  
 (866) 509-1409  
 (573) 522-1525 (FAX)  
 safeathome@sos.mo.gov  
 For more information visit [www.MoSafeAtHome.com](http://www.MoSafeAtHome.com).

# What services do participants receive?







## **Designated Mailing Address**

**The program participant uses the designated address in place of their home address when creating new records with government agencies and the courts, such as:**

- **Department of Revenue (driver license, vehicle registration)**
- **Public schools and libraries**
- **Department of Social Services (child support, food stamps, cash assistance, healthcare, etc.)**
- **County and city offices**
- **Law enforcement**



## **Mail Forwarding Service**

- **It is the participant's responsibility to notify family, friends, agencies, or businesses that she or he has a designated address.**
- **First-class mail, legal documents, and certified mail received at the designated address will be forwarded the same day to the participant's confidential mailing address.**
- **Mail could be delayed as many as 5 to 7 days because it goes to Jefferson City before it is forwarded.**



## **Program Renewal and Cancellation**

- **Participants must renew every four years to remain in the program.**
- ***Safe at Home* may cancel a participant's certification if the participant fails to send written notification of an address or name change within ten days of the change.**

# **Does *Safe at Home* ever release participant information?**





## Confidentiality

- **“Upon demonstration of a program participant's certification in the program, government agencies and the courts shall accept the designated address as a program participant's address...”**
- **Agencies may photocopy the authorization card for the participant's file if necessary.**
- ***Safe at Home* staff can verify over the phone if someone is a current program participant.**



## **Confidentiality**

- **Agencies that require verification of residency in a service area or district (schools, libraries, county/city services) may request confirmation from the *Safe at Home* program office.**
- **The verification request must be made in writing in accordance with state regulations.**
- **Residency can be verified to the agency without revealing the confidential address.**

## Confidentiality

- A government or law enforcement agency may make a written request for disclosure in accordance with state regulations.
- Law enforcement may make an emergency verbal request for a participant's address.







# Confidentiality

- **Disclosure requests may or may not be granted.**
- ***Safe at Home* will attempt to contact the participant regarding the request for disclosure.**
- **When granting a disclosure, *Safe at Home* will stipulate how the information should be handled by the requesting agency.**

## **Confidentiality**

- **If a court intends to order a participant to release his or her address, statute requires the court to notify the participant and the Secretary of State's office.**
- **The court must give the participant an opportunity to present evidence why disclosing the address poses a safety threat.**
- **The court may still order a participant to disclose his or her address, but the review process should precede the order.**

# How does this apply to me and my agency?



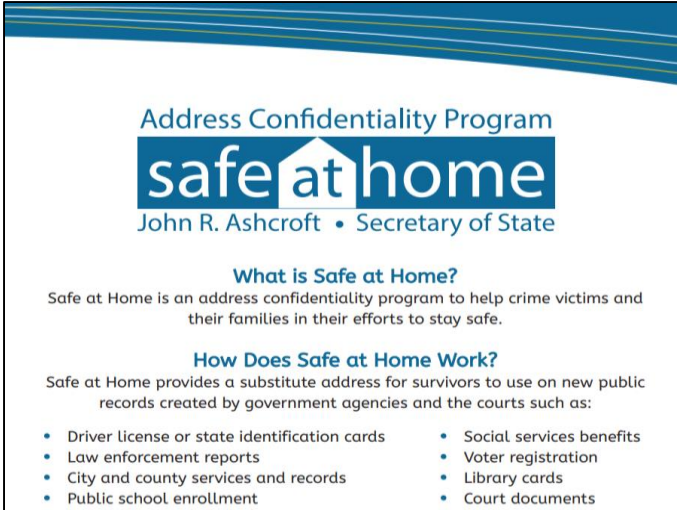
## Participant Interaction

- **State agencies regularly encounter *Safe at Home* participants.**
- **Government agencies shall accept the substitute address unless they have been granted a disclosure.**
- **Agencies may ask to see the participant's authorization card and/or contact *Safe at Home* to verify enrollment.**
- **State employees can contact the program office if they have questions about how to use the substitute address.**



# Participant Interaction

- **Feel free to refer people to our website or toll-free number.**
- ***Safe at Home* posters and brochures may be requested from our program office at no cost.**



## Questions?



**Safe at Home**

**PO Box 1409**

**Jefferson City, MO 65102-1409**

**PHONE (866) 509-1409 (toll free)**

**FAX (573) 522-1525**

**[SafeatHome@sos.mo.gov](mailto:SafeatHome@sos.mo.gov)**

**[www.MoSafeatHome.com](http://www.MoSafeatHome.com)**