

Safe at Home Participant News



When A Participant Moves

Inform Safe at Home

Participants may change their address with Safe at Home by sending written notification. Notification should include a participant's name and authorization number, the address they are moving to, the date they wish their address to be changed (such as "I'm moving on April 30"), and must include their signature. An address change notification can be mailed or faxed. For the security of the participant's information, Safe at Home cannot accept address changes over the telephone. Failure to notify Safe at Home of an address change within ten business days may result in cancellation from the program.

If Buying Real Estate

Participants purchasing a home should telephone the Safe at Home office as early in the process as possible so that we can help them navigate the public records generated when buying real estate. We will still need written notification of an address change once closing is complete.

Controlling a Participant's Confidential Address

Private utility companies and other service providers may need to know a participant's street address to connect services. Participants might consider asking service providers about their privacy policies and any other measures they could take to protect the participant's information. For example, some utility companies may add a password to protect the account or allow customers to opt out of third-party information sharing. If the utility is managed by a city, contact Safe at Home for assistance.

If participants need to give their previous landlord a contact address, they may provide the substitute address for mailing purposes.

Upcoming Holidays

The Safe at Home office will be closed and participant mail will not be forwarded on the following state holidays:

- **Truman Day**
May 8, 2018
- **Memorial Day**
May 28, 2018
- **Independence Day**
July 4, 2018



Moving with Children

A participant's move may require a transfer to a new school district. Public schools are required to accept a participant's Safe at Home substitute address in place of their confidential address. If a school representative asks a participant to verify a home address, participants may:

- explain that they are a participant in an address confidentiality program administered through the secretary of state's office;
- show their authorization card;
- ask the employee to contact the Safe at Home program for residency verification information; and
- refrain from disclosing their confidential address. If a participant voluntarily provides their home address to the school, it might not remain confidential.

It is possible that the employee has not enrolled a Safe at Home student before and is not familiar with this process. Safe at Home program staff can help explain the program and the residency verification process. Please note that Safe at Home will explain the process by telephone, but official requests for address verification must be made in writing by the school.

If participants have questions, they may contact Safe at Home toll free at (866) 509-1409.

FAQ

Q: Can Safe at Home hold my mail for me?

A: Safe at Home has limited abilities to hold mail for a participant. Participants may telephone the Safe at Home office and request to have their mail held for up to three business days. Participants may mail or fax a written request to have their mail held up to ten business days. Unless a written address change is received during that time, mail forwarding will resume to the address on file when the hold request expires.



A Safety Tip for Participants with Children

Getting a new address may be a good time for a participant to reinforce learning with children on how to telephone 911, guidance on when to give their confidential address (i.e. when calling emergency personnel), when to give their Safe at Home address, and other emergency procedures.