

The Enrolling Agency's Role

As an Enrolling Agency for "Safe at Home" your role is important to ensure that all eligible persons in reproductive health care services are provided the opportunity to participate in the program and that they fully understand how it works.

The "Safe at Home" confidential address program is a mail forwarding service and is not a witness protection program. It is designed to protect the participants' home, work, or school address from public records access through the use of a substitute address, which is used to conceal the participant's actual whereabouts. "Safe at Home" should be considered when an additional safety component is needed to prevent future threats or acts of harassment or violence by allowing the participant to reside at an address unknown to the perpetrator(s).

Applicants for the program must be providers, employees, volunteers, patients or family members of provider, employees, volunteers or patients of reproductive healthcare facilities that have been the targets of threats of violence. Applicants must be able to submit documentation showing that the facility has been a target of threats of vio-

Important Questions to Ask

Once it is determined that "Safe at Home" should be part of a person's safety plan, the application assistant must then determine if the applicant is eligible for enrollment in the program by asking the following questions. If the person responds "no" to any one of these questions, he or she is ineligible for enrollment in Safe at Home.

1. Do you live in California?
2. If you are a provider or employee of a health care services facility, can you provide documentation that you are employed or will be employed by the facility?
3. If you are a volunteer of a health care services facility, can you provide documentation showing your volunteer status and length of time you have committed to volunteer at the facility?
4. Are you able to submit the \$30 application fee per applicant? (*Fees apply to providers, employees, volunteers and family members of providers, employees and volunteers, only*).
5. If you are a patient of a reproductive healthcare facility, can you provide a police, court, or other government record that alleges threats or acts of violence were made against you while you received services at the reproductive health care facility?

If your client answers "No" to any one of these questions he or she cannot participate in the

Important Points to Emphasize

Before you begin assisting qualified applicants with the enrollment process, please emphasize:

- ☞ Application and program forms must be completed in person at the enrolling reproductive health care services facility.
- ☞ Minor children and/or family members living in the same household should be enrolled at the same time as the primary applicant. Adult applicants must complete forms for their minor children.
- ☞ Only participants of the Safe at Home program may use the Post Office Box assigned by the Secretary of State.
- ☞ Participant mail may be delayed 2 to 3 days because it is being forwarded from Sacramento to the physical confidential address.
- ☞ Participants must accept all forwarded mail. Returned mail may result in program cancellation.
- ☞ The participant's authorization ID number must be included on all mail received and forwarded for the participant.

Things to Remember

Step-by-Step Enrolling Procedures

Please check your agency enrollment packet. It should contain application forms, authorization ID cards, confidential affidavit of registration cards, envelopes and brochures.

1. Assist the applicant with completing one application form, one authorization ID card form with two ID signature areas, and one voter registration card, if he or she is a US citizen and desires to vote.
2. Make sure the application materials are filled out completely, including zip codes and telephone numbers. The voter registration card must include a residence street address (for districting purposes).
3. Review the checklist items with the applicant to make sure he or she understands how the program works.
4. After reviewing the application materials with the applicant, the application assistant must sign and date the application form.
5. Send all completed, original (no xerox copies) application materials to "Safe at Home". Be sure the qualifying documentation is

 **Do not** give application materials to anyone to take home. The enrolling agency is responsible for mailing in the application materials. You may give the applicant a copy of the program brochure.

 **Do not** acknowledge anyone's participation in the program. Tell the applicant to call Safe at Home to verify their enrollment in the program.

If your agency needs additional application material please contact us:

MAIL 

Safe at Home
P.O. Box 846
Sacramento, CA 95812-0846

PHONE 

1-877-322-5227

EMAIL 

safeathome@sos.ca.gov

Enrolling Agency Guide

Reproductive Health Care Services



Secretary of State
DEBRA BOWEN