

Safe at Home Participant News



Safe at Home is Unable to Forward Packages

What is the Safe at Home package policy?

Safe at Home cannot forward any packages.

How can I receive packages?

- Have packages shipped to a friend or relative.
- Have packages shipped to a place of employment.
- Rent a mailbox from the U.S. Postal Service or a commercial mailbox store for package deliveries.
- Suggest gift cards or similar small items able to fit in an envelope.

How can I shop online?

- Ship packages under an alias name to your actual address.
- Send online retail purchases to a store for pick-up (site-to-store option).

How can I use my substitute address this holiday season?

- Packages sent to friends or family members, should include your actual address (with an alias name or initials) or an alternate mailing address (relative/friend/work/rented mailbox) for the return address. **Do not use the Safe at Home PO box as a return address on any package mailed.** If a package is returned to the Safe at Home address, it cannot be forwarded to the participant.
- Cards or letters mailed to friends or family members may include your name and authorization number in the return address. If cards are returned to the sender at the substitute address, we will forward them to the participant. If the participant's name or authorization number is not in the return address, we will not know to whom the mail should be returned.

Upcoming Holidays

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

- **Veteran's Day**
Friday, November 10
- **Thanksgiving Day**
Thursday, November 23
- **Christmas Day**
Monday, December 25



Driver's Licenses and State Identification Cards

Safe at Home participants are authorized to use their substitute address on records created with the Department of Revenue, including driver's licenses and state identification cards. The Department of Revenue places an "All Activity Stop" on all participant licenses and IDs that contain the Safe at Home substitute address. The stop is an internal procedure for the protection of participant information.

When dealing with a stop on a license, participants should know:

- Any future activity, like a renewal or update of a license or ID, requires approval from the Department of Revenue.
- Any employee at a driver's license office who handles a participant's changes will need to call the Department of Revenue's main office for authorization. This means it may take more time than usual when at a license office.
- A stop is visible to all law enforcement if they run a license during a traffic stop. If an officer sees the stop in conjunction with the PO Box address, this does not mean fraudulent activity has been detected.
- If an officer requires verification of participation in Safe at Home, they can contact the Department of Revenue to confirm that the stop is for Safe at Home purposes only.

Safe at Home is in the process of educating law enforcement officers about stops and how they assist our participants, but if there are any questions, please contact Safe at Home.

FAQ

Q: May I pick up mail at the Safe at Home Office?

A: No. For the safety of all involved with the program, Safe at Home staff do not meet the public (including participants) at their location. If you are having any problems with your mail, please contact us by telephone at (866)509-1409 or my e-mail at safeathome@sos.mo.gov. The Safe at Home office is staffed from 8:00 AM to 5:00 PM. Please be assured we will respond to any messages as quickly as possible.



Participants with New Dependents

If at any time minor dependents are added to your household, please contact Safe at Home as soon as possible. Insurance providers regularly address mail to the newly insured who are less than one year old! Unless Safe at Home has the name of that young one on file, we will be unable to forward mail that has her or his name on the envelope. It is important to include any and all minor dependents (age 17 years or younger) within your household on your Safe at Home record.