

January 10, 2020

Ms. Erika Contreras
Secretary of the Senate
State Capitol, Room 3044
Sacramento, CA 95814

Ms. Sue Parker
Chief Clerk of the Assembly
State Capitol, Room 3196
Sacramento, CA 95814

Dear Ms. Contreras and Ms. Parker:

I am pleased to present the 2019 Annual Legislative Report for the Secretary of State's Safe at Home Program in compliance with Government Code Sections 6210 and 6216. This report highlights the data collected throughout the year as well as the participation within California's 58 counties.

In addition to the enclosed summary and related county statistics, described below are significant events that renewed or strengthened relationships with other state and local government agencies, the National Association of Confidential Address Programs, program participants, and enrolling agencies.

- Safe at Home recognized its 20th anniversary on July 1, 2019 and held a half-day celebration attended by representatives from 36 state and local agencies.
- Safe at Home staff were panel members or speakers at annual meetings of the Employee Assistance Program, the California Department of Public Health Vision Meeting, and the Southern California Judicial Council.
- Additionally, Safe at Home staff participated in several conferences, training and tabling events. These speaking opportunities informed and educated organizations that provide services to individuals who may need Safe at Home services.
- Enrolling agency training efforts using both on-site and webinar-style trainings reached 648 agency representatives from 271 enrolling agencies, almost double the number of representatives trained in 2018. As a result, enrolling agencies better understand the application process and are better equipped to help applicants complete the Safe at Home enrollment process.
- Targeted statewide outreach efforts increased the number of enrolling agencies by 11%. Two University of California Campus Advocacy, Resources

and Education locations became enrolling agencies; Santa Barbara and Davis. This is significant because available data identifies college students as “at-risk” for sexual assault. The twenty-seven newly recruited enrolling agencies serve populations previously under-represented within the Safe at Home program, such as: on-campus residents; the Lesbian, Gay, Bisexual, Transgender, and Questioning community; the Asian/American community; and victims of human trafficking.

- The program received applications for 1,383 individuals, an increase of almost 13% when compared to the 1,227 applications received in 2018.
- To enhance customer support, for the first time, Safe at Home administered a survey to solicit feedback about the level of program knowledge of current participants and to determine additional methods of communicating with participants. To reduce the wait times for incoming call center telephone calls, the InContact telephone call routing system was implemented. Mail handling procedures were evaluated and made more efficient resulting in a reduced amount of mail erroneously returned to Safe at Home.
- Programmatically, staff were empowered by receiving training specific to the populations served by Safe at Home. They completed a desk guide to document all procedures, to ensure consistent information is communicated to participants, and to serve as a training tool for new employees.
- Regulations were submitted to the Office of Administrative Law to include recent legislative changes for victim types served. These regulations will ensure consistent procedures are followed for all participants and will strengthen the confidence of agencies and participants interacting with Safe at Home.
- Database update efforts are underway to streamline the application process, to allow enrolling agencies to electronically submit applications, and to improve data collection and reporting functionality.
- The Safe at Home Program Director was elected to serve a two-year term as Secretary of the National Association of Confidential Address Programs. The benefits of collaborating with 39 state programs include participating in discussions related to pending federal legislation, national efforts to benefit program participants in all states, and sharing best practices and experiences related to address confidentiality programs.

Goals for 2020 include finalizing the implementation of the new database, receiving the final approval for regulations submitted to the Office of Administrative Law, and continuing to expand our statewide outreach efforts to more thoroughly serve disadvantaged or under-represented populations throughout the State.

California's Safe at Home Program offers some of the most comprehensive services of any confidential address program in the United States. I welcome you to visit Safe at Home's website at www.sos.ca.gov/safeathome or contact us by telephone for additional information at (916) 653-1769.

Sincerely,

Alex Padilla
California Secretary of State

cc: Ms. Diane Boyer-Vine, Legislative Counsel

**California Secretary of State's Address Confidentiality Program
Safe at Home 2019 Summary of Statistics**

	2018	2019					
Confidential Registered Voters	720	727					
Mail Pieces Forwarded	82,976	78,868					
Postage Costs	\$54,566	45,083					
Cases of Election Misuse	0	0					
Applications Received *	1,227	1,383					
Number of Participants	4,054	4,319					
Participants by Victim Type **							
Domestic Violence	3,360	3,496					
Stalking	505	785					
Sexual Assault	243	352					
Human Trafficking	11	34					
Elder/Dependent Adult Abuse	0	0					
Household Members	29	88					
<i>*Represents the number of primary, children, and household members per application.</i>							
<i>**As October 2017, participants can self-identify as multiple victim types.</i>							
Participation by County							
Alameda	168	Kings	8	Placer	124	Sierra	0
Alpine	0	Lake	11	Plumas	4	Siskiyou	9
Amador	8	Lassen	0	Riverside	205	Solano	60
Butte	46	Los Angeles	849	Sacramento	336	Sonoma	73
Calaveras	6	Madera	7	San Benito	3	Stanislaus	38
Colusa	1	Marin	55	San Bernardino	181	Sutter	14
Contra Costa	141	Mariposa	5	San Diego	428	Tehama	5
Del Norte	8	Mendocino	9	San Francisco	102	Trinity	3
El Dorado	40	Merced	11	San Joaquin	62	Tulare	29
Fresno	110	Modoc	5	San Luis Obispo	26	Tuolumne	1
Glenn	12	Mono	0	San Mateo	61	Ventura	62
Humboldt	14	Monterey	27	Santa Barbara	39	Yolo	31
Imperial	4	Napa	11	Santa Clara	203	Yuba	5
Inyo	0	Nevada	19	Santa Cruz	52	Not in CA	10
Kern	43	Orange	483	Shasta	52		