ENTERING AND EDITING A CLIENT ADDRESS

CREATION DATE: May 25, 2007

Pointers to Remember:

1. You must select the New button if you do not wish to override previously entered information.
2. You must select the Edit button to enter an address. You cannot simply type the address into the Address field.
3. You must enter each individual piece of the address in its appropriate fields. For example: "400" is the Street #, "6th" is the Street Name, "Street" is the Suffix, "SW" is the Quadrant, etc.
4. To populate the ward, census and collaborative information you must search for the address by clicking Find and then select the address from the results.

How to Enter a New Address

Steps Include:

Step 1: Place a case in focus by clicking on the word My Assignments from the left window pane.

Step 2: Highlight the identified case from the Workload List.

Step 3: Click on Show.

Figure 1

Step 4:   Place your mouse over Case, Client, and Demographics.
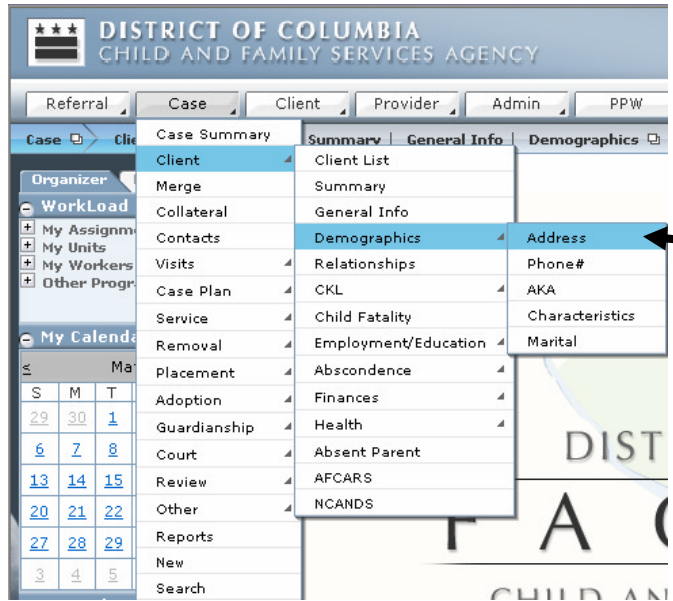
Step 5:   Click Address.

Figure 2

Step 6:   Click New to enter a new address. Do not begin changing information on the screen prior to clicking New as that will override data that was previously entered.

Step 7:   Enter the Address Type.

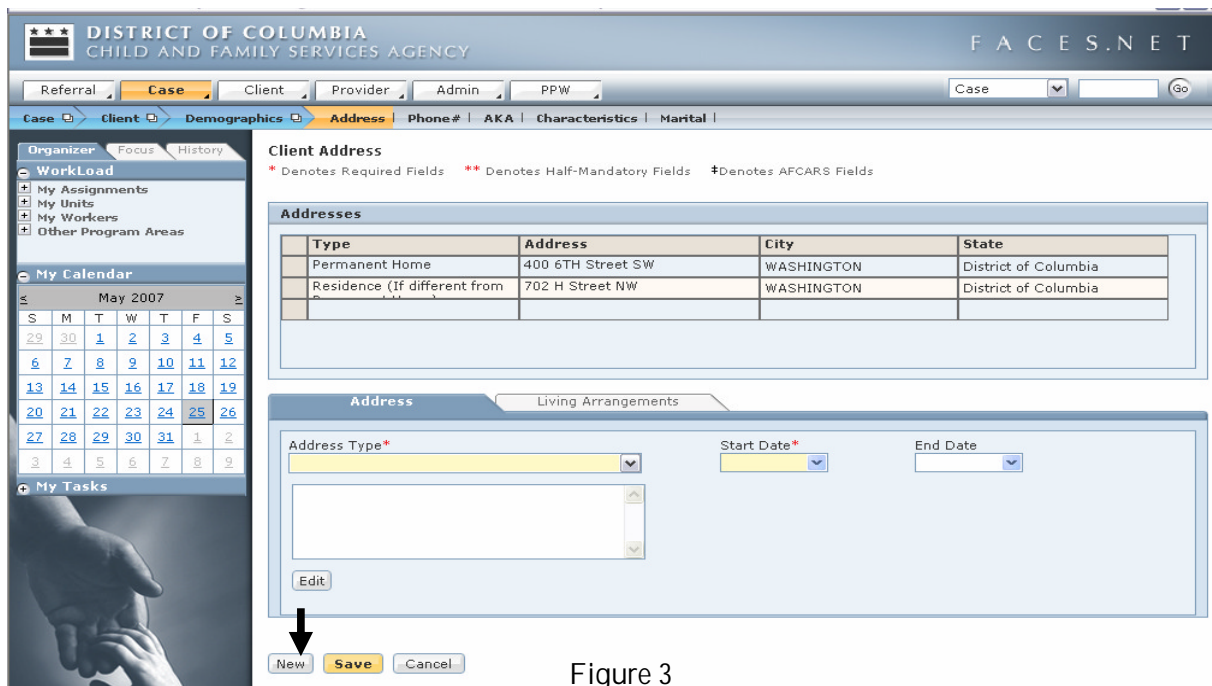Step 8:   Enter the Start Date.

Figure 3

Step 9:   Click the Edit button under the Address field. Addresses must be entered via the Edit button.
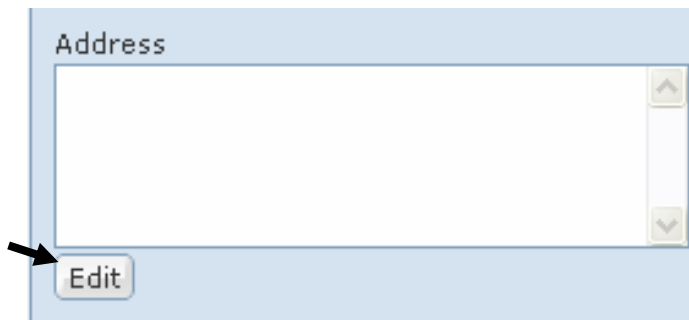

Figure 4

Step 10:   Select the category of Address (Domestic Address, P.O. Box, or Foreign Address).

Step 11:   Type the Address Details.

Step 12:   Type additional Comments about the address if needed.

Step 13:   Click Find to search for addresses that closely match your search. This Find feature also pulls maps and occasionally, pulls photographs of the District of Columbia addresses.

Note:

- Clicking Find and then selecting an address from the results is the only way to assure that Collaborative, Census Track, and Ward information populate to the main address field.
- The Find feature on the Enter Address screen only searches for address in the District of Columbia. Other addresses can still be entered into the screen; however, maps, photographs, census track information, ward information and collaborative information will not be available.

Figure 5

Step 14:   Highlight the Address that matches your search. Highlighting the address will pull the collaborative, census track and ward information to the main address screen once the OK button is selected.

Figure 6

Step 15:   Click Map It to view a map of the highlighted address. This feature also indicates the Metro® stations close to your selected address.

Step 16:   Click Photo to view a photograph of the highlighted address.

Figure 7

Step 17:   Click OK to pull the address to the main address screen. (See Figure 3)
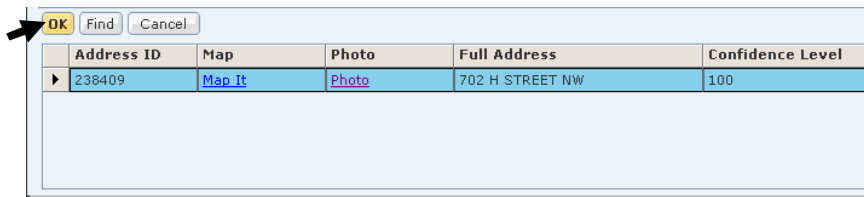

Figure 8

Note: If the Find button is selected and the address is highlighted in the Enter Address window, then the ward, census track and collaborative information will display when you click OK. (See Figure 5 and 8).
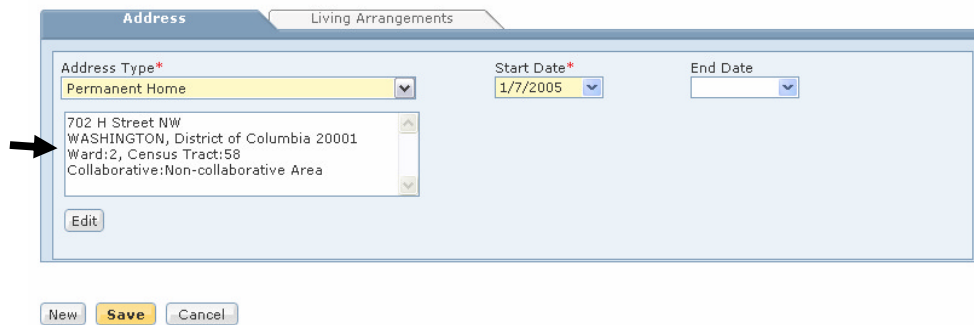

Figure 9

Note: If the Find button is not selected and the address is not highlighted in the Enter Address window then the ward, census track and collaborative information will not display when you click OK. (See Figure 5 and 9).
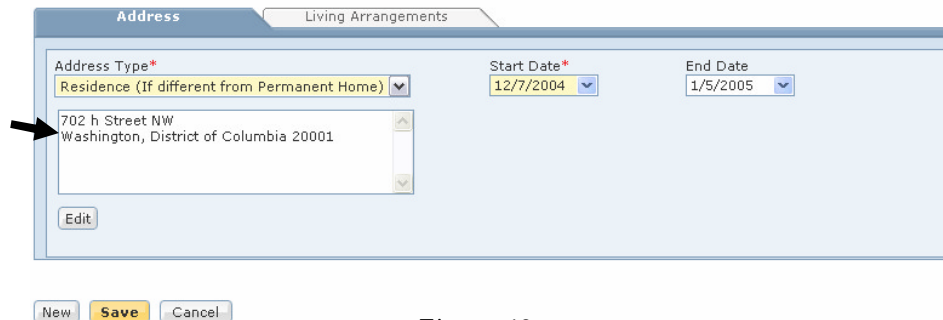

Figure 10

Step 18:   Click Save.

How to Edit an Existing Address

If you observe that the District of Columbia address for your client displayed in FACES.NET does not have the ward, census track and collaborative information, then update the address with the pertinent information. This will allow the system to display the address information more accurately.

Steps Include:

Step 1:   Enter your case and put a client in focus.

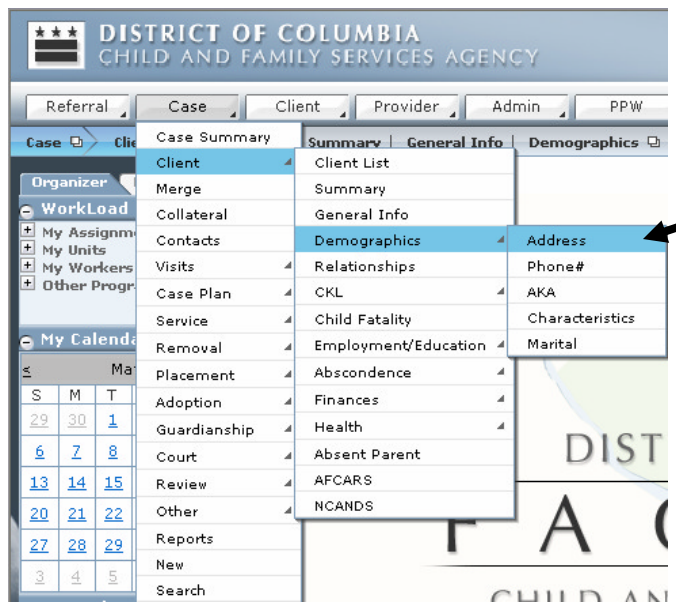Step 2:   Place your mouse over Case, Client, and Demographics.

Step 3:   Click Address.

Figure 11

Step 4:   To edit previously entered information, do not click New. Instead, highlight the address you wish to change in the top inset grid. (See Figure 12)

Figure 12

Note:

- If you do not wish to override the previous address but instead enter another type of address for the client, then click New to enter a new address.
- If the client moved from one "permanent home" to another, then enter the End Date for the first home and enter a new permanent home indicating a new Start Date*.

Step 5: Edit the Address Type if needed.

Step 6: Edit the Start Date if needed.

Step 7: Edit the Address by following steps 9-18 from the previous section.

Figure 13

Step 8:   Click Save.

Step 9:   Click Yes when the pop up message box is displayed. This will override the previous
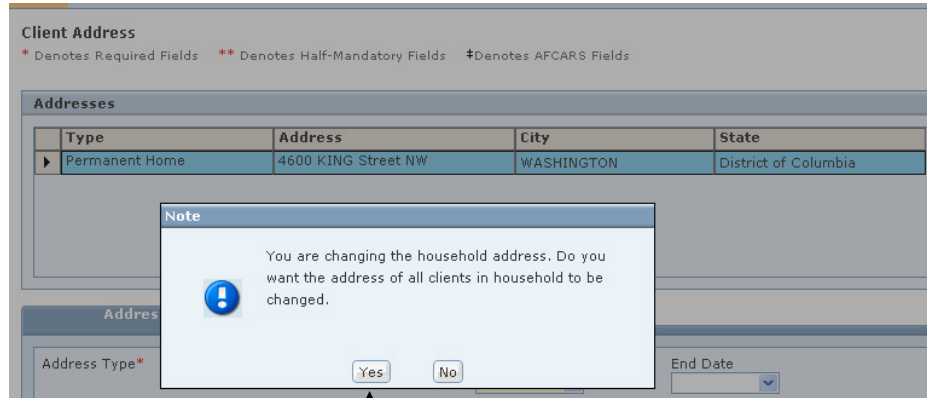address.

Figure14

Note: This action will cause all client addresses in that household to change.