

# 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.

ID	Restricted	Type	Responsib	Referral T	Name	Client	Date Assig	Open Date	Resp. Time
192587		Case	Family		JACKSON57	SHANTE JAC	01/10/2006	01/10/2006	
192586		Case	Family		JACKSON43	SHANTE JAC	01/10/2006	01/10/2006	
192585		Case	Family		JACKSON02	SHANTE JAC	01/10/2006	01/10/2006	
192584		Case	Family		JACKSON56	SHANTE JAC	01/10/2006	01/10/2006	
192583		Case	Family		JACKSON04	SHANTE JAC	01/10/2006	01/10/2006	
192582		Case	Family		JACKSON53	SHANTE JAC	01/10/2006	01/10/2006	
192581		Case	Family		JACKSON52	SHANTE JAC	01/10/2006	01/10/2006	
192580		Case	Family		JACKSON51	SHANTE JAC	01/10/2006	01/10/2006	
192579		Case	Family		JACKSON50	SHANTE JAC	01/10/2006	01/10/2006	
192578		Case	Family		JACKSON55	SHANTE JAC	01/10/2006	01/10/2006	
192577		Case	Family		JACKSON54	SHANTE JAC	01/10/2006	01/10/2006	

Figure 1

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

Step 5: Click Address.

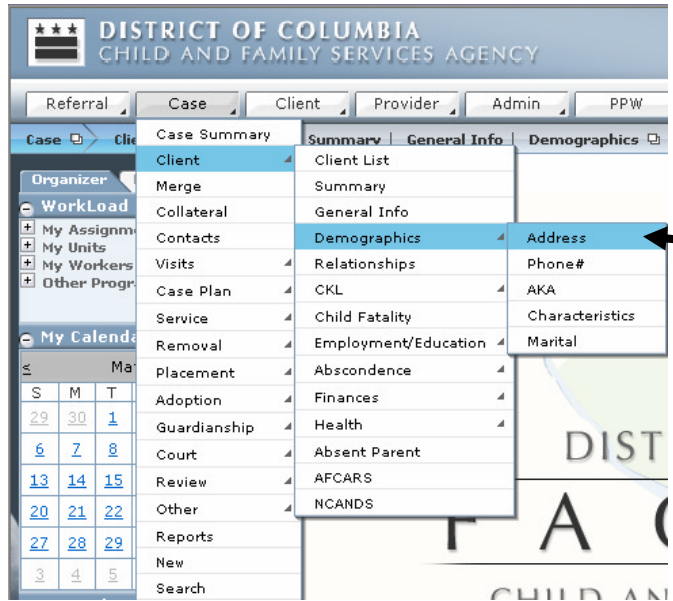


Figure 2

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.

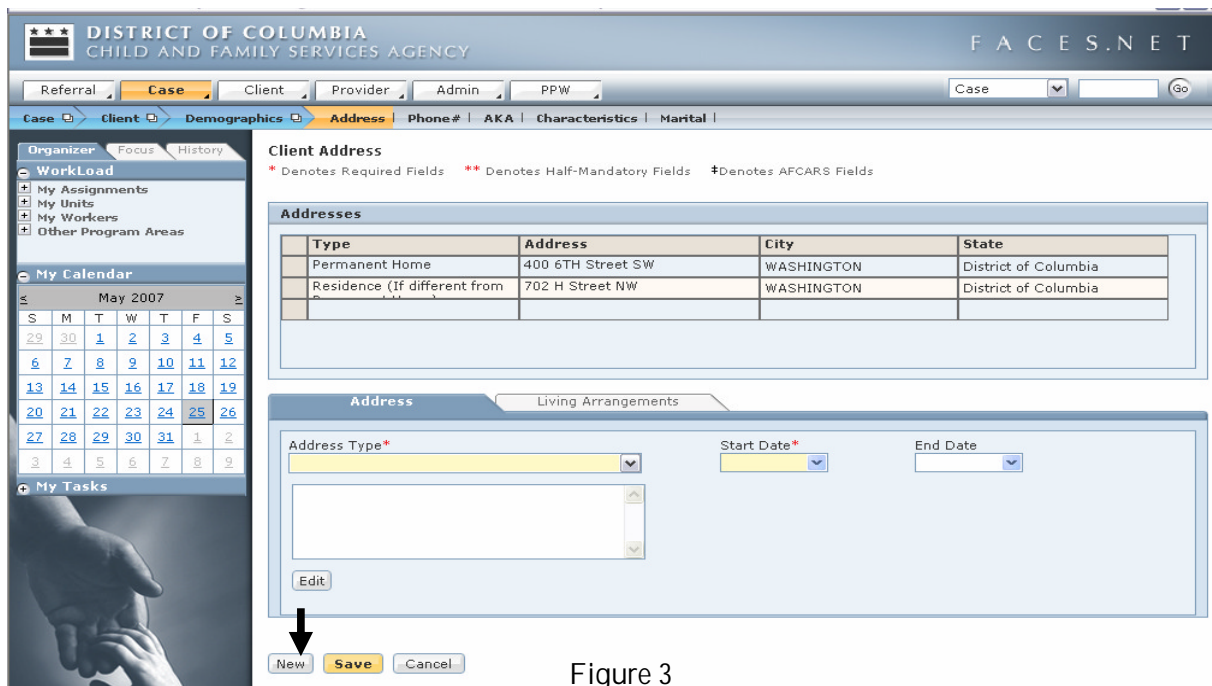


Figure 3

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

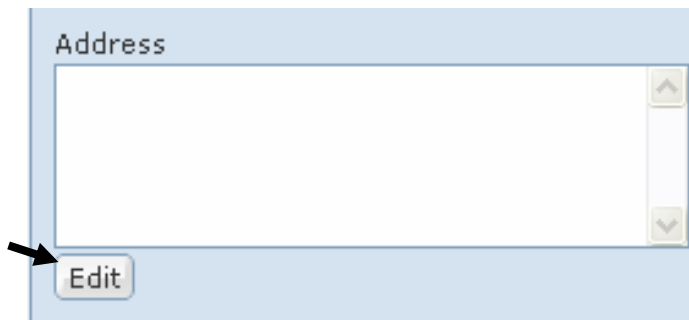


Figure 4

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.

A screenshot of a software window titled 'Enter Address'. The window has a light blue border and contains several sections. At the top, there are three radio buttons: 'Domestic Address' (selected), 'P.O.Box', and 'Foreign Address'. Below this is the 'Address Details' section, which contains several input fields and dropdown menus: 'Street#' (text box with '702'), 'Street Name' (text box with 'H'), 'Suffix' (dropdown menu with 'Street'), 'Quadrant' (dropdown menu with 'NW'), 'Unit Type' (dropdown menu with 'No Selection'), 'Unit No' (text box), 'County' (dropdown menu), 'City' (text box with 'Washington'), 'State' (dropdown menu with 'District of Columbia'), and 'Zip' (text box with '20001'). Below the address details is a 'Comments' section with a large, empty text area and a vertical scrollbar. At the bottom of the window are three buttons: 'OK', 'Find' (highlighted in yellow), and 'Cancel'. A black arrow points downwards from the top of the 'Comments' text area.

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.

The screenshot shows a form titled "Enter Address" with the following fields:

- Address type:  Domestic Address,  P.O.Box,  Foreign Address
- Address Details:
  - Street#: 702
  - Street Name: h
  - Suffix: [dropdown]
  - Quadrant: [dropdown]
  - Unit Type: [dropdown]
  - Unit No: [input]
  - County: [dropdown]
  - City: Washington
  - State: [dropdown]
  - Zip: 20001-
- Comments: [text area]
- Buttons: OK, Find, Cancel

Below the form is a table with the following data:

Address ID	Map	Photo	Full Address	Confidence Level
238409	<a href="#">Map It</a>	<a href="#">Photo</a>	702 H STREET NW	100

Arrows point to the highlighted row and the "Map It" and "Photo" links.

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)

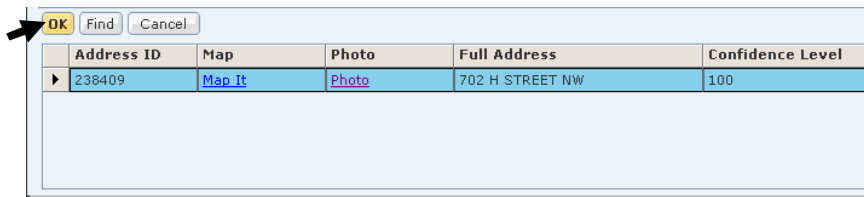


Figure 8



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).

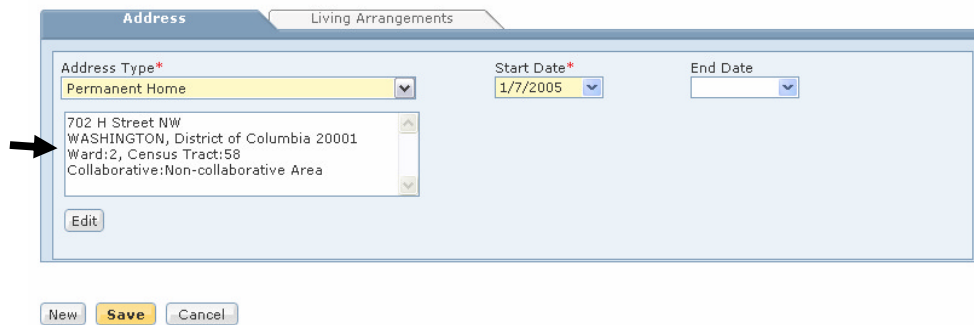


Figure 9



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).

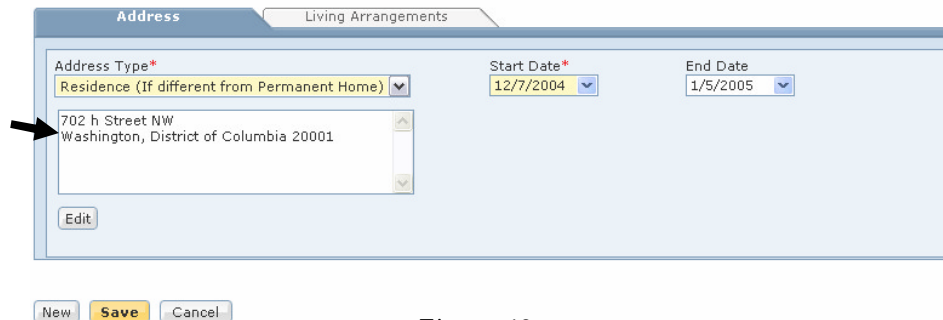


Figure 10

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.

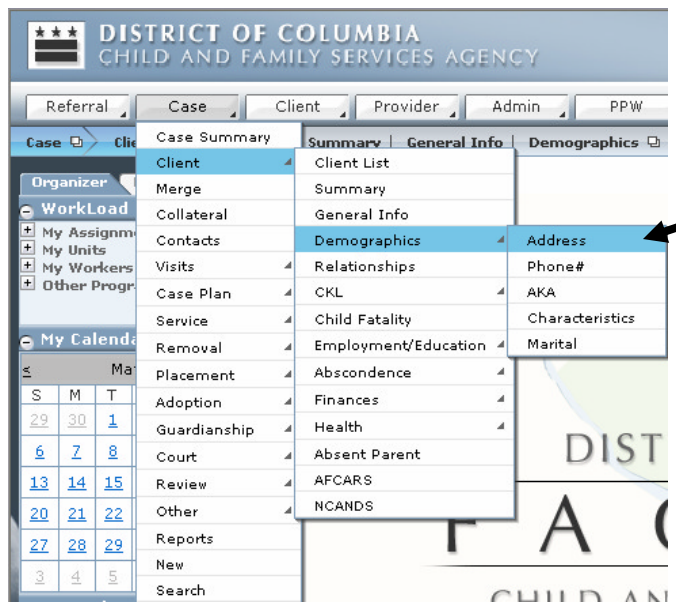


Figure 11

- 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)

### Client Address

\* Denotes Required Fields   \*\* Denotes Half-Mandatory Fields   † Denotes AFCARS Fields

The screenshot shows two parts of the software interface. The top part is a table titled "Addresses" with columns: Type, Address, City, and State. It contains one entry: Permanent Home, 3700 KING Street NW, WASHINGTON, District of Columbia. An arrow points to the first row. The bottom part is a form titled "Address" with tabs for "Address" and "Living Arrangements". It has fields for "Address Type\*" (Permanent Home), "Start Date\*" (1/6/2006), and "End Date". Below these is a text area containing "3700 KING Street NW" and "WASHINGTON, District of Columbia 20001". An "Edit" button is below the text area. At the bottom are "New", "Save", and "Cancel" buttons. An arrow points to the "Edit" button.

Type	Address	City	State
Permanent Home	3700 KING Street NW	WASHINGTON	District of Columbia

Address Type\*: Permanent Home   Start Date\*: 1/6/2006   End Date:

3700 KING Street NW  
WASHINGTON, District of Columbia 20001

Edit

New   Save   Cancel

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.

The screenshot shows the "Client Address" form within the "FACES.NET" system. The header includes "DISTRICT OF COLUMBIA CHILD AND FAMILY SERVICES AGENCY" and "FACES.NET". The navigation bar shows "Referral", "Case", "Client" (selected), "Provider", "Admin", and "PPW". The "Client" tab is active, and the "Address" sub-tab is selected. The "Client Address" form is displayed, showing the same "Addresses" table as in Figure 12. An arrow points to the first row of the table. The left sidebar shows the "In Focus" section with user information for "ADMIN TRAINER" and "SHANTE JACKSON26".

DISTRICT OF COLUMBIA CHILD AND FAMILY SERVICES AGENCY   FACES.NET

Referral   Case   Client   Provider   Admin   PPW   Case   Go

Client   Demographics   Address   Phone#   AKA   Characteristics   Marital

Client Address

\* Denotes Required Fields   \*\* Denotes Half-Mandatory Fields   † Denotes AFCARS Fields

Type	Address	City	State
Permanent Home	3700 KING Street NW	WASHINGTON	District of Columbia
Residence (If different from ...)	702 H Street NW	WASHINGTON	

Figure 13

Step 8: Click Save.

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

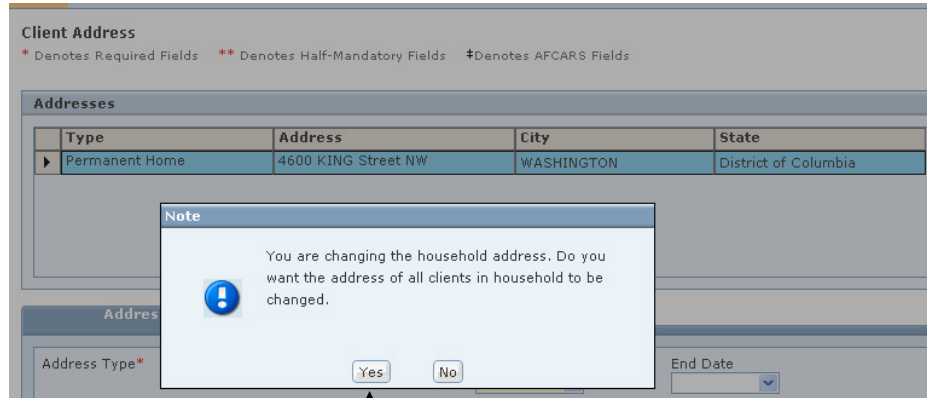


Figure14



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