ENTERING AND EDITING A CLIENT ADDRESS

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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](image.png)
Step 4: Place your mouse over **Case, Client, and Demographics**.

Step 5: Click **Address**.

![Figure 2](image)

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](image)
Step 9: Click the **Edit** button under the **Address** field. Addresses must be entered via the **Edit** button.

![Figure 4](image)

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 addresses 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](image)
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.

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

![Figure 8](image)

**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](image)

**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](image)

**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](image)

**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)
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.
Step 8: Click **Save**.

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

![Figure 14]

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