

Add or Change the Physical and Mailing Addresses

If the Household doesn't have a Residence yet, skip to **Step 3**.

Before you enroll your client in your program make sure the mailing address and the physical address are correct. If your client was already in OPUS you may find that the address is very... well, messed up! You can also use these instructions to move the household out of a physical address while they are still enrolled in your program.

In this example, the household isn't even in a physical address, but an address appears as a physical and mailing (the "B" address) and another as just a mailing address (the HOMELESS Eugene address.) You'll note that you can't view the residence which tells you that they are not in a residence yet.

Client
[Search](#)
[View](#)
[New](#)
[Edit](#)

Residence
[View](#)
[New](#)
[Edit](#)

Household View

Household - Click SSN/SYSID will open the Client View Screen. Benefits ([Get Code Key](#)) Active

HH Members		Race		Services and Benefits														
R	SSN/SYSID	Name	Sex	Age	AA	AS	AI	NH	WH	ET	LG	ED	FW	FS	DS	HB	HI	VT
<input type="checkbox"/>	SDEPUTY010650	DEPUTY DOG	M	59	N	N	Y	Y	Y	NH	E	O	N	N	Y	N	N	Y
<input type="checkbox"/>	SPOLLY010551	POLLY PUREBRED	F	58	N	N	N	N	Y	NH	E	C	N	N	Y	N	Y	N

Address		Income Summary	
T	U Address	DEPUTY DOG	\$14,400.00
B	129 E FIG NEWTON LN APT 5 HARRISBURG, OR 97446	Household Summary	
M	HOMELESS EUGENE, OR 97401	Total Income	\$14,400.00
		% of Poverty	103%
		Total HH#	2

Step 1- The Old Physical Address/Residence

If the residence (Permanent Address) is not correct, then from the Household View, page down and click on the **Move Entire Household to Unknown** button. You do not need to exit your clients from programs to move them all out of an address. (Do not edit the current physical address. Move them to Unknown first then move them into a new residence after you follow the steps below.)

To Remove a Client (one at a time):
 Select client under the R column above,
 then Click this button

To Remove Household: Click this button

Step 2- Changing the Mailing Address(s)

- From the HH View, Click on the client's SSN/SYSID.
- Click on the **Edit Client** button.
- Scroll down and correct the Mailing Address.

old mailing address

Mailing Address
 (Choose an address from the list, add a new address, or edit the current mailing address below)

Note: RES is current Residence Address

Homeless

No.	Direction	Street Name	Type	Direction	Unit	#
<input type="text" value="129"/>	<input type="text" value="E"/>	<input type="text" value="FIG NEWTON"/>	<input type="text" value="LN"/>	<input type="text" value=""/>	<input type="text" value="APT"/>	<input type="text" value="5"/>

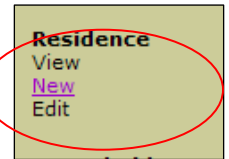
City: ST: Zip: +4

change to current mailing address (also check that the Client Services/Benefits are up to date).

- D. Click the **Save Changes** button.
- E. Click the **View Household** button.
- F. Click on the next household member's SSN/SYSID and repeat Steps "B" to "E". The new mailing address may not appear in the Edit Current Mailing Address drop down box. If it does, however, you can select the new mailing address that you typed in for the first client rather than typing in the address again. If it doesn't, then type it in! Repeat this process for all the HH members.

Step 3- The New Physical Address/Residence

- A. From the Household View screen, add the household to a residence. Click on the "New" link on the left navigation column under **Residence**.



- B. The new mailing address will appear in the <Choose and Address from the menu> drop down box. If the residence is the same as the mailing address, then choose from the list or type in the new one.

- C. Complete the Residence Type and Status fields.

- D. If you are entering your client into a Transitional or Permanent Housing Program, you will also need to enter the number of bedrooms, and the homeless information. (If you don't complete these fields, you'll be bumped out when trying to give a housing transaction.)

- E. Click on Click on the "Mail/Phone Update" link on the left navigation column under **Household** to update the mailing address.

