Update 2016-27: Common Place
Address Change Form

Background
Keeping in touch with our clients is very important. When there are any changes in address or telephone numbers, we want to be sure we have updated them in CalWIN.

Changes
A new process for notifying Eligibility Workers (EWs) of changes to client’s contact information has been developed.

Eligibility Staff
Whenever contact, in person or by phone, is made with a client, eligibility staff are required to ask whether there has been any change in their contact information. When there has been a change, clerical staff will complete the SCD 2463, indicating what information needs to be updated by the Eligibility Worker (EW). The SCD 2463 will then be assigned as a TMT to the assigned EW, or unit.

CWES
At every point of contact with clients, CWES staff must verify the following fields and update as needed: Effective Begin Date, Telephone and/or E-mail address. Any other changes needed to the Case Summary Detail window must be referred to eligibility.

[Refer to “Processing CWES Requests,” page 60-29 of the Common Place Handbook and “CalWORKs Employment Services (CWES),” page -1 of CWES Update 15-17]

Text Messaging
The client’s home telephone number will be listed in the Home field unless they have opted out of text messaging. In this case, the cell phone number shall be entered in the Home field. This will prevent any automated text messages from being sent to the client in error.
The client’s work, school or other location where they may be reached during normal business hours (8am-5pm) shall be entered in the **Day** field, including an extension (Ext) if applicable.

The *Message* field will be used for the cell phone number of the client unless they opt out of text messaging. In this case, their cell phone number will be entered in the **Home** field.

[Refer to Agency Memorandum #16-09]

**Implementation**
The process outlined in this Update is effective upon release.

**Documentation**
Any changes in address and/or phone numbers must be documented by the EW in the **Maintain Case Comments** window of CalWIN.

**Data Systems**
Address and phone number changes will be entered directly into CalWIN by the EW.

**Forms**
A new form, “Client Update: Address or Phone” SCD 2463, for client address and phone number changes, is available on-line as a form-fill.

**Other Programs**
The SCD 2463 may be used for all programs.

**Clerical**
Refer to the “Changes” section of this Update.

**Kudos**
Thank you to the South County office for developing the SCD 2463.

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