ARIZONA
DEPARTMENT
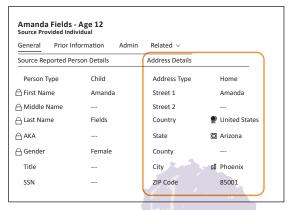## *of* CHILD SAFETY
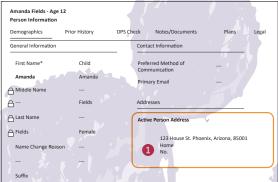
Intake: Person Addresses

Intake Person Address

An address found on the Persons tab of an Intake which is provided by a source. This does not include addresses found during Guardian research.

Person Record Address

An individual's known address found on the Demographics tab of the Person record.

For additional information regarding addresses in Guardian, please refer to the Guardian Intake User Manual.

Amanda Fields - Age 12
Source Provided Individual

| General | Prior Information | Admin | Related ⌄ |

Source Reported Person Details		Address Details	
Person Type	Child	Address Type	Home
🔒 First Name	Amanda	Street 1	Amanda
🔒 Middle Name	---	Street 2	---
🔒 Last Name	Fields	Country	🌐 United States
🔒 AKA	---	State	Arizona
🔒 Gender	Female	County	---
Title	---	City	Phoenix
SSN	---	ZIP Code	85001

Amanda Fields - Age 12
Person Information

| Demographics | Prior History | DPS Check | Notes/Documents | Plans | Legal |

General Information		Contact Information	
First Name*	Child	Preferred Method of Communication	---
Amanda	Amanda	Primary Email	---
🔒 Middle Name	---		
🔒 ---	Fields	Addresses	
🔒 Last Name	---		
🔒 Fields	Female	**Active Person Address** ⌄	
Name Change Reason	---	① 123 House St. Phoenix, Arizona, 85001 Home No.	
---	---		
Suffix			

Address: Intake Persons

In Guardian, the Intake Person's primary address needs to be entered as part of the Intake Person record based on the standards below:

Intake Person	Enter Address
Primary Caretaker	Yes
Intake Persons without a first **and** last name	Yes
Intake Persons with full or partial names **not living** at the same address as the Primary Caretaker Note: Resides at Same Address indicator needs to be selected as **"No"** on the Relationships table.	Yes
Intake Persons with full or partial names, **living** at the same address as the Primary Caretaker. Note: Resides at Same Address indicator needs to be selected as **"Yes"** on the Relationships table.	No

For additional information regarding Intake Persons, please refer to the Intake Persons Field Guide.

Safety · Accountability · Change · Family · Engagement · Compassion · Teaming · Advocacy · Equity
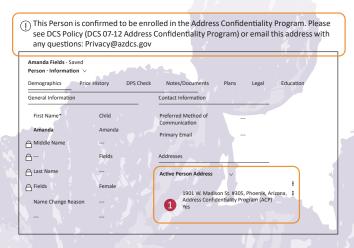
Address: Person Record

In Guardian, the Person record address needs to be entered as part of the Person record based on the standards below:

Person Record Status	Address Entry Standards
Newly created Person Record	• Person address entered based on source information • AZTECS is a back-up option if a source does not know the address • Select "Yes" for the Primary Address box when it is the home address for the person • When using Quick Create, verify that the Primary Address box and Preferred Phone are accurate.
Existing Person Record, and no open Assessment, Case or Report pending disposition	• Person address entered based on source information • Select "Ye!s" for the Primary Address box when it is the home address for the person • End date the prior address(es), if applicable
Existing Person Record, and open Assessment, Case, or Report pending disposition	• Person address entered based on source information • Select "No" for the Primary Address box

Address Confidentiality Program (ACP)

DCS is required to comply with Arizona's Address Confidentiality Program (ACP), which is a statewide program that provides survivors of domestic violence, sexual offenses, and stalking with a way to prevent abusers and potential abusers from locating them. Participants enrolled in the program use the substitute address (1901 W Madison St Apt #XXX, Phoenix, AZ 85009) instead of their actual address. The apartment number is a unique identifier for each ACP participant. The substitute address is to be used instead of a person's home, work, or school address.

When there is an indication the Intake Person may be an ACP participant, follow the guidelines below.

- If Guardian does not identify the Intake Person as a verified ACP participant:
  - ▸ Use the address provided by the source. This may be the person's actual address or the substitute address
  - ▸ Only use the Address Type "Address Confidentiality Program" in conjunction with a substitute address (1901 W Madison St, Phoenix, AZ 85009)
  - ▸ Notify Audit Management Services (AMS) using the ACP Verification Request template. Verify that the email is also sent to the Intake Specialist's supervisor

- If Guardian does identify the Intake Person as a verified ACP participant:
  - ▸ Request the source to provide the apartment number for an ACP address. If unknown, then use the ACP address without the apartment number
  - ▸ Do not update or change the address except to update the apartment number

For additional information regarding ACP addresses see the following:

- DCS 07-12 Address Confidentiality Program

Domestic Violence Shelters and Confidential Addresses

When the family resides at a domestic violence shelter or confidential address, an Intake Specialist will request the zip code, name of the domestic violence shelter, and a contact phone number, but do not update the Person record address. Include shelter names and contact phone numbers in the narrative, but do not include confidential addresses or domestic violence shelter addresses in the Intake Narrative, Additional Information tab, Intake Review Notes, or Person records. See the Assignment and Related Records Field Guide for additional information regarding changes to the zip code.

Assignment Address

Guardian determines assignment based on the zip code of the Primary Caretaker and captures the assignment zip code the instant the Primary Caretaker's Person record is saved to their Intake Person. To avoid incorrect assignment, the Primary Caretaker's Person record must be updated prior to linking it to the Intake Person based on the following standards.
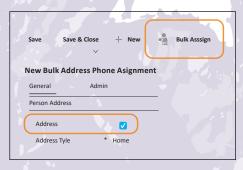
- Create new address on newly created Person record, or
- Update address on existing Person record, then
- Link the Primary Caretaker's Person record to the Intake Person

If changes are made to the address of the Primary Caretaker's Person record after it is linked to the Intake Person, unselect the person as the Primary Caretaker, save, reselect the person as the Primary Caretaker, run rules, and save again. This action will capture the updated assignment zip code.

Bulk Address Update And Address Validation

Bulk Address Updates and Phone Numbers

Bulk Update Address is used to update the address and phone numbers of multiple Intake Persons that reside at the same address and/or have the same phone number. Bulk Update does not update Intake Person addresses and phone numbers, but rather the Person record address and phone number. Intake Person addresses will need to be updated individually

Save	Save & Close	+ New	👤 Bulk Asssign
⌄			

New Bulk Address Phone Asignment

General	Admin
Person Address	
Address	☑
Address Tyle	* Home

The Primary Caretaker's address should not be bulk updated since it needs to be updated prior to being added to the Intake Person.

Validating Addresses

When creating a new Person Record, an Intake Specialist needs to validate the address if it is being added to the Guardian Address Directory.

- Apartment/Unit/Lot numbers need to be entered in the Street 2 field of an address.
    - ▸ If you use the Street 1 field for the apartment number, it may prevent the validation of the address.

For addresses in the Person Record that were entered prior to 2/1/2021, they may not be validated in Guardian. A bulk update can be used to validate these older addresses. Below are some indicators that the address was entered prior to 2/1/2021:

- Address in all caps

- Zip Code includes the 4-digit extension without the hyphen

- Does not validate

For detailed steps on validating an address, please refer to the Validate an Address task in the Person Records section of the Guardian Intake User Manual.