

Address Change Notification and Family Addresses in MinistryPlatform

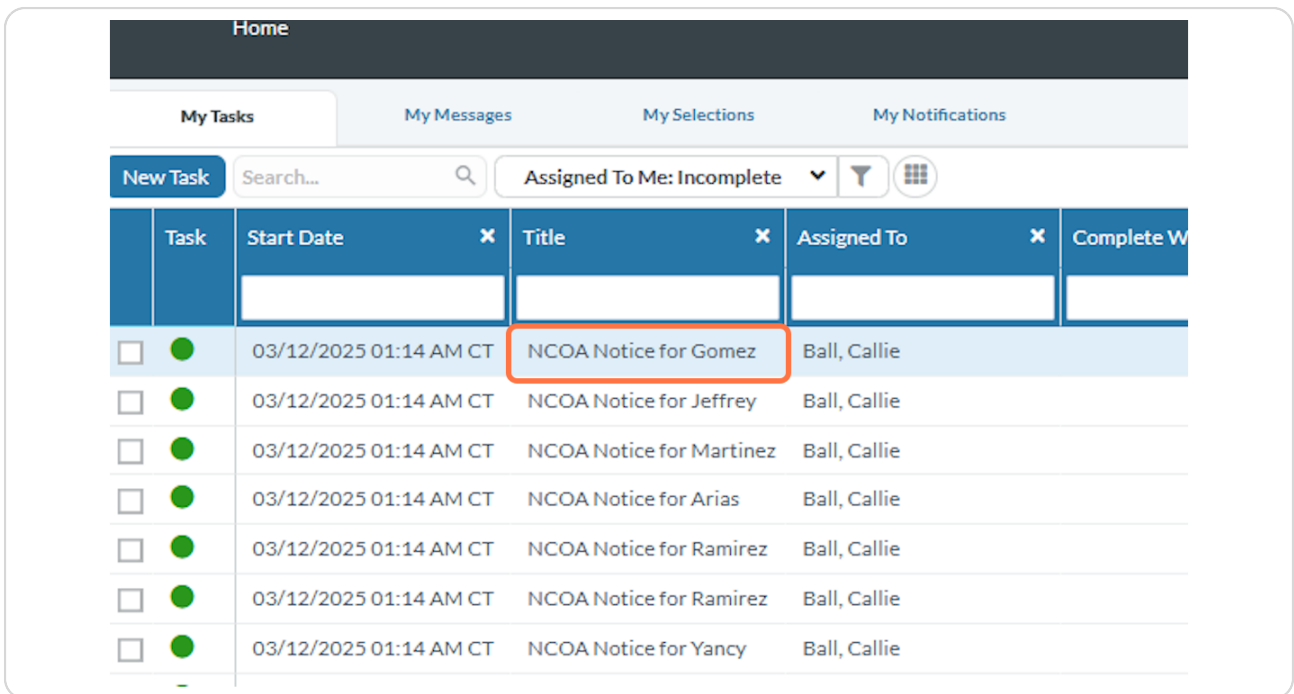
23 Steps [View most recent version](#) 

Created by	Creation Date	Last Updated
Helen Ball	Mar 13, 2025	Mar 13, 2025

STEP 1

You will notice that when you land on the Home page, you will have a list of Tasks to complete that are listed as "NCOA notice".

These are tasks that are generated from a NCOA address verification process through a platform called Melissa Data. It captures address change notification families/individuals send the USPS and compares/tags families whose information is not up to date in our current database record. These tasks will need to be resolved by reviewing the new address in the task notifications and updating the family record as needed.

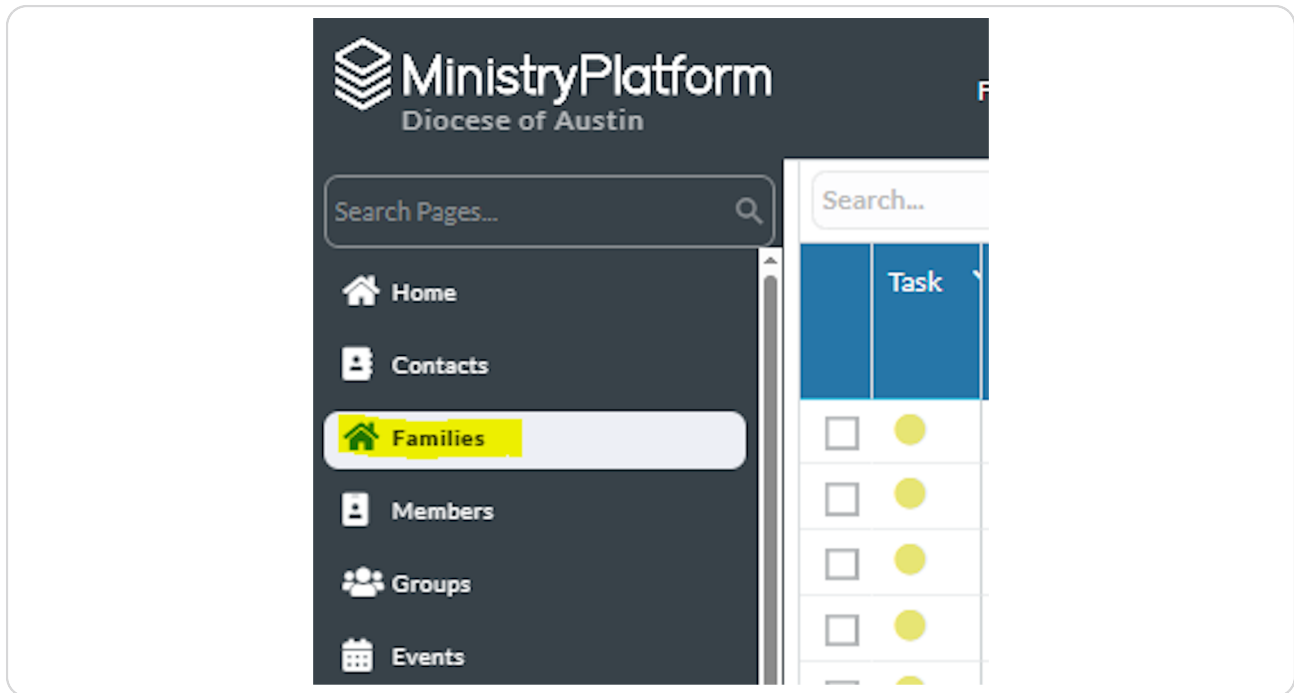


The screenshot shows the 'Home' page of the MinistryPlatform. The 'My Tasks' tab is selected, displaying a list of tasks. The first task, 'NCOA Notice for Gomez', is highlighted with a red box. The table below shows the details of the tasks.

	Task	Start Date	Title	Assigned To	Complete W
☐		03/12/2025 01:14 AM CT	NCOA Notice for Gomez	Ball, Callie	
☐		03/12/2025 01:14 AM CT	NCOA Notice for Jeffrey	Ball, Callie	
☐		03/12/2025 01:14 AM CT	NCOA Notice for Martinez	Ball, Callie	
☐		03/12/2025 01:14 AM CT	NCOA Notice for Arias	Ball, Callie	
☐		03/12/2025 01:14 AM CT	NCOA Notice for Ramirez	Ball, Callie	
☐		03/12/2025 01:14 AM CT	NCOA Notice for Ramirez	Ball, Callie	
☐		03/12/2025 01:14 AM CT	NCOA Notice for Yancy	Ball, Callie	

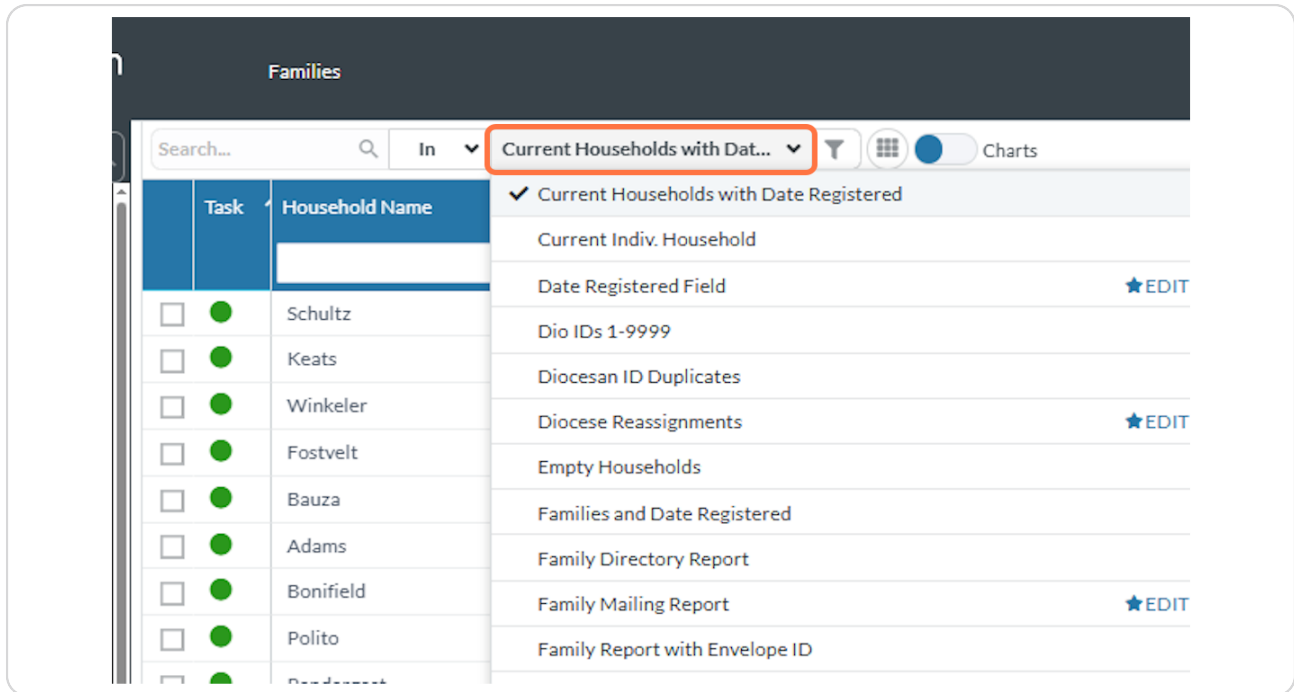
STEP 2

Go to Families page in MP



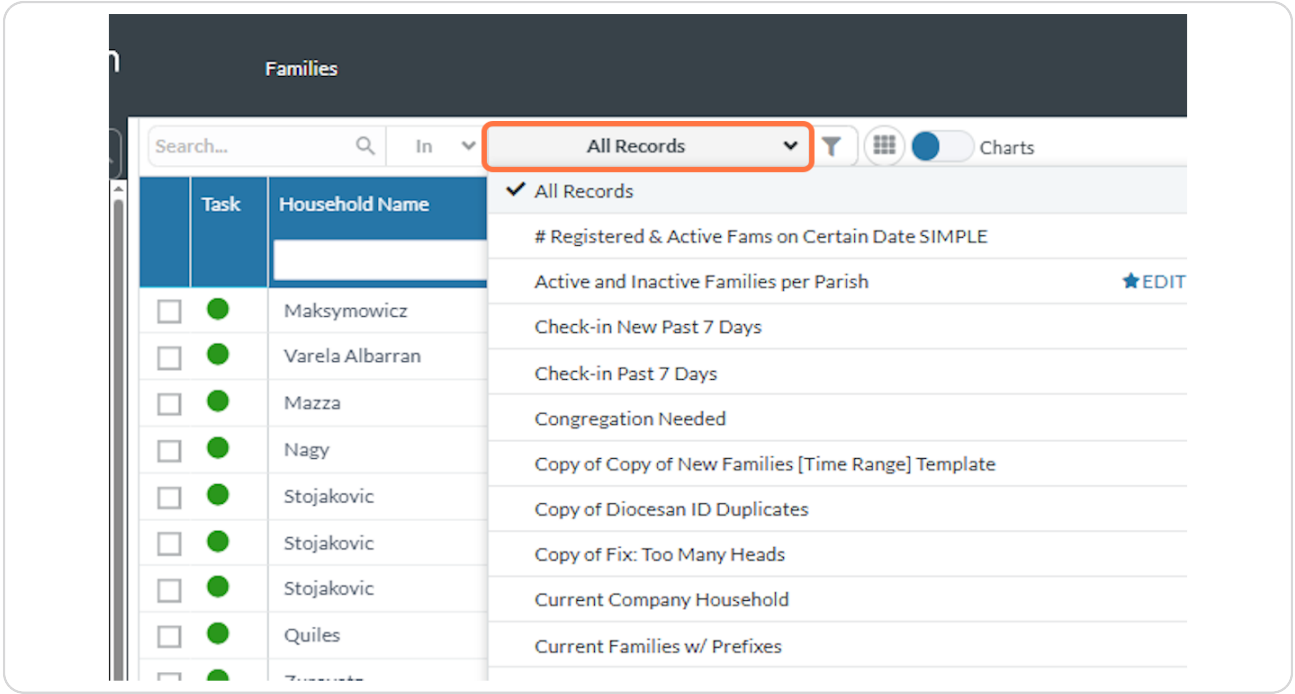
STEP 3

The default view will be Current Households with Date Registered. You will click on the view drop down to change to All Records.



STEP 4

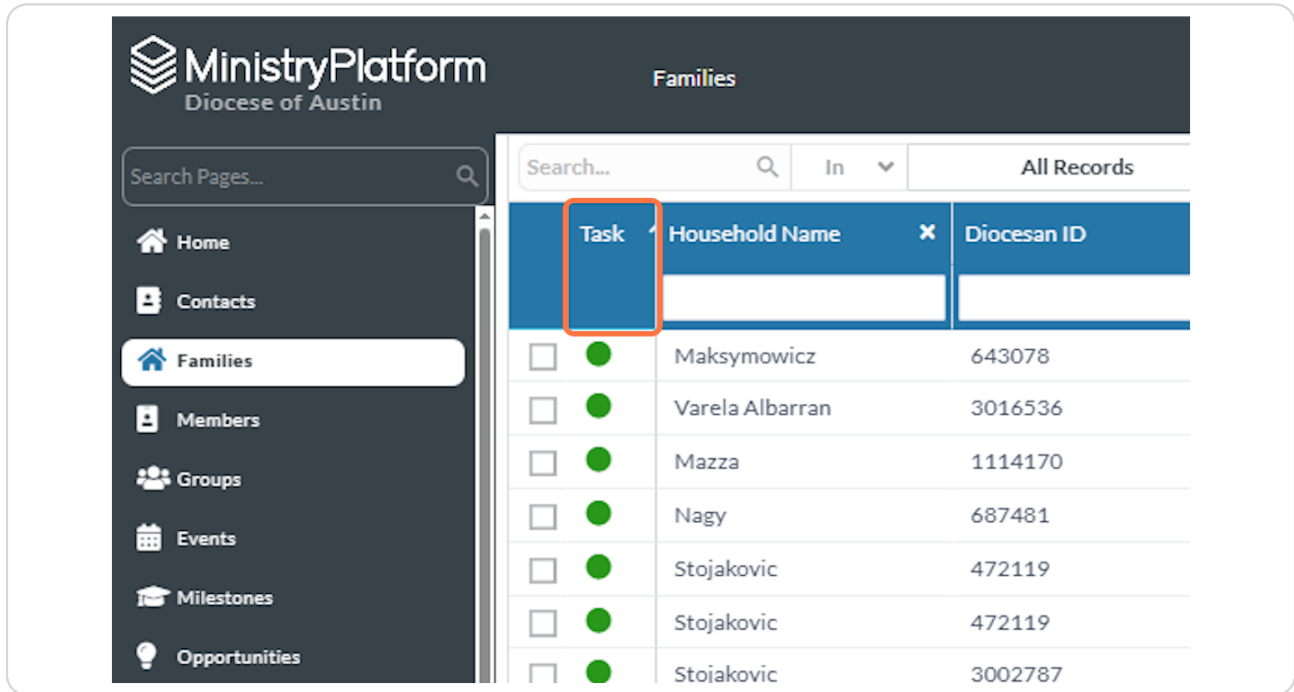
Click on All Records



STEP 5

You'll notice the Task column highlighted below and the green circles below it. Green circles mean there are no outstanding "tasks" associated with the record.

You can click on the Task column header to reorder the view to bring up top the families that have a "task" associated with them, which will help you target the family record NCOA address changes.

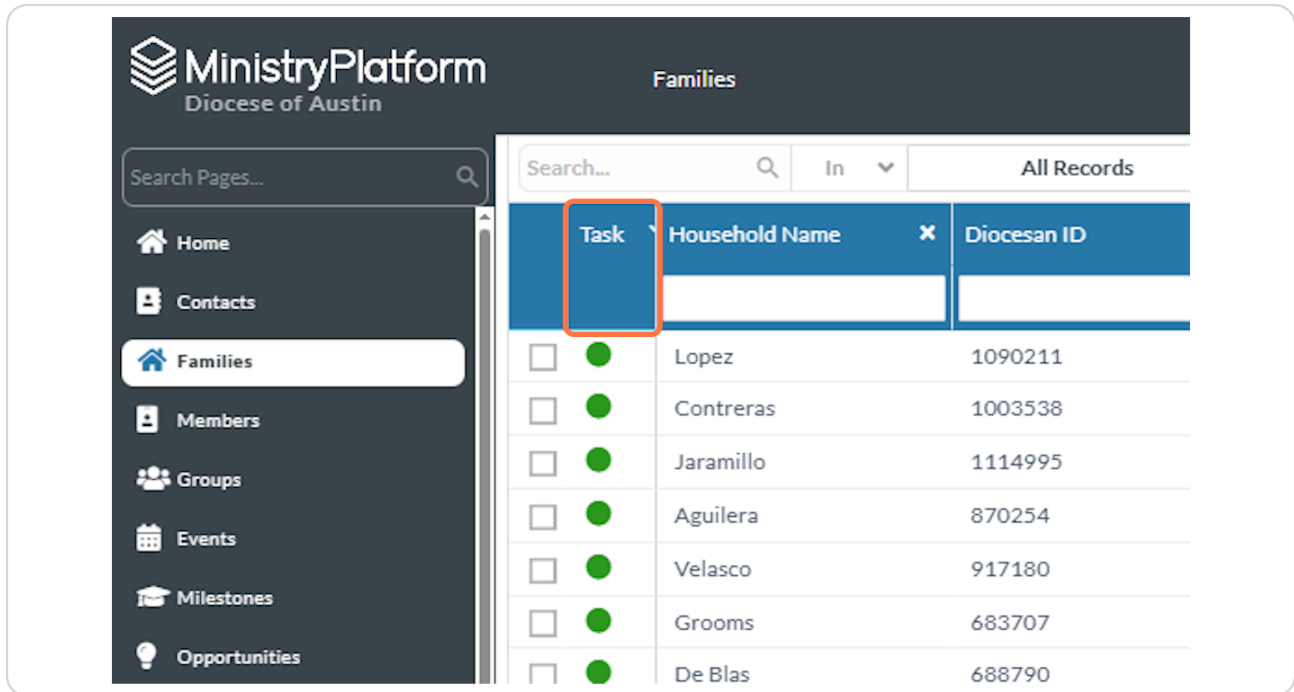


The screenshot shows the MinistryPlatform interface for the Diocese of Austin. The left sidebar contains navigation links: Home, Contacts, Families (highlighted), Members, Groups, Events, Milestones, and Opportunities. The main content area is titled "Families" and features a search bar and a table of records. The table has three columns: Task, Household Name, and Diocesan ID. The Task column is highlighted with an orange box. Each row in the table starts with a checkbox and a green circle, indicating no outstanding tasks. The records listed are:

Task	Household Name	Diocesan ID
☐ ●	Maksymowicz	643078
☐ ●	Varela Albarran	3016536
☐ ●	Mazza	1114170
☐ ●	Nagy	687481
☐ ●	Stojakovic	472119
☐ ●	Stojakovic	472119
☐ ●	Stoiakovic	3002787

STEP 6

If it sorts by the green circles first, give the column header another click to resort them.

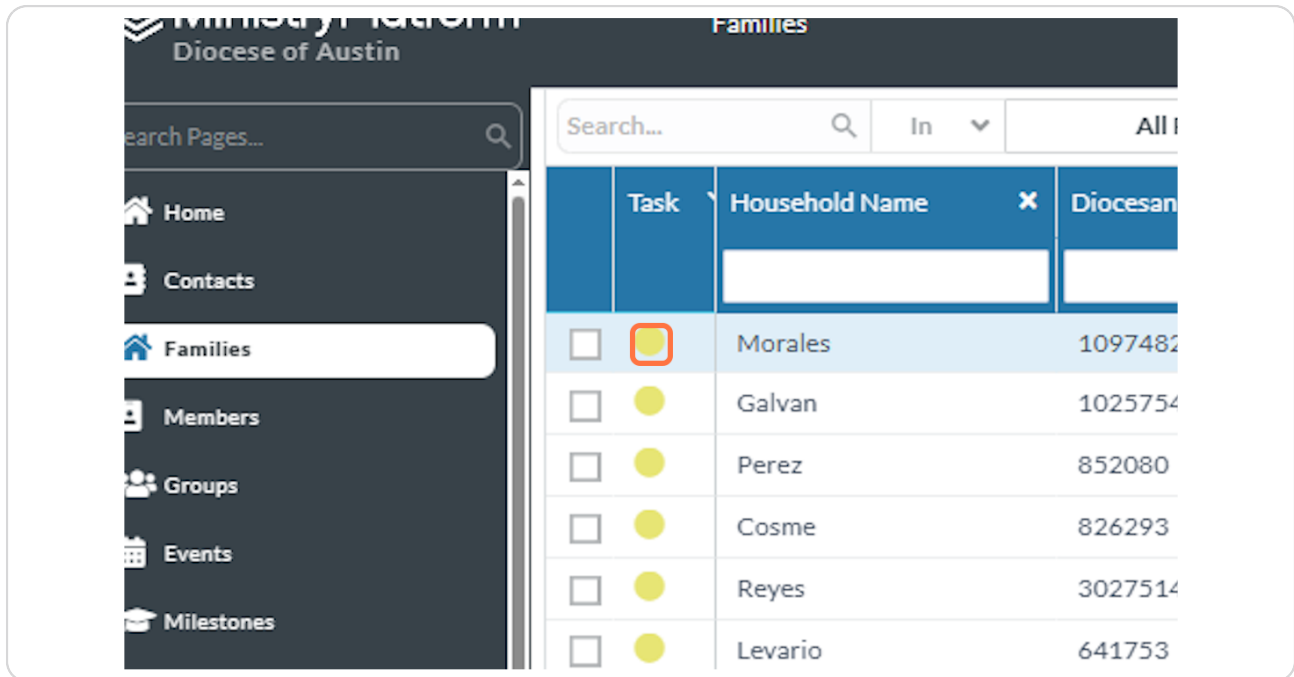


The screenshot shows the MinistryPlatform interface for the Diocese of Austin. The left sidebar contains navigation links: Home, Contacts, Families (selected), Members, Groups, Events, Milestones, and Opportunities. The main content area is titled 'Families' and features a search bar, a filter dropdown set to 'In', and a view selector set to 'All Records'. Below this is a table with three columns: 'Task', 'Household Name', and 'Diocesan ID'. The 'Task' column header is highlighted with an orange box. The table contains seven rows of data, each with a checkbox, a green circle icon, a household name, and a Diocesan ID.

Task	Household Name	Diocesan ID
☐	Lopez	1090211
☐	Contreras	1003538
☐	Jaramillo	1114995
☐	Aguilera	870254
☐	Velasco	917180
☐	Grooms	683707
☐	De Blas	688790

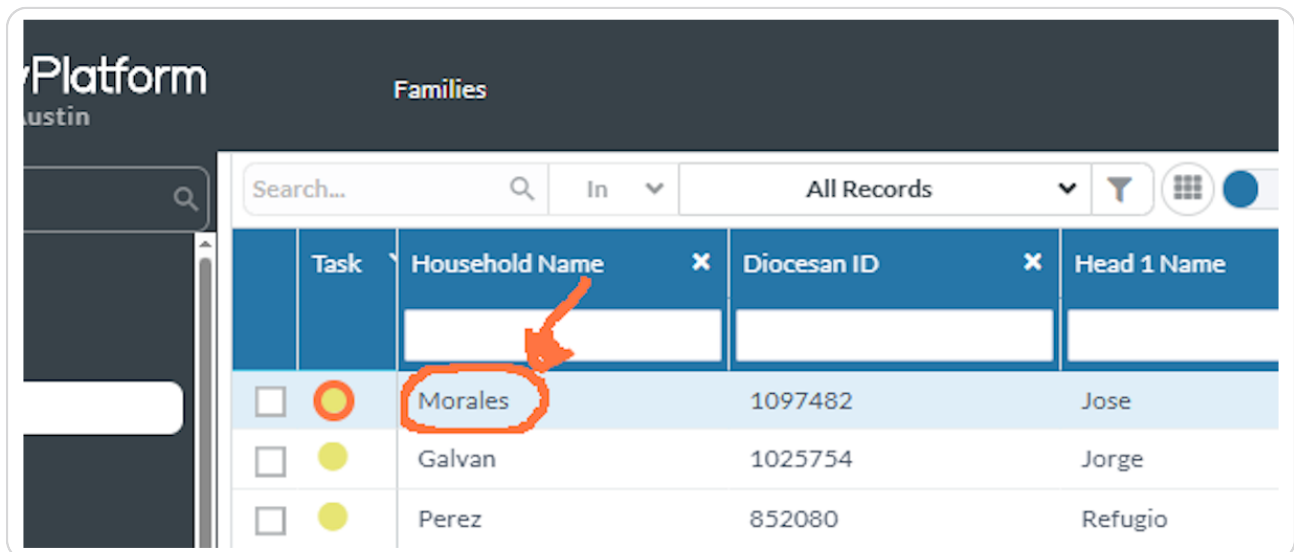
STEP 7

These are the yellow "task" colors that are associated with families who you will need to review and make updates to as needed.



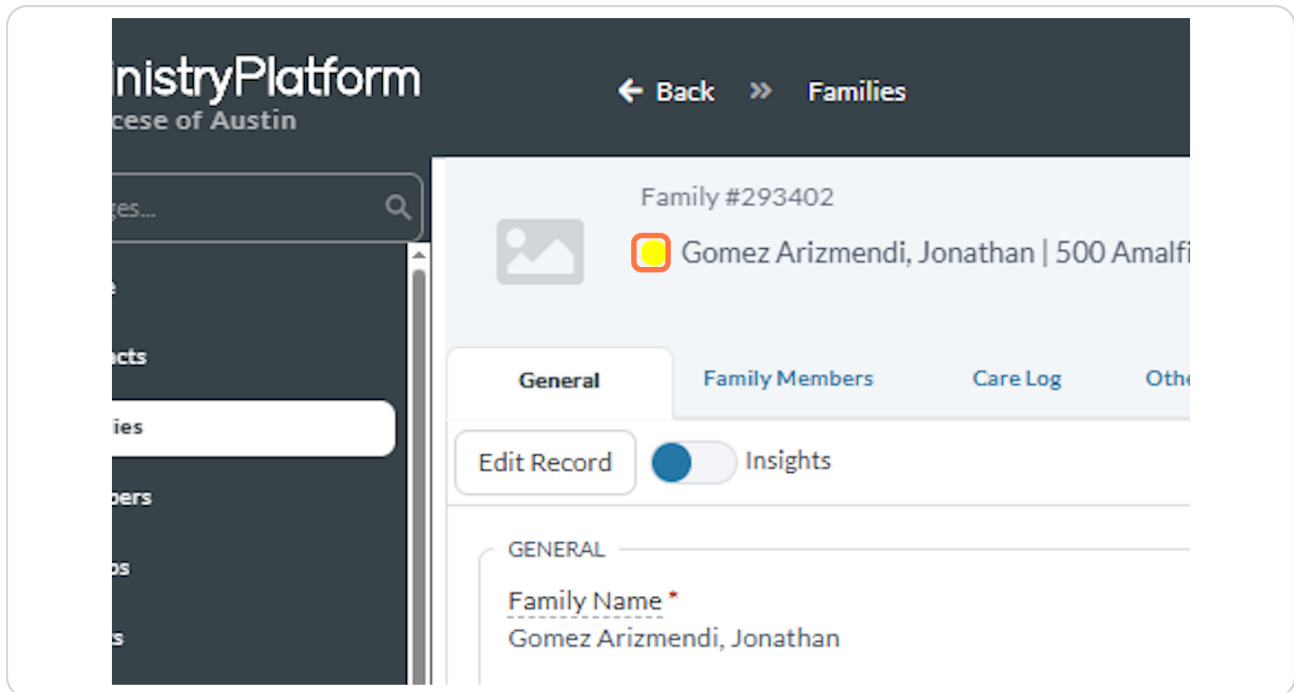
STEP 8

Start selecting a family record to start reviewing. In this example, we will look at the Morales family. Click on the family name to open the record up.



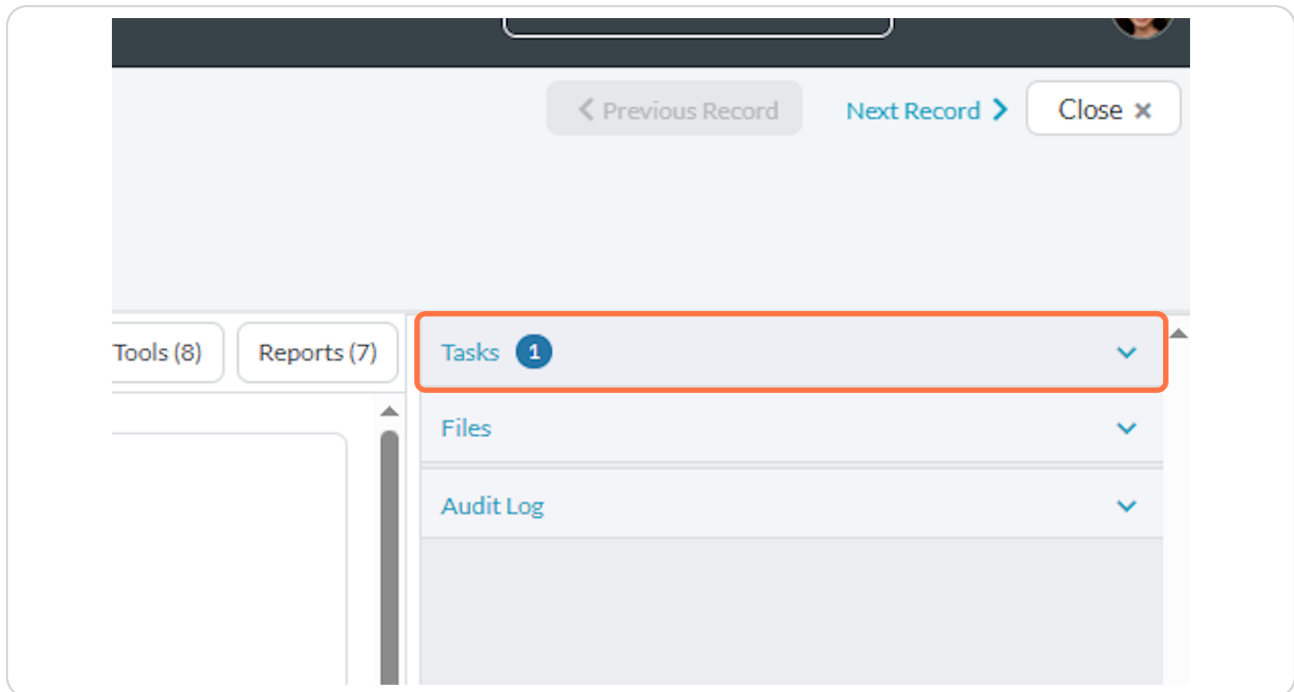
STEP 9

You'll notice the little yellow icon next to the family name - this essentially means that there is an outstanding task associated with this family record that needs to be resolved.



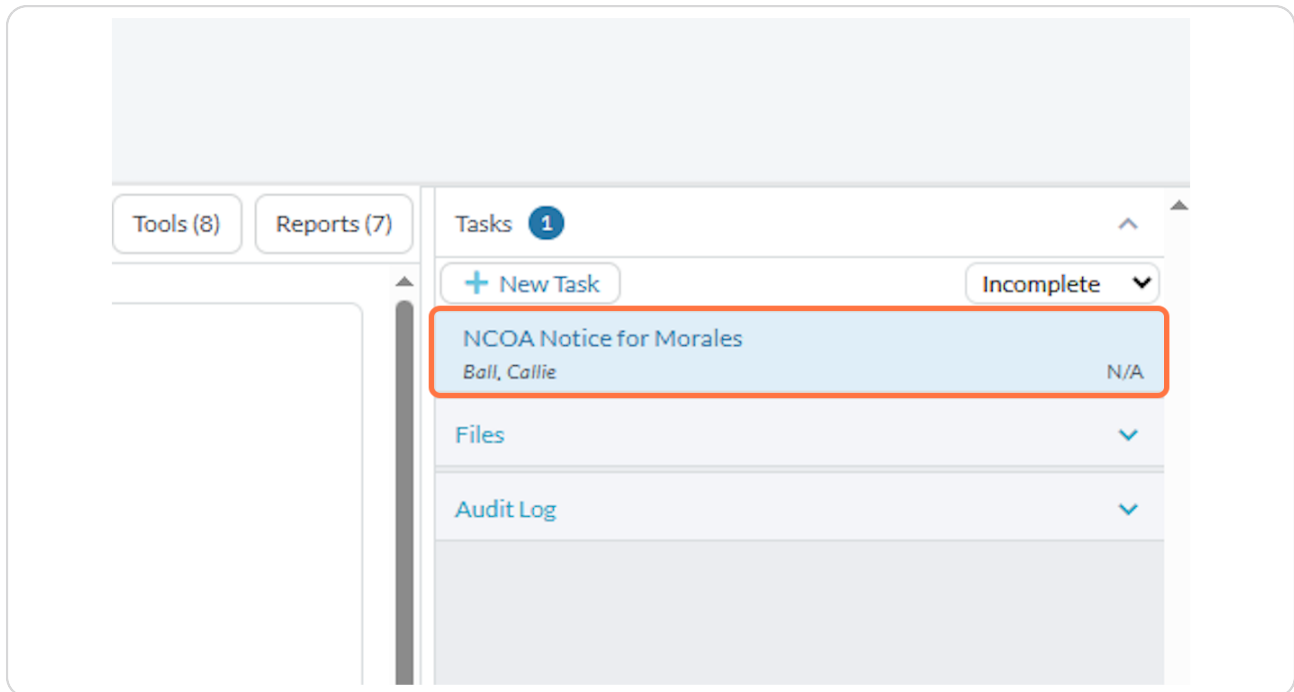
STEP 10

On the right hand side of the screen, you'll notice "Tasks" has a 1 circled. This is the task bar that is similarly shown on your home page. Click on the highlighted bar to open the task record.



STEP 11

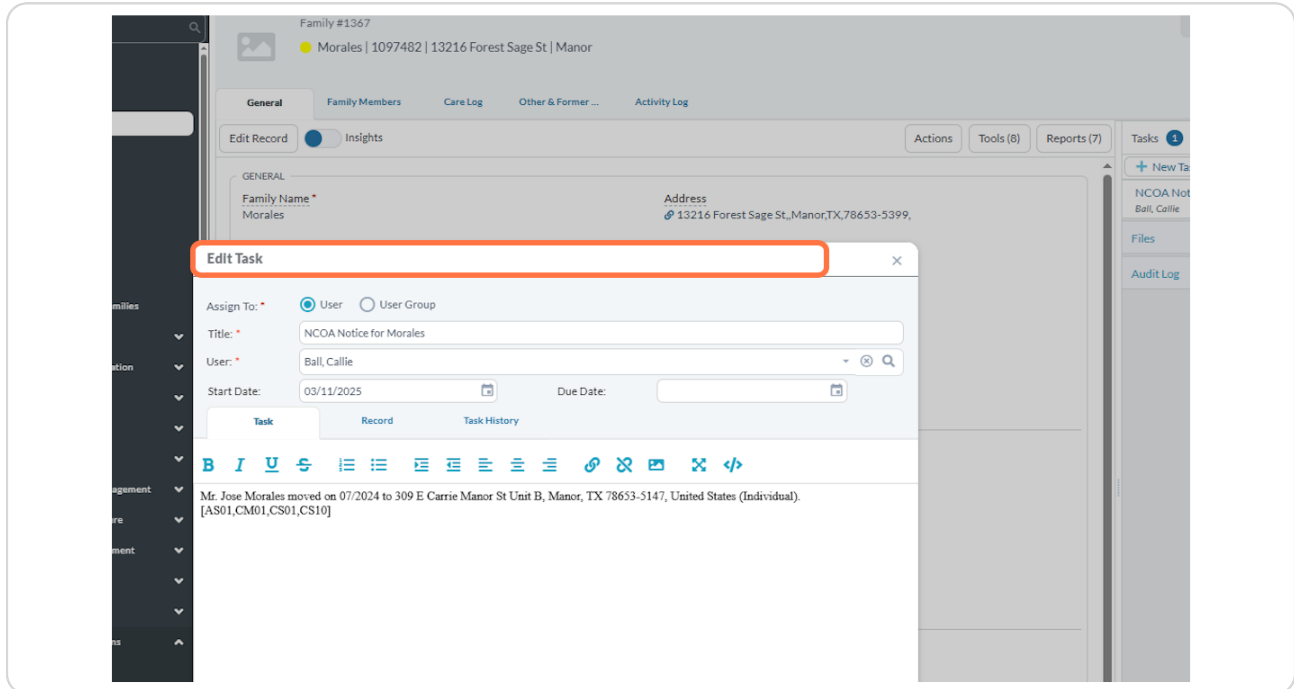
Once you click on the task notification, it will show you what the task is. In this case, it's an NCOA notice (address change) for this family. Click on this task to see more details in the pop up.



STEP 12

Compare the old address with the new address reported on the NCOA notification.

It will pop up a box that you can then see the NEW address found in the NCOA task as "309 E Carrie Manor St. Unit B, Manor, Texas" compared to what is on the family record currently, which is the OLD address, in this case it's "13216 Forest Sage St. Manor, Texas".



STEP 13

Highlight and copy the NEW address found in the task text box.

Members Groups Events Milestones Opportunities Diocesan ID Families People Lists Religious Education Dio Admin RE Round UP Compliance Volunteer Management Church Structure Needs Management Facilities Personnel Communications Messages User Tasks Communication Snippets All Recipients Basic Advanced Recent Records

Edit Record Insights Actions Tools (8) Reports (7) Tasks

GENERAL

Family Name: Morales Address: 13216 Forest Sage St., Manor, TX, 78653-5399

Edit Task

Assign To: ☒ User ☐ User Group

Title: NCOA Notice for Morales

User: Ball, Calle

Start Date: 03/11/2025 Due Date:

Task Record Task History

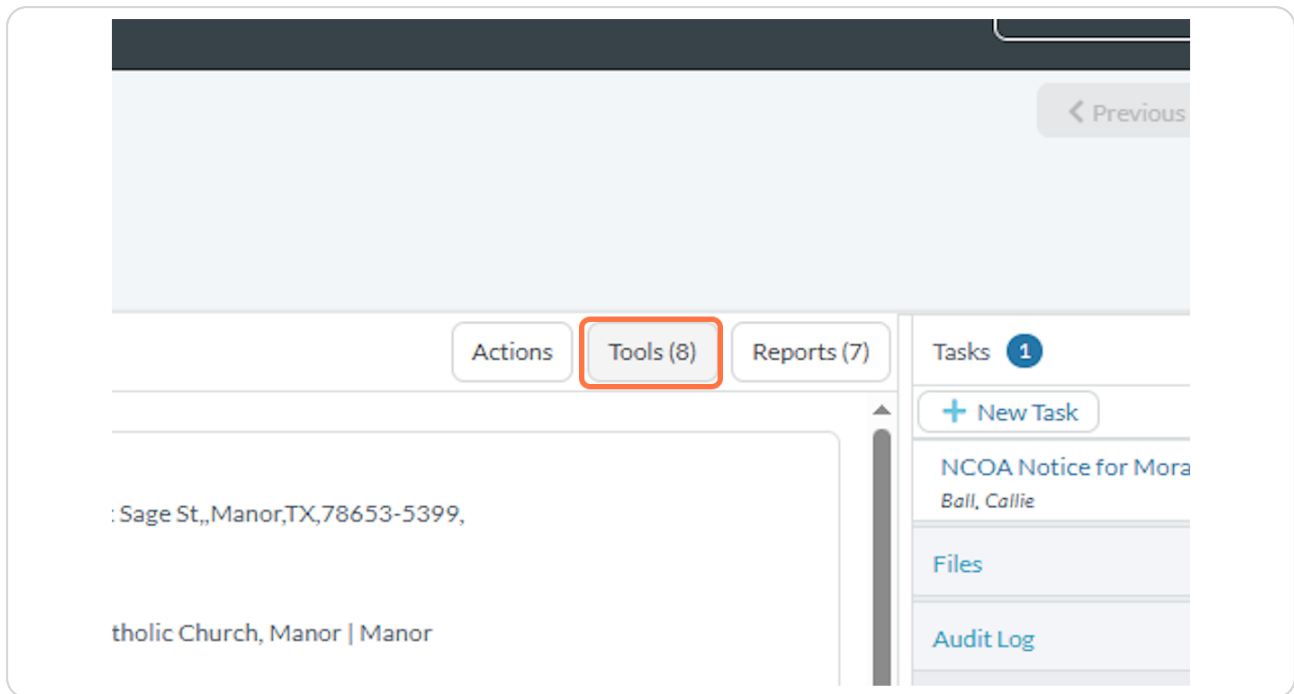
B I U

Mr. Jose Morales moved on 07/2024 to 309 E Carrie Manor St Unit B, Manor, TX 78653-5147, United States (Individual). [AS01,CM01,CS01,CS10]

Complete Cancel Save

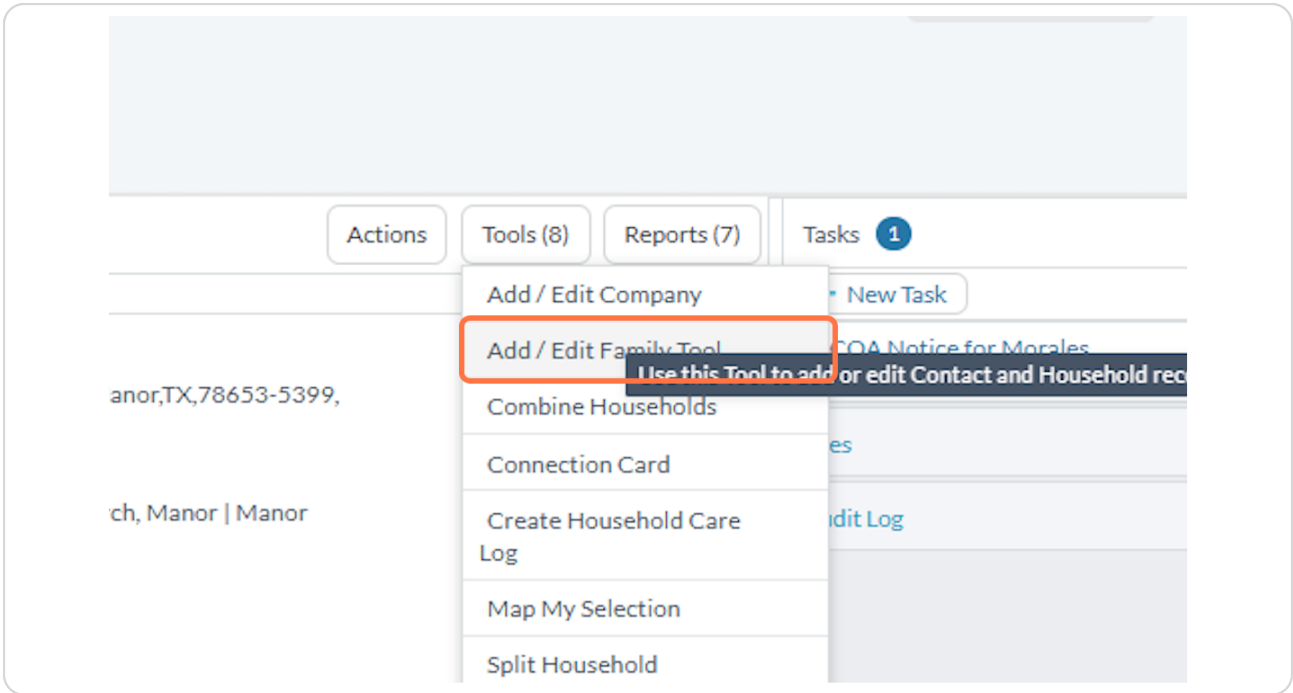
STEP 14

Close out of the pop out for the moment. Then, once back on the family record, click on Tools on right hand side next to Task bar.



STEP 15

Click on Add / Edit Family Tool



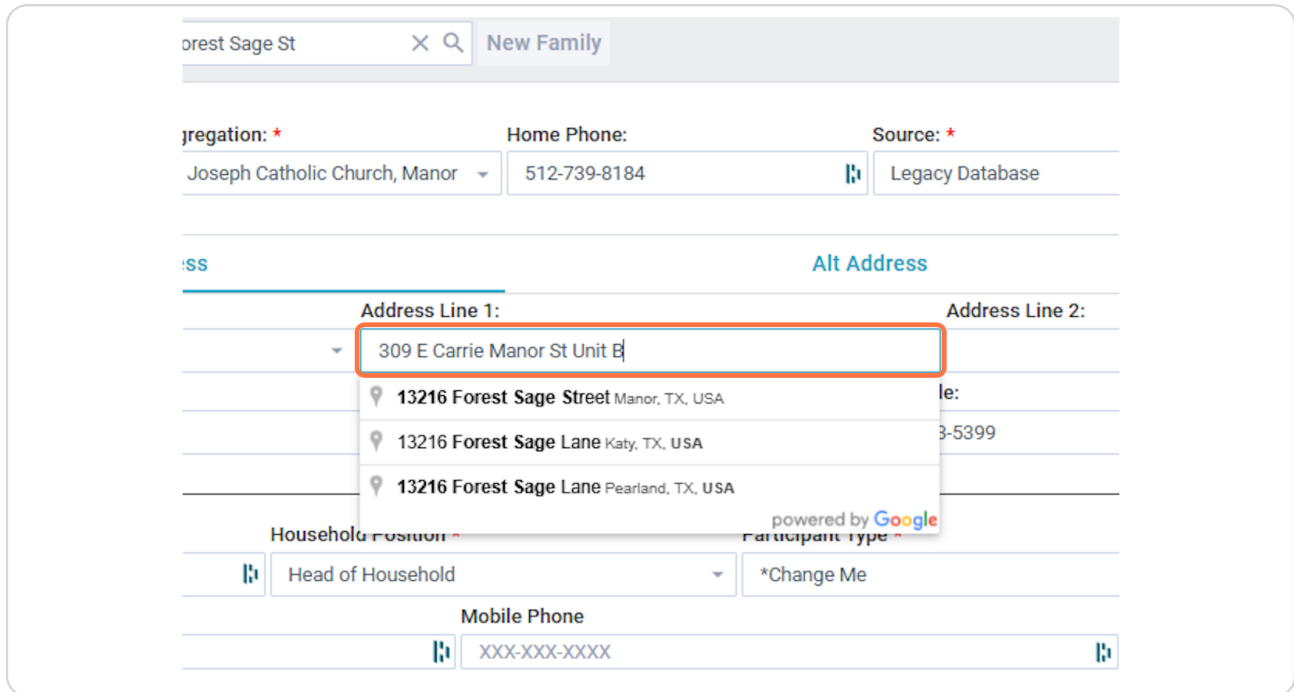
Family

8 Steps 

STEP 16

Paste "309 E Carrie Manor St Unit B" into Address Line 1

IMPORTANT NOTE: If you are recording a Unit, Apartment, or any other specific house number, make sure to enter it on **ONE** line on the Address Line 1. This format is recommended by the USPS and will make sure the full address shows up on all MP reports.



orest Sage St X Q New Family

Congregation: * Home Phone: Source: *

Joseph Catholic Church, Manor 512-739-8184 Legacy Database

Address Line 1: Address Line 2:

309 E Carrie Manor St Unit B

13216 Forest Sage Street Manor, TX, USA

13216 Forest Sage Lane Katy, TX, USA

13216 Forest Sage Lane Pearland, TX, USA

Household Position: * Participant Type: *

Head of Household *Change Me

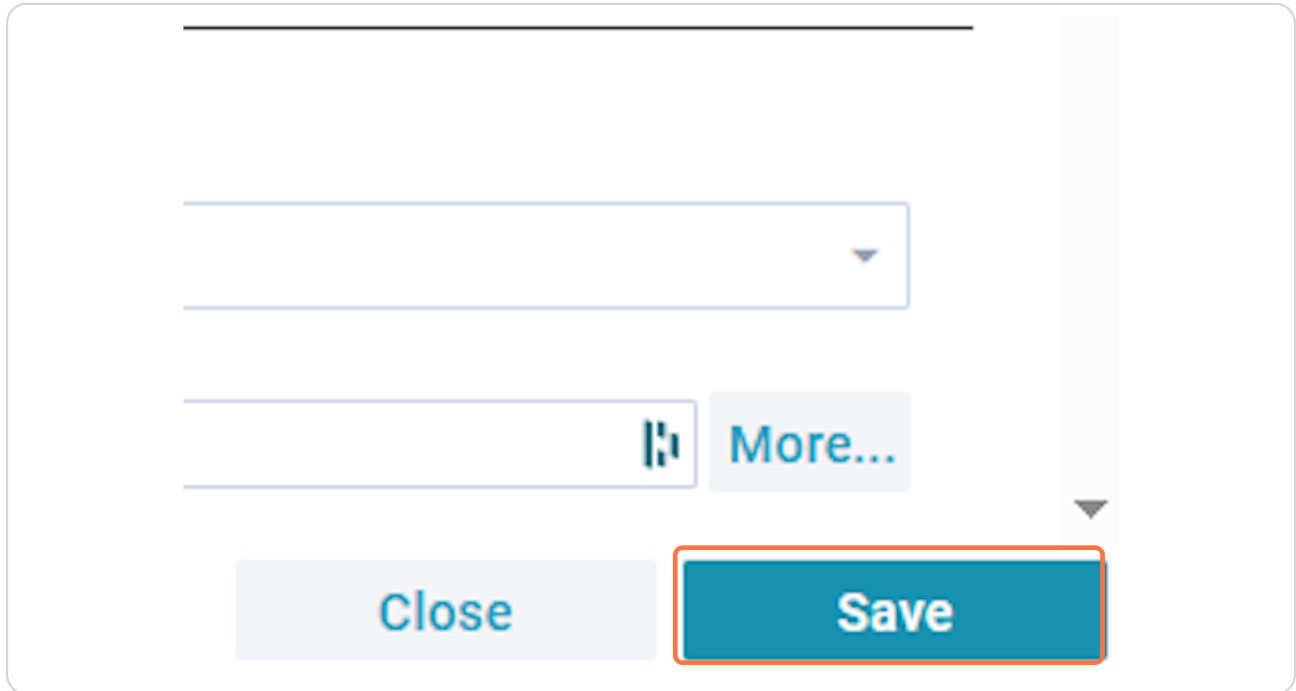
Mobile Phone

XXX-XXX-XXXX

STEP 17

Once you have reviewed the address for completeness, click on Save at bottom right.

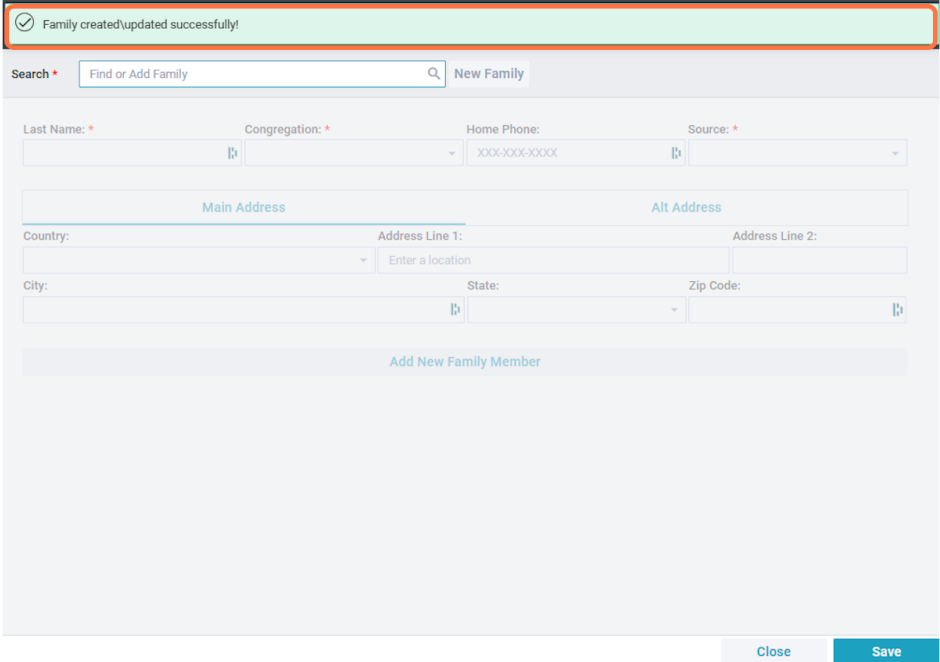
Note: This is an excellent time to review the information that you have in the family record while you are on it. You can update prefixes, emails, household positions, marital statuses etc while you are on the add/edit family tool. We highly recommend reviewing other details on the family before saving.



The screenshot shows a web form interface. At the top, there is a horizontal line. Below it, there is a large empty text input field. Underneath that is a smaller text input field with a dropdown arrow on the right. Below the smaller input field is a button with a list icon and the text 'More...'. At the bottom of the form, there are two buttons: 'Close' and 'Save'. The 'Save' button is highlighted with a red border.

STEP 18

Once you hit save, this little green banner should pop up at the top that says "Family created\updated successfully!"



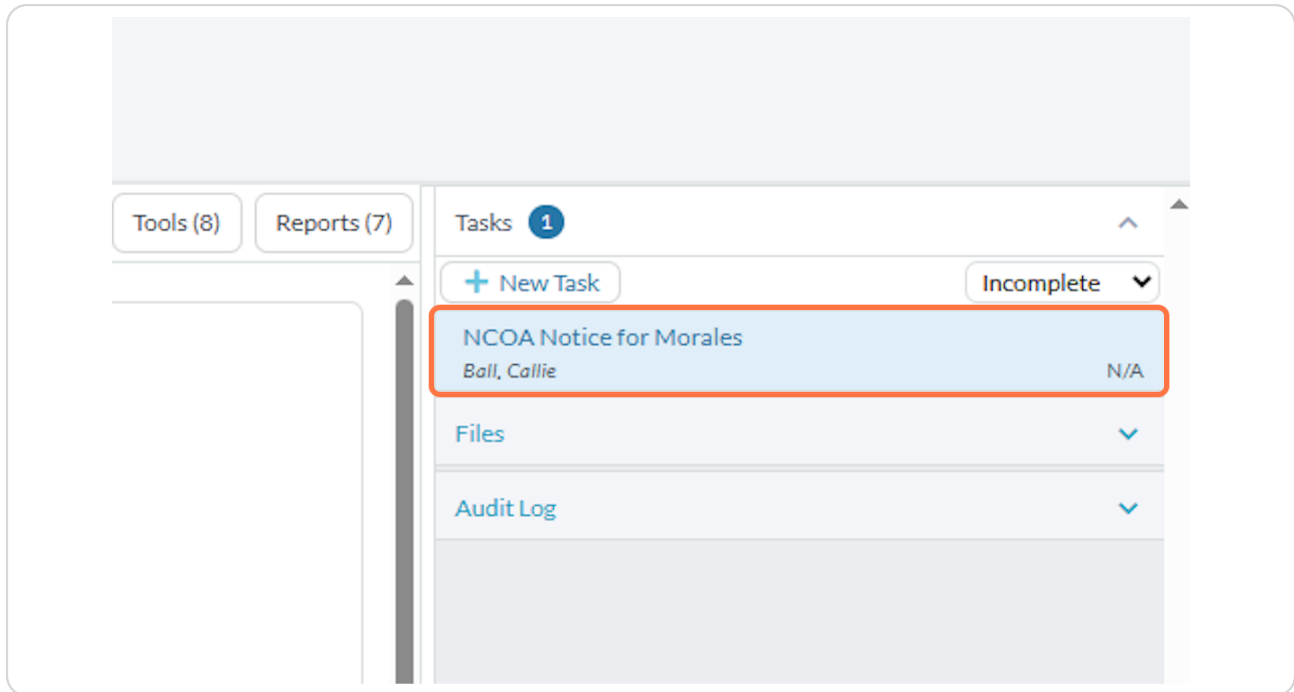
The screenshot shows a web application interface for managing families. At the top, a green banner with a checkmark icon displays the message "Family created\updated successfully!". Below this is a search bar labeled "Search *" with the placeholder text "Find or Add Family" and a magnifying glass icon. To the right of the search bar is a button labeled "New Family". The main form area contains several input fields: "Last Name: *" (with a dropdown arrow), "Congregation: *" (with a dropdown arrow), "Home Phone:" (with a placeholder "XXX-XXX-XXXX" and a dropdown arrow), and "Source: *" (with a dropdown arrow). Below these are two sections for addresses: "Main Address" and "Alt Address". The "Main Address" section includes "Country:" (with a dropdown arrow), "Address Line 1:" (with a placeholder "Enter a location" and a dropdown arrow), and "Address Line 2:". The "Alt Address" section includes "City:" (with a dropdown arrow), "State:" (with a dropdown arrow), and "Zip Code:" (with a dropdown arrow). At the bottom of the form is a button labeled "Add New Family Member". At the very bottom of the interface are two buttons: "Close" and "Save".

STEP 19

Close the add/edit family tool for now.

STEP 20

Once you are back on the family's record, you can now resolve the Task Notification. Click on NCOA Notice for Morales to open it.



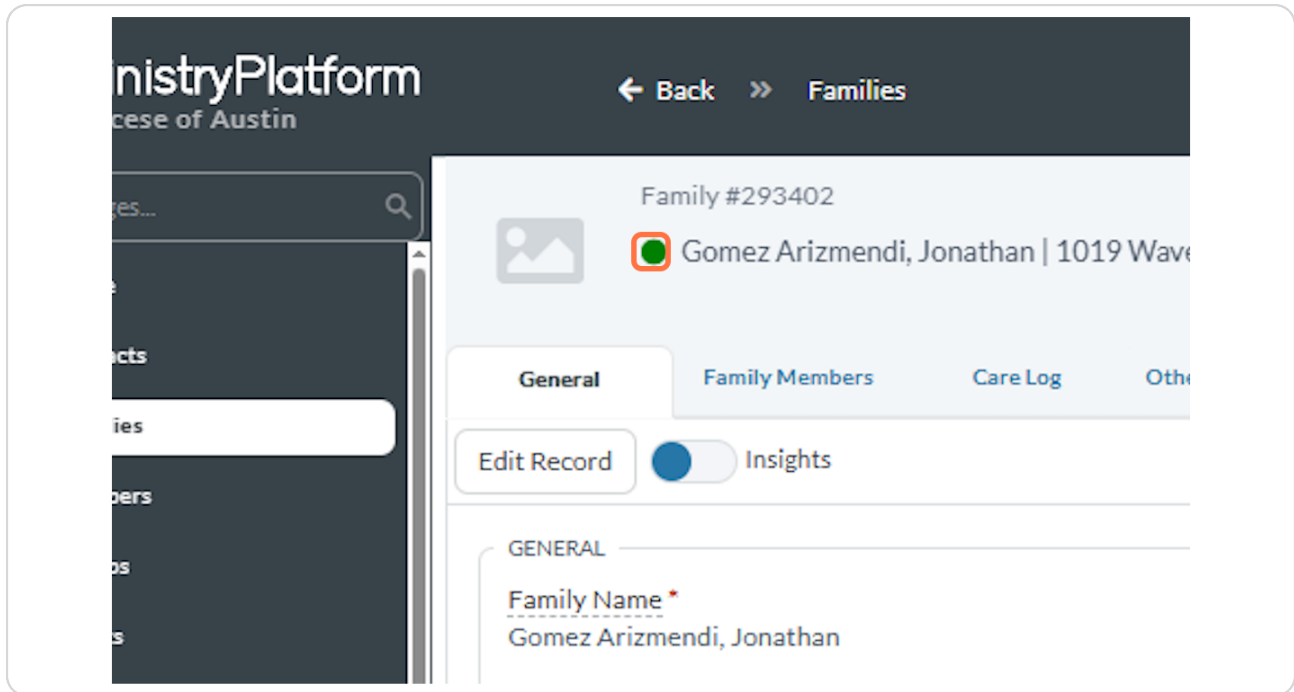
STEP 21

Once you see the pop out, you can click on Complete at bottom left side to remove the task notification.



STEP 22

Once you click on complete, the little task circle icon should turn from yellow to green, letting you know this family has now been fully updated!



STEP 23

Keep repeating this process for however many times it takes to resolve the current NCOA address task updates.

This process should run frequently to start with, but will slowly dwindle down until we run quarterly. When the new wave of NCOA notifications comes in, we will assign them to you to work on using this exact same process.

People don't always think to let their parish know they're moving. Updating addresses benefits your data quality immensely and lets you know where your parishioners are, making it easy to run mailing reports and more!