



INTEGRATED CLIENT MANAGEMENT SOLUTIONS  
FOR HEALTH AND HUMAN SERVICES

# penelope

case management

[www.athenasoftware.net](http://www.athenasoftware.net)



# meet penelope

- secure
- web-based
- flexible
- intuitive
- powerful
- comprehensive
- well-designed



# SECURE

- SSL encryption
- detailed audit logging
- automatic date/ time / user stamping
- role-based access rights / permissions can be customized on a per-user basis



# WEB-BASED

- accessible anywhere on the net via a web browser (eg. Firefox, Internet Explorer or Safari)
- nothing to install on the computer
- no need to worry about servers, backups, upgrades or firewall security

A pregnant woman with short dark hair and glasses, wearing a blue turtleneck, is shown from the waist up. She is standing and looking towards the camera. The image is overlaid with a semi-transparent blue gradient.

# FLEXIBLE

- 50+ customizable fields
- custom form/ template creation utility allows you to create custom, program-specific documents and outcomes instruments or surveys in minutes
- easy to configure for specific needs



A pregnant woman with short dark hair and glasses, wearing a blue turtleneck, is shown from the waist up. She is looking slightly to the side with a gentle smile. The image is overlaid with a semi-transparent blue gradient.

# INTUITIVE

- custom staff “home pages” bring relevant information to your fingertips with entire caseload, scheduled events, alerts and reports only a click away
- easy to learn link-based navigation
- models sound clinical service practices



# POWERFUL

- enterprise level system can handle millions of clients and other records
- can track the complete range of services provided by a broad range of community organizations - everything from anonymous services to intensive residential programs



# COMPREHENSIVE

- effectively tracks the complete range of information on the life-cycle of a client - their demographics, contacts, families, multiple service data, notes, events, meetings, outcomes evaluation documents and custom forms
- integrated billing functionality





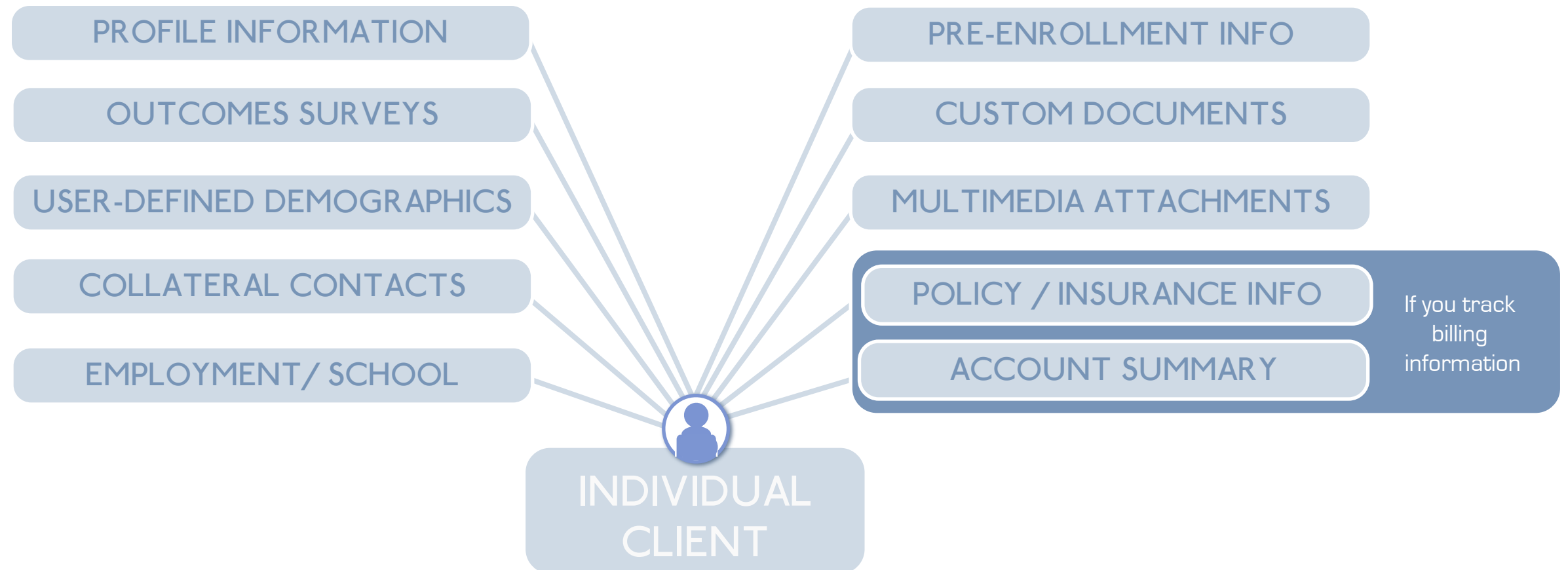
# WELL-DESIGNED

- structures client profile and service information in a logical manner that promotes coordination of services while maintaining desired confidentiality policies
- allows for multimedia case files (data, pictures, audio, video etc)



# INDIVIDUAL INFO

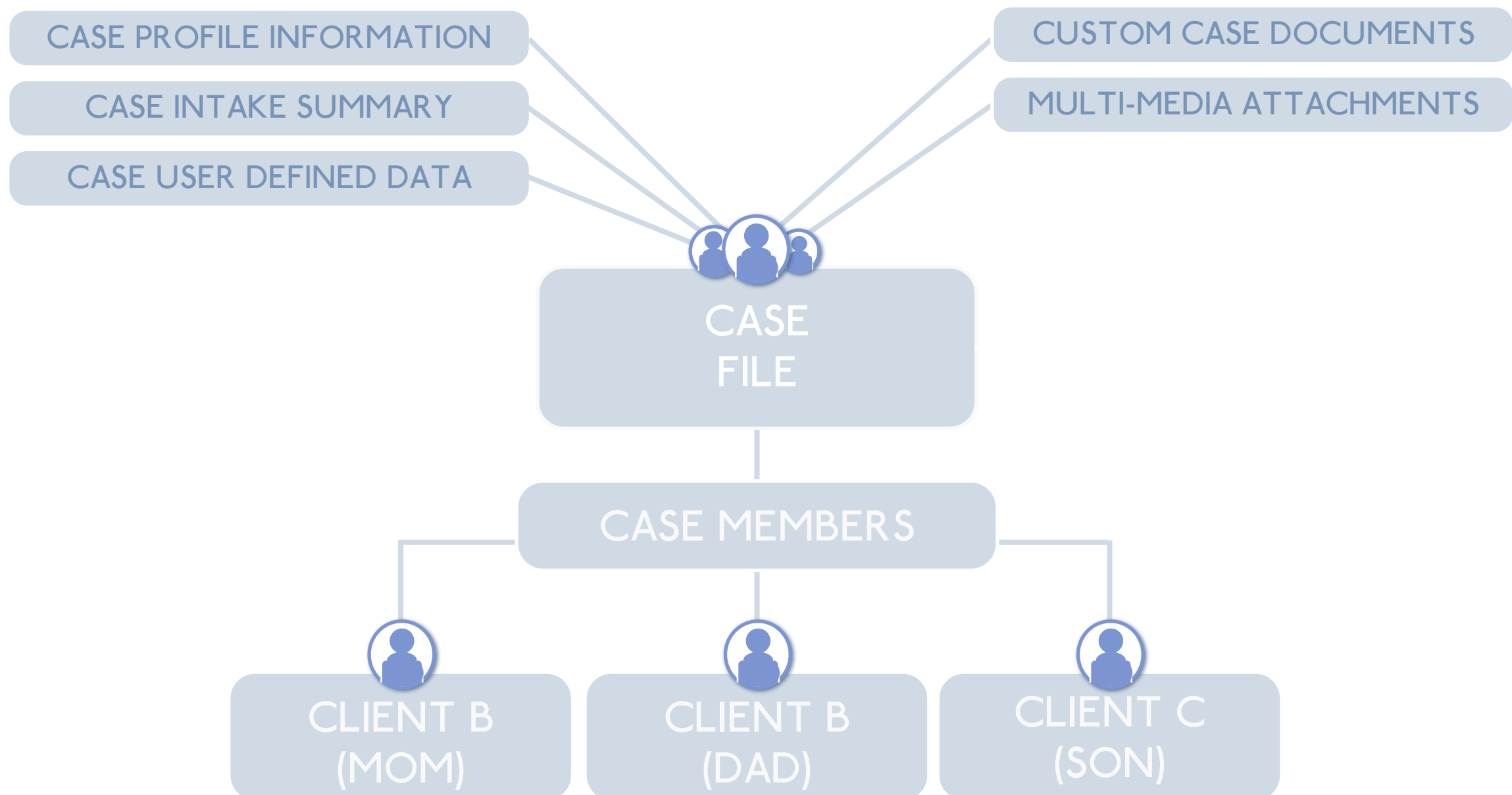
- › it all starts with an individual
- › individuals have a range of attributes





# CASE INFO

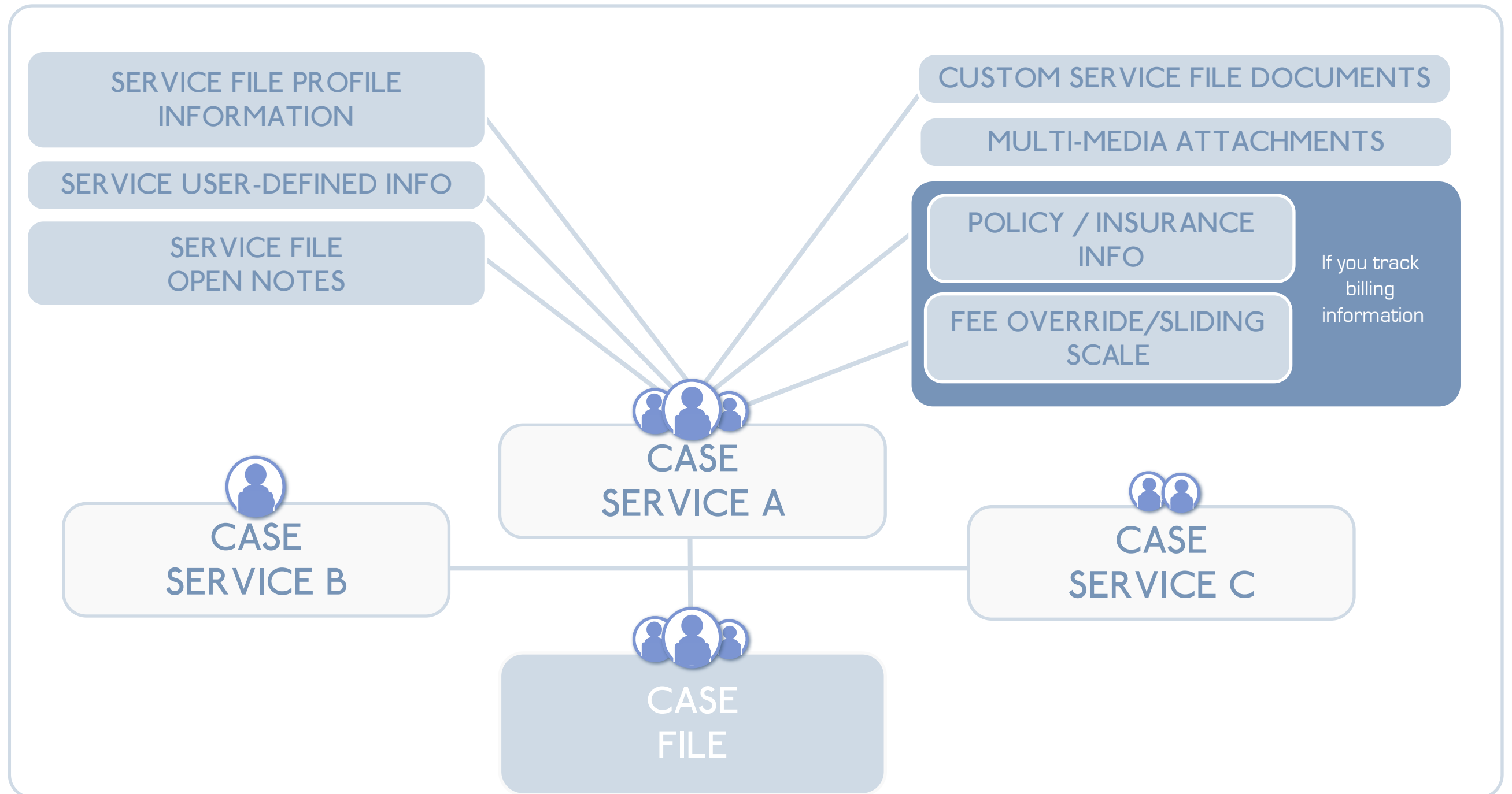
- › individuals can be grouped into cases
- › cases also have a range of attributes





# SERVICE INFO

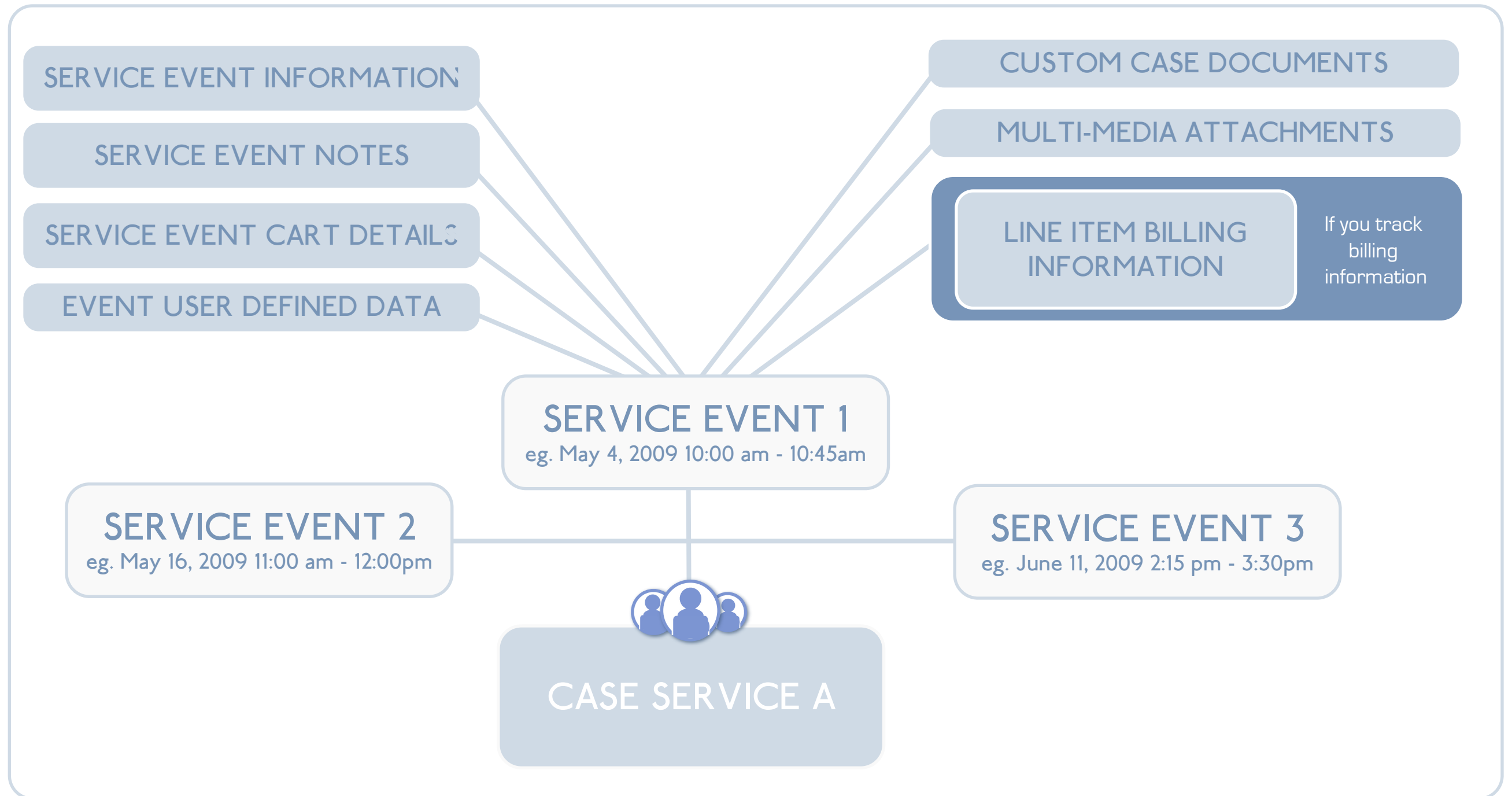
- > case files can also contain information on the programs provided to selected case members
- > programs also have a range of attributes





# EVENT INFO

- › services may be tracked as scheduled (or unscheduled) events or appointments
- › as you may have guessed, events also have a range of attributes







# SERVICE SPECTRUM

› Penelope allows you to track coherently and efficiently the full range of services, events and actions in which your staff members are engaged.

## YOUR ORGANIZATION / AGENCY

⟨⟨⟨⟨ Less intensive, more general.....more intensive, more clinical ⟩⟩⟩⟩

### PRE-ENROLLMENT / WAITLIST



#### INDIRECT EVENTS

Events that are scheduled and in which one or more staff member may participate but that are not recorded directly in a Client's Case Service File. eg. Staff Meetings or Admin Time.



#### ANONYMOUS SERVICES

Services that are essentially brief, episodic and anonymous, where little if any client information is recorded and in which no Case is created. eg. Information Requests, Presentations, Outreach Activities.



#### INFORMAL SERVICES

Recurring services that don't involve confidential client-specific session notes, require case files to be created and are of a generally more informal nature. eg. Drop in Groups, Health Promotion workshops etc.



#### CASE SERVICES

Services where explicit client consent is provided and formal Case Files are created. Case files may contain more than one individual (eg. a family or couple) and there may be many different Service Files created within the Case to track specific services provided to specific Case Members



# GREAT SUPPORT

- "It doesn't matter who I talk to at Athena, I always receive the highest quality customer service. Everyone at Athena goes above and beyond in providing customer service and technical support. I can't say it enough—Athena's customer service is superb!"

- Dana Williamson, Metropolitan Organization to Counter Sexual Assault - Kansas City, Missouri, USA



# READY TO GO

- ready to implement right now
- on site training available
- deployment support and consultation available
- data migration services available
- let's get started!





# CONTACT US

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or

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for more information on  
penelope case management  
and how we can help your  
organization move forward