



athena
software.net

INTEGRATED CLIENT MANAGEMENT SOLUTIONS
FOR HEALTH AND HUMAN SERVICES

penelope
case management
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



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



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

PROFILE INFORMATION

OUTCOMES SURVEYS

USER-DEFINED DEMOGRAPHICS

COLLATERAL CONTACTS

EMPLOYMENT/ SCHOOL

PRE-ENROLLMENT INFO

CUSTOM DOCUMENTS

MULTIMEDIA ATTACHMENTS

POLICY / INSURANCE INFO

ACCOUNT SUMMARY

If you track
billing
information

INDIVIDUAL
CLIENT



CASE INFO

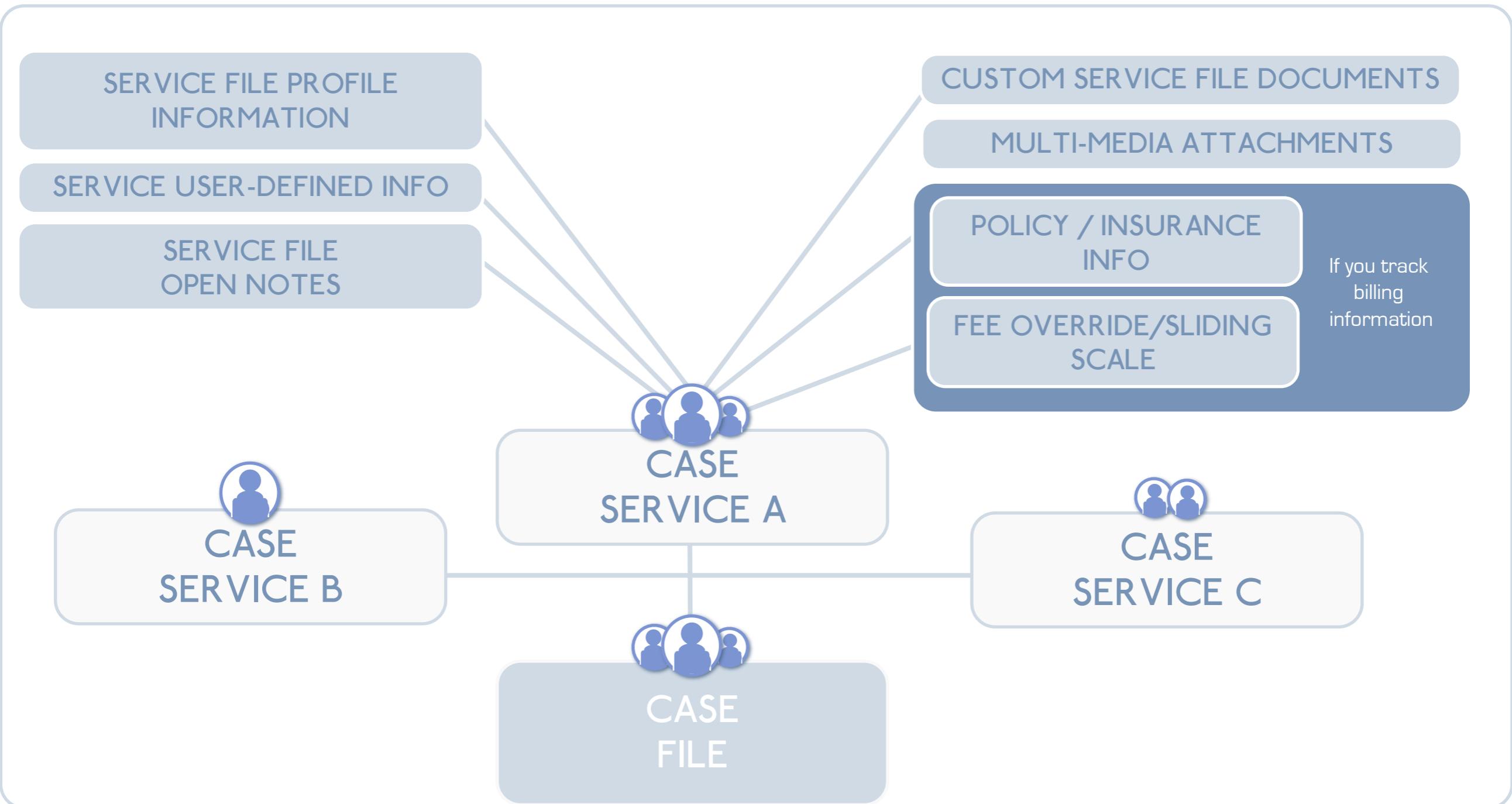
- › individuals can be grouped into cases
- › cases also have a range of attributes





SERVICE INFO

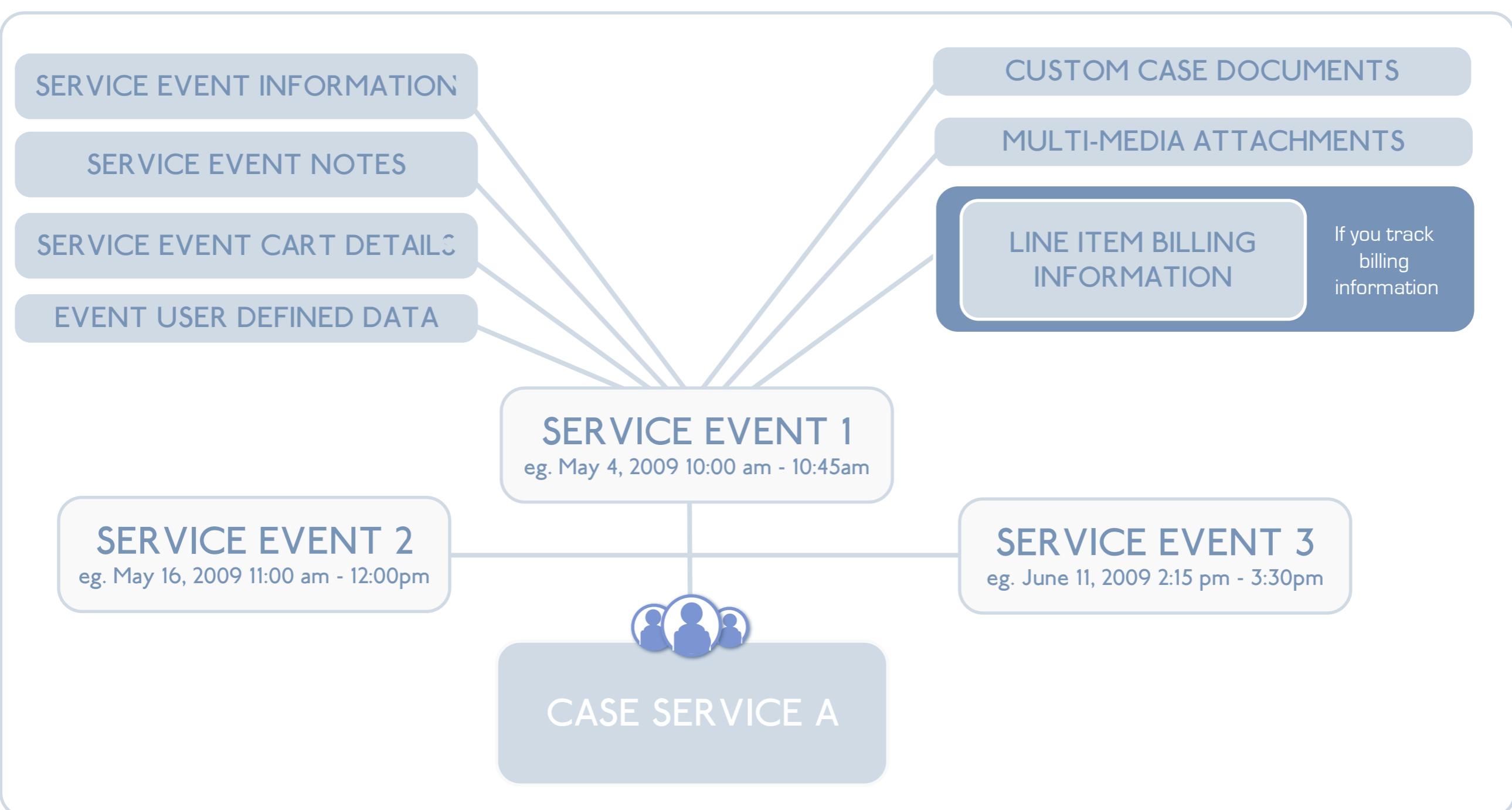
- › case files can also contain information on the programs provided to selected case members
- › programs also have a range of attributes





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 |||||



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.

PRE-ENROLLMENT / WAITLIST



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.



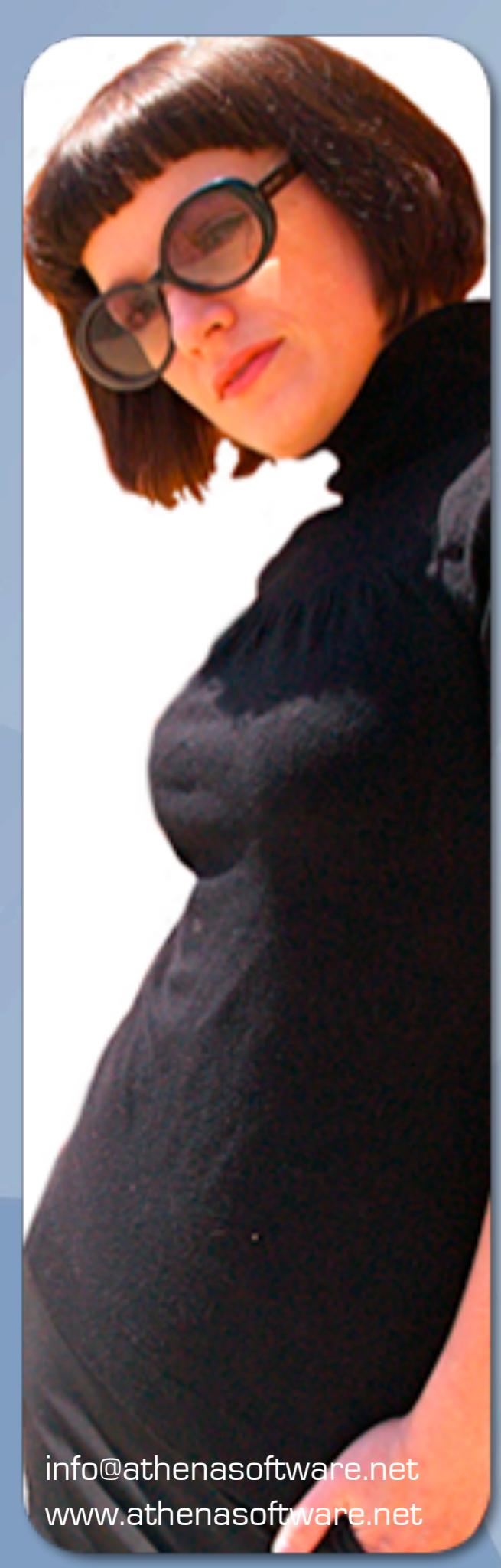
CASE SERVICES

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

A woman with dark hair and glasses, wearing a pink shirt, is shown from the side and back, looking towards the camera. She is wearing a dark jacket over a pink top.

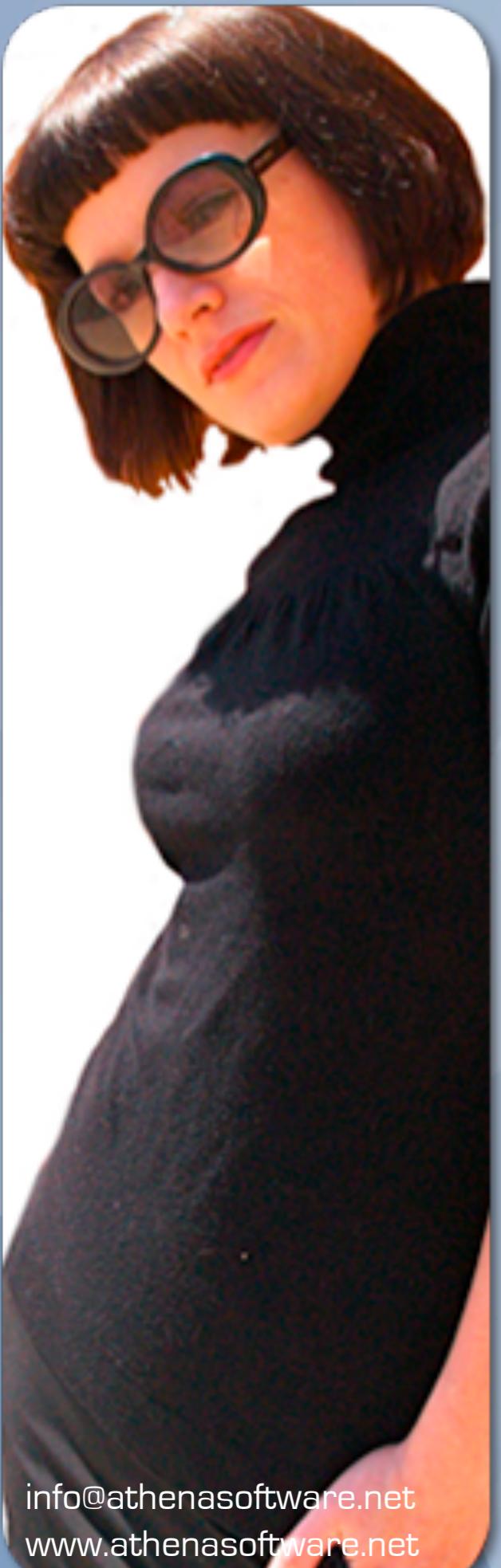
GREAT SUPPORT

- "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

contact us at
1.866.806.6014 x303
or
info@athenasoftware.net
for more information on
penelope case management
and how we can help your
organization move forward