Alberta PCAP Council
Parent-Child Assistance Program

Penelope tip sheet

Important Information

Penelope Login Page: alberta-pcap.athena-ca.com

Penelope Support:

- PCAP Council's Penelope Support: alberta-pcap.ca/penelope-support
- Penelope Forms and Documents: alberta-pcap.ca/penelope-help-topics/forms-documents

PCAP Support Forms:

- Add A New PCAP Individual form: www.tinyurl.com/AddNewPCAPID
- Adding a new staff member: www.tinyurl.com/newPCAPmentor
- Requesting additional support: www.tinyurl.com/PenelopeSupport

Your Site Information

- Client's PCAP ID = site number (3 digits) + client number (3-4 digits)

Screen Views

"My Home" Screen

- Lists current open case files assigned to you under "My Case Load"
    - Select "### Case" to enter the file
- From the left menu bar, select "Home" to return to the main page, or "Logout" to sign out of Penelope
- You can figure out which page you are on by looking at tab at the top of the page

"Case" Screen

- Shows the profile of the client
- Shows the primary assigned worker
- The green circle next to the file indicates the file is opened,
    - Closed files can be found by filtering by "all"
- Select the "PCAP" service file to enter the service file

"Service File" Screen

- The PCAP service file is where all forms can be entered
- The right tab shows "Documents" and "Outcomes Assessments"

How to change your password

1. Go to the home page.
2. Click “My Profile”.
3. Click “View my profile”.
4. Find the blue box that says Password.
5. Click “Change”.
6. Change password and click “save”.
    - Note: the number of stars that show in the blue “Password” box will NOT match your password.

How to find a client

1. Go to the home page.
2. Check to see if the client is under “My Case Load”.
3. If you have not found the client, click the “search” button at the top of the page.
4. Make sure the “Individual” tab is highlighted in gray. If not, click “Individual”.
5. Under “Name”, enter only ONE client ID of the client you are looking for.
6. Click “Go”.
7. If you have not found the client, delete the name you entered under “Name”.
8. Click “Go”.
9. Check the list to see if the client is there.

> Troubleshooting tip: Why can I not see my clients?
> *A client file must be assigned to a mentor. Refer to the above links to access the form to set up a new client ID. If a client needs to be reassigned to a different mentor, the supervisor will need to send the request.*

Forms Overview

	Mandatory	As Needed	Depends
Offline Documents			
Program Consent Form	✓		
Penelope Consent Form			✓
Initial Intake Form	✓		
Transfer Form		✓	
Entered into Penelope (if consent signed)			
Baseline Biannual	✓		
06 to 36-month Biannuals	✓		
Pregnancy Outcomes Form	✓		
Extended Services Biannuals		✓	
Un-Enrollment from PCAP			✓
Return to Program			✓

✓= Supervisor ✓=Mentor

Biannuals

Entering a Biannual

1. Find the client assigned to you by following steps in the “How to find a client” section
2. Select the “### Case” under Case Name to enter the client profile
3. Select “PCAP” under service
    a. Note: This should have a little green dot next to “PCAP” indicating the file is open
4. From the right menu, select “Outcomes Assessments”
5. From the drop-down menu, select which biannual document to enter
    a. Note: All clients should begin with the Baseline Biannual
    b. Note: A yellow caution symbol indicates the Biannual is incomplete

Viewing a previous Biannual

1. Find the Biannual by using steps 1-5 from Entering a biannual, selecting which document you want to view
2. If there is a yellow caution symbol, this means the Biannual in incomplete
3. Select “edit” from the top right bar
4. Update any missing information and select “update” or “finish” until completed

Common Coding Tips

- Leave no questions blanks
- Many questions provide drop down menus for answers
- Questions may ask for a number of months (0-6)
- Question may note a coding instruction (i.e. 00 for none, or N/A)
- Unless otherwise noted, where appropriate, code items:
    - -7 = Question not answered, client doesn't know, doesn’t understand
    - -8 = Question not applicable
    - -9 = Question never asked
- You may add relevant comments in the comment box or select N/A to indicate no comments
- View the Biannual Assessment Coding Manual for information on specific biannual questions

Document Dates

- The **PCAP Program Consent Date** should match:
    - the **Enrollment Date** used in the baseline biannual
    - the **Start Period** date in the first 6-month biannual
    - the **Open Date** of the Case
    - the **Start Date** of the PCAP Service File
- It will also determine the expected PCAP service end date, 36mo after the **Program Consent** date.
- **Remember:** End date on one biannual = start date on next biannual

Additional Forms

Extended services, Pregnancy Outcomes, Return to Program or Un-enrollment

1. Find the client assigned to you by following steps in the “How to find a client” section
2. Select the “### Case” under Case Name to enter the client profile
3. Select “PCAP” under service
    a. Note: This should have a little green dot next to “PCAP” indicating the file is open
4. From the right menu, select “Documents”
5. From the drop-down menu, select which document you are entering
6. Fill out as much information as possible.
7. On the “Signature” page, check the box for “Form filled by” and enter the date. The second signature line must be “signed” by the PCAP Supervisor.

Purpose of each additional form

- Pregnancy Outcomes
    - To be filled out when there is a live birth (target child or subsequent birth)
    - If the participant enters the program post-partum, collect information immediately
- Extended Services
    - If PCAP services are given beyond the 36-months and approved by the Supervisor under special considerations
- Return to Program
    - To be filled out if a client has been previously un-enrolled
- Un-Enrollment from PCAP
    - To be filled out when a client leaves the program for reasons other than graduation. There are two categories of un-enrollment: false enrolls and withdrawals. See Section Five of your Alberta PCAP Manual for more information.