

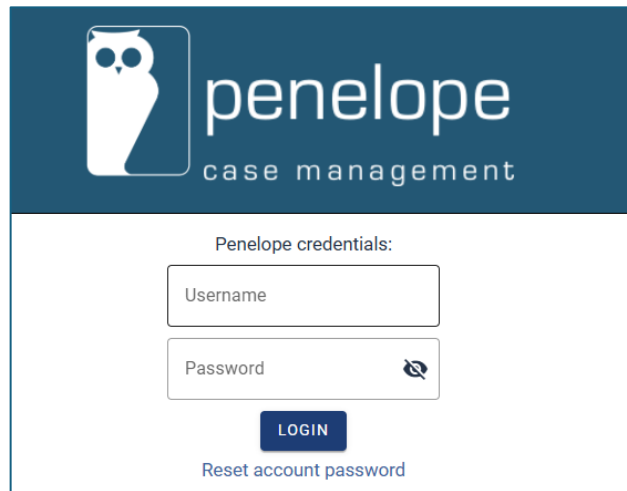
Mental health,
understood.



Penelope: How to complete Outcomes Assessment

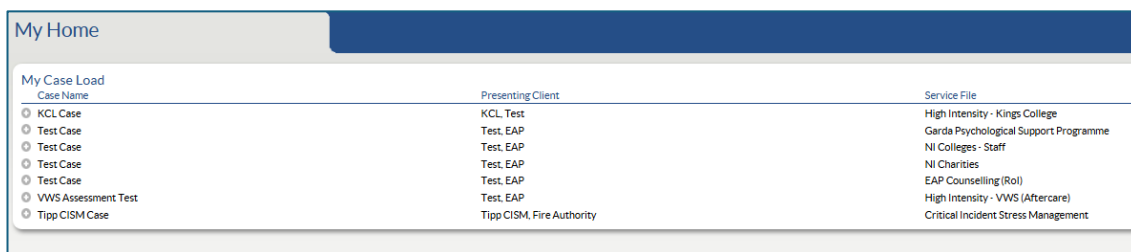
This document provides step-by-step instructions on how to complete Core 10 and other contract specific psychometrics (PCL-5, Gad-7, PHQ9, STSS, PROQOL) outcome assessments.

Login to [Penelope](#) using your credentials:



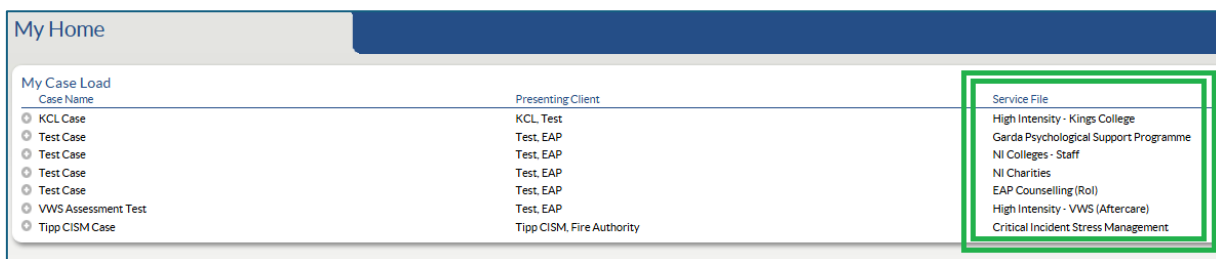
The login screen features the Penelope logo (an owl) and the text 'penelope case management'. Below this, it says 'Penelope credentials:' followed by two input fields: 'Username' and 'Password'. A 'LOGIN' button is positioned below the password field, and a 'Reset account password' link is located at the bottom.

My Home screen displays your current caseload:



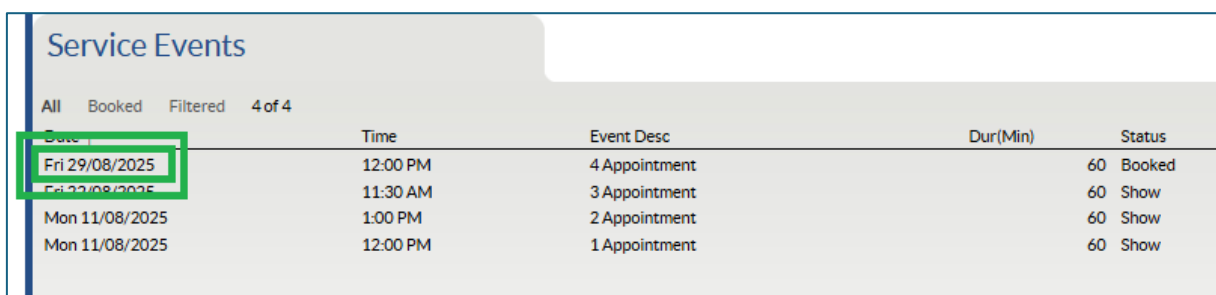
Case Name	Presenting Client	Service File
<input type="radio"/> KCL Case	KCL Test	High Intensity - Kings College
<input type="radio"/> Test Case	Test, EAP	Garda Psychological Support Programme
<input type="radio"/> Test Case	Test, EAP	NI Colleges - Staff
<input type="radio"/> Test Case	Test, EAP	NI Charities
<input type="radio"/> Test Case	Test, EAP	EAP Counselling (RoI)
<input type="radio"/> VWS Assessment Test	Test, EAP	High Intensity - VWS (Aftercare)
<input type="radio"/> Tipp CISM Case	Tipp CISM, Fire Authority	Critical Incident Stress Management

Click on the **Service File** (Penelope term for referral) to view the referral details:



The 'My Home' screen is shown with a green box highlighting the 'Service File' column of the caseload table.

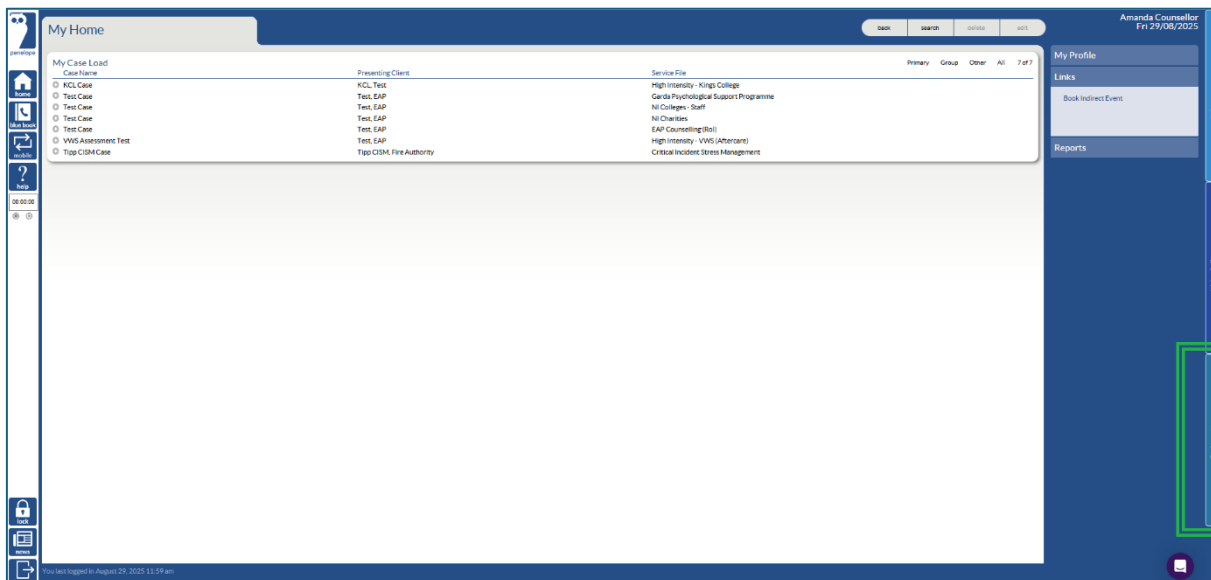
Click the **Service Event** you would like to complete the outcomes assessment for:



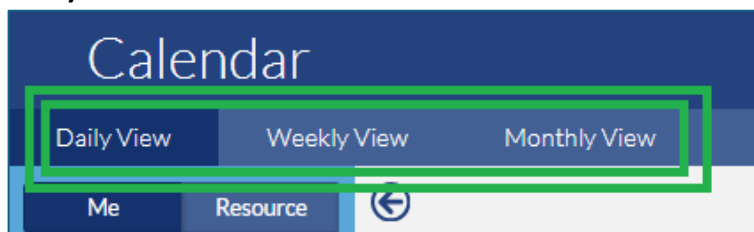
The 'Service Events' screen shows a list of appointments. The first row is highlighted with a green box.

Date	Time	Event Desc	Dur(Min)	Status
Fri 29/08/2025	12:00 PM	4 Appointment	60	Booked
Fri 22/08/2025	11:30 AM	3 Appointment	60	Show
Mon 11/08/2025	1:00 PM	2 Appointment	60	Show
Mon 11/08/2025	12:00 PM	1 Appointment	60	Show

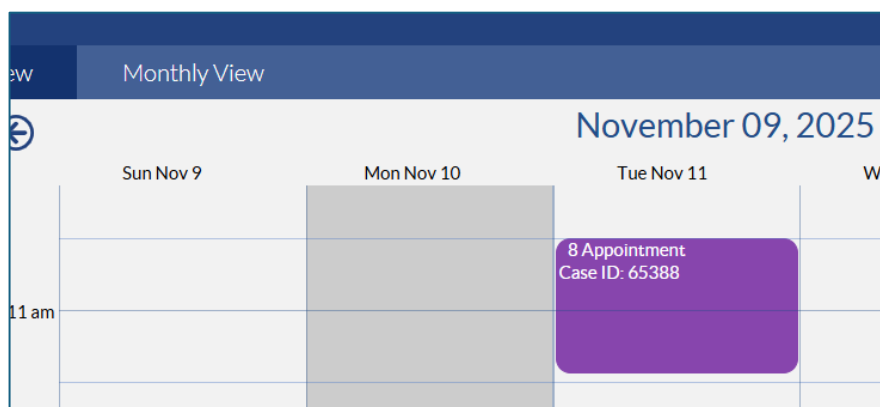
You can also navigate to the **Service Event** from **Calendar** in Collaboration Suite. Click on the Calendar tab on right-hand side of your screen:



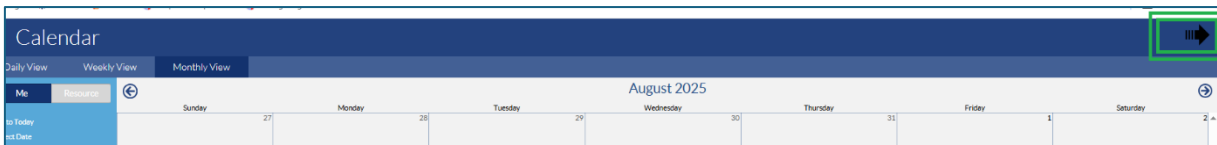
Your calendar will open over the top of your current screen. To change view, click on **Daily View**, **Weekly View** or **Monthly View**.



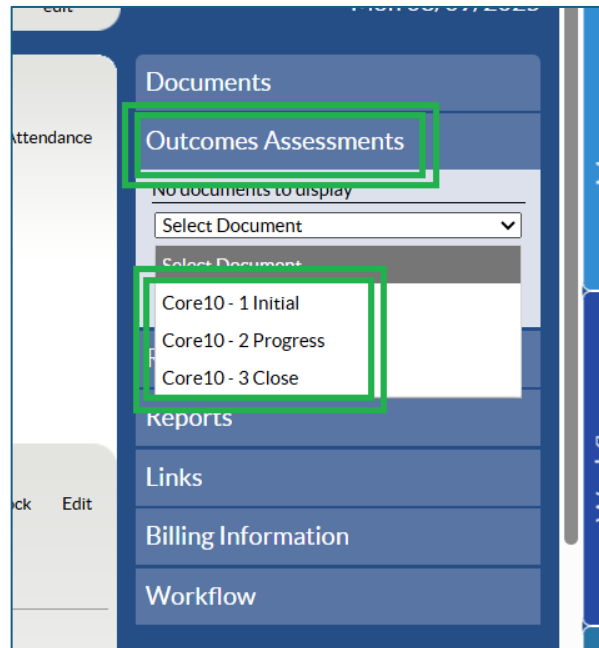
You can access a Service Event directly from your Calendar by clicking on the event name:



Note: To close/hide Collaboration Suite, click on the black arrow in top right-hand corner of screen.



Click on **Outcome Assessments**, select the appropriate document using the drop-down list:



Core 10 will track your clients responses across all sessions for which an assessment is completed. To track the clients progress, the assessments are staged documents. This means there are 3 versions of the assessment. Penelope will only allow for these documents to be completed in sequence.

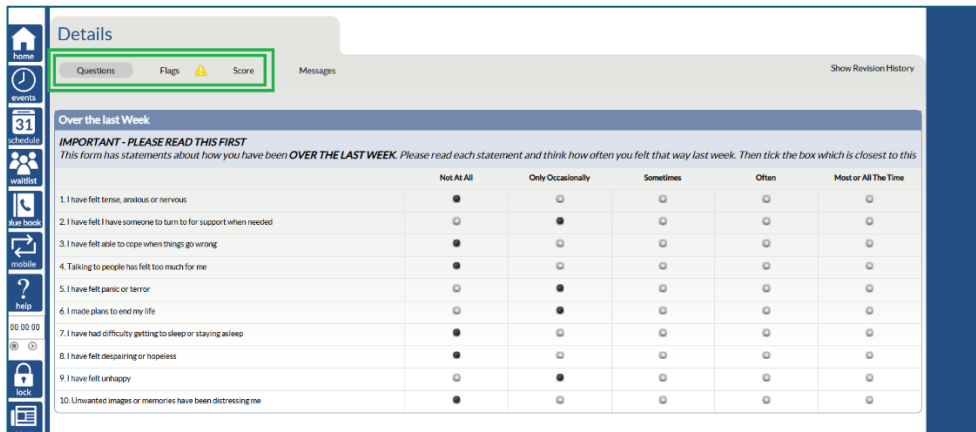
- Core 10 – 1 Initial To be used in the 1st counselling session
- Core 10 – 2 Progress To be used in the 2nd, and subsequent sessions
- Core 10 -3 Close To be used in the last session

Complete the outcomes assessment document and click **Finish**:

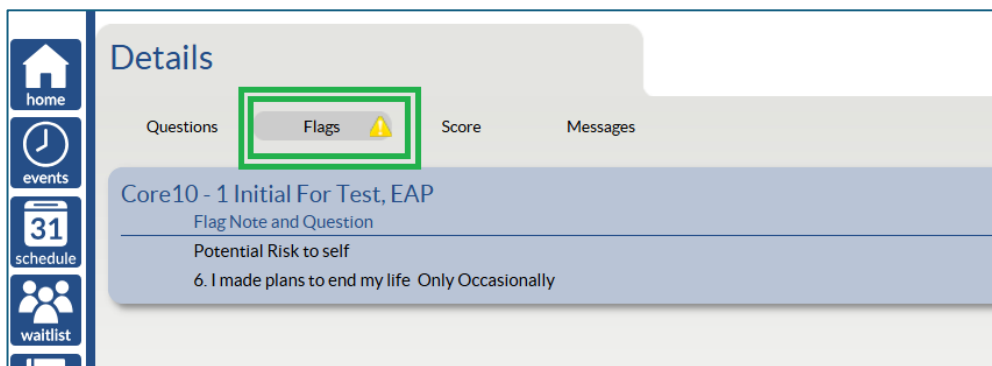
	Not At All	Only Occasionally	Sometimes	Often	Most or All The Time
1. I have felt tense, anxious or nervous	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. I have felt I have someone to turn to for support when needed	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I have felt able to cope when things go wrong	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Talking to people has felt too much for me	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. I have felt panic or terror	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. I made plans to end my life	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. I have had difficulty getting to sleep or staying asleep	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. I have felt despairing or hopeless	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. I have felt unhappy	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. Unwanted images or memories have been distressing me	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Core Scores and Progress Monitoring

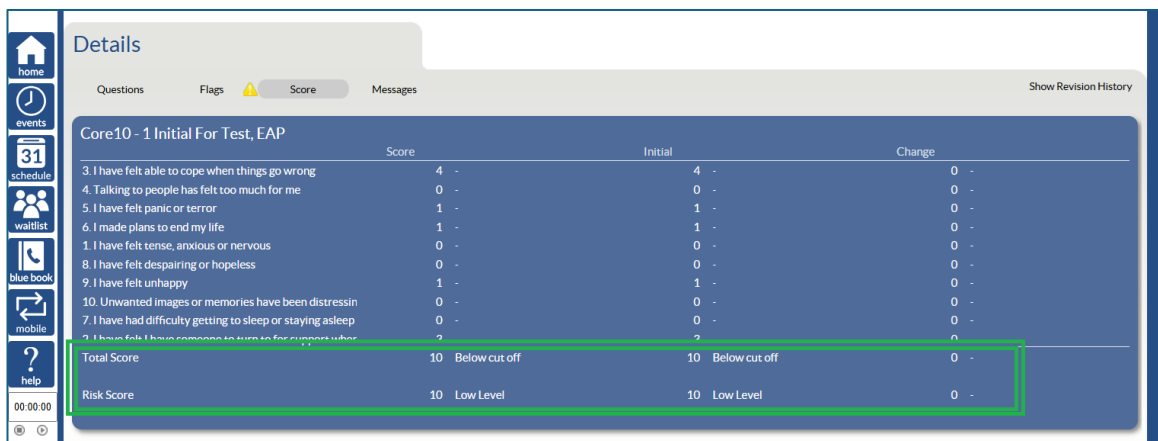
The completed outcomes assessment will be displayed on screen:



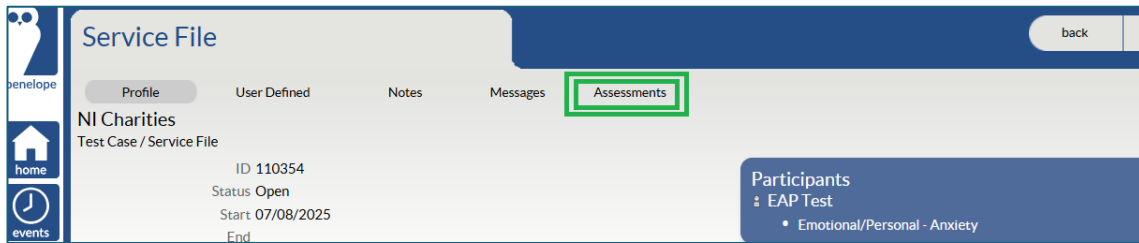
Flags: A yellow triangle will be visible when **risk** has been indicated through the completed assessment:



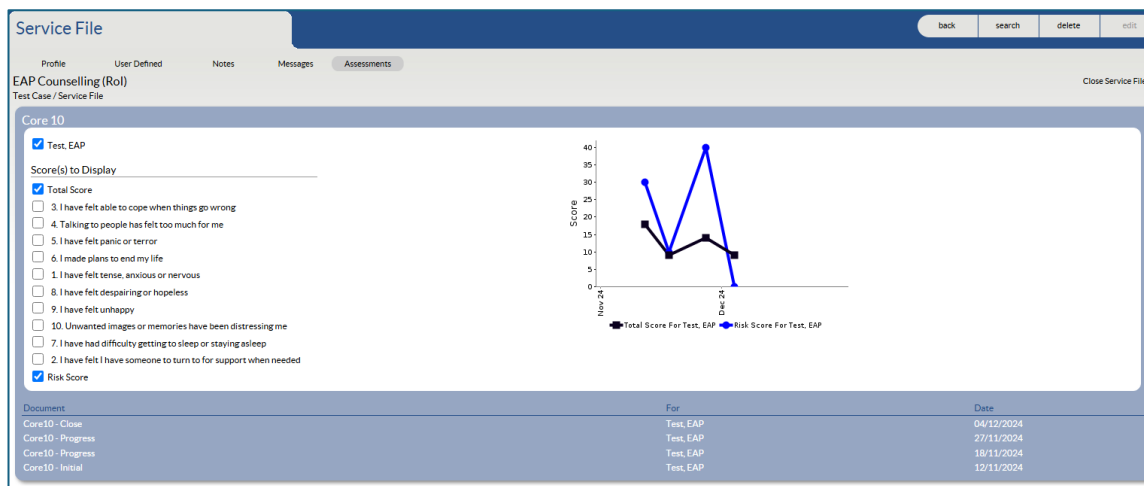
Score: This page will display clients core score today, clients risk score today, comparable scores from the first (initial) score and a measure of change from the 1st (initial) score to today's score.



In addition to displaying Core Scores and highlighting change in individual sessions, Penelope will also show your clients journey through counselling in a graph. On completion of outcomes, the **Assessment** tab will be displayed in the clients service file (Penelope term for referral)



Click on **Assessments** to display graph tracking your clients changes as reflected by Core Score and Risk Score across each session:



The scoring will default to the total scores, however, should you wish to do so, you can display the scores of individual sessions by selecting the appropriate tick box on the left-hand side.