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CUSTOMER CASE STUDY

EPILEPSY FACTS

Here are a few facts drawn from the Epilepsy Foundation of Greater Chicago's Annual Report :

- **65 million** people around the world have epilepsy
- Nearly **3 million** people in the United States have epilepsy
- **1 in 26** people in the United States will develop epilepsy at some point in their life
- Over **130,000** people in the Chicagoland area have epilepsy
- **150,000** new cases of epilepsy develop in the United States every year
- **One third** of people with epilepsy live with uncontrollable seizures because no available treatment works for them
- For **6 of 10** people with epilepsy, the cause is unknown
- **50,000** people die from epilepsy-related causes in the United States every year

EPILEPSY FOUNDATION OF GREATER CHICAGO CHICAGO, ILLINOIS

For those who live with epilepsy or have loved ones who do, you're probably aware of the great work that the Epilepsy Foundation does across the United States. For those who don't know, The Epilepsy Foundation is a nationwide network that offers counseling, advocacy, and educational services to people with epilepsy, their families, and the communities in which they live. The foundation's chapter in Greater Chicago serves 43 counties across Illinois.



HOW EPILEPSY OF CHICAGO USES PENELOPE

Epilepsy Foundation of Greater Chicago has been using Penelope since 2011 to manage a variety of their programs and processes, including case management services, linking clients to insurance, housing assistance, and educational advocacy. The group program tool in Penelope is used heavily to capture information about day camps, respite programs, music and dance therapy programs, and many others. Attendance must be tracked to help measure each program's effectiveness, and Penelope makes this easy, helping Epilepsy Chicago serve over 500 people via groups each year.

For the case management component, Epilepsy Chicago uses Penelope to record notes for individual events, whether it's a phone call, face-to-face meeting, or outside visit. This helps Epilepsy Foundation staff member Mary Jo



EPILEPSY FOUNDATION PROGRAMS & SERVICES

To breakdown the Epilepsy Foundation of Chicago's impact on their community in 2015, we can look at a few stats from their annual report. Within the year, they helped deliver:

- 4,301 instances of counseling, case management and advocacy
- 176 participants in their Camp Blackhawk summer camp for kids, family retreat and women's retreat
- 290 attendees of the 5th Annual Consumer Conference featuring doctor and patient presentations on new treatment options
- 504 attendees of 22 support groups
- 151 participants in the Studio E Art Therapy and Interpretations Writing Programs
- 322 attendees of the teen group outings and programs
- 185 attendees of the Peer Alliance young adult outings and programs
- 1,074 patient visits at the epilepsy clinic located at St. Alexius Hospital
- 115 participants in the job club/employment boot camp
- 10,664 recipients of the epilepsy education programs, including school nurses, teachers, students, policeman, firemen and EMTs

Perlongo, who oversees many of these programs.

"I'm able to get a bird's eye view of a client quickly, and see what phone calls have happened, what complex problems may be present, and what group programs they've participated in during their time with us," Mary Jo said.

Before Penelope, Epilepsy Foundation staff were using carbon paper to record client intake information. This was eventually assisted by an Access database, and then replaced by Penelope for all intake and client information needs.



MEETING NEW CHALLENGES

While the client base at Epilepsy Chicago has changed over the past 10 years, the needs of the individuals they serve have remained consistent. Technology helps them to reach more clients and Mary Jo sees this as an opportunity to continue growing in the future. Potential areas to expand the use of Penelope include the newly-introduced Engage feature, which allows for clients to connect directly with their service provider via the system. Many clients can't drive, so having a system that's mobile is also a big help.

One of the big challenges that Epilepsy Chicago has faced so far is on-boarding new staff. As each new staff member is introduced to Penelope, they need training on how to perform their specific role. This is one of the main reasons Penelope is designed to be user-friendly and very simple for different users. We understand that staff is going to change at your organization, and it shouldn't be difficult to learn Penelope.

