



athena software

CUSTOMER CASE STUDY

Immediate Benefits of Penelope for GOSO

- Intuitive Case File Structure
- Simple Transition for Staff
- Efficient Deployment and Staff Training
- Simple and Effective Data Migration Process
- Built-in Reporting Allows Easy Access to Stats
- Can Easily Export Data to Excel / CSV using Free ODBC Driver for Analysis and Custom Reporting Needs
- Ability to Create Unlimited Smart Forms, Outcomes Assessment and Letter Templates As Needed
- Penelope Smart Forms Allow GOSO to Reduce Reliance on Paper

GETTING OUT AND STAYING OUT NEW YORK CITY, NEW YORK

The history of Getting Out and Staying Out (GOSO) starts with Mark Goldsmith (shown below), the man who founded the organization. In 2003, Mr. Goldsmith visited Horizon Academy on Rikers Island as a volunteer Principal for the Day and helped coach and mentor young men who were incarcerated. The Department of Corrections (DOC) and Department of Education (DOE) invited Mr. Goldsmith to return frequently after seeing early success. This eventually grew into one of the most effective reentry programs in the NYC area.



HOW GOSO USES PENELOPE

GOSO was using an outcomes tracking software tool and decided it was time for a change in the spring of 2016. By the fall, the project team at GOSO had decided to go with Penelope. GOSO decided to roll out Penelope using a staggered approach as they launched it across Rikers Island, Upstate Correspondence, and GOSO in the Community.



Select members of the GOSO team carry a heavy caseload and

GOSO PROGRAMS & SERVICES

- **GOSO Works:** Over the years, GOSOWorks has established partnerships with a number of businesses and institutions that share their commitment to providing a second chance to young men who have been incarcerated. These partnerships benefit not only GOSOWorks participants, but also their families and their communities.
- **Community Program Services:** This integrated post-release support program offers help in three key areas - education, employment, and mental health / social services. Every GOSO participant is assigned a Career Manager who provides education and employment counseling, as well as tracking progress through the program and overseeing delivery of services.
- **GOSO Partner Network:** From its inception, GOSO recognized the importance of establishing partnerships with the City of New York Department of Corrections (DOC) and the NYC Department of Education (DOE) - these make their outreach and services within the prison system possible. The DOC staff ensure GOSO can access clients on a daily basis throughout their time in jail. The DOE, which oversees the East River Academy on Rikers Island, supports GOSO clients in attending school and completing their high school diploma or GED while they are incarcerated.

Penelope's case file structure and integrated features have made it easy for them to transition to the new software quickly. The deployment process for GOSO has lasted approximately three months from start to finish, including staff training, data migration, system configuration and testing. The deployment and data migration process finished ahead of schedule and left the team with ample wiggle room to test the current system configuration before they rolled it out to other programs and staff.

TRANSITIONING FROM EXISTING SOFTWARE

One of the largest factors that GOSO needed to consider while looking for a new software system was transitioning from their current provider. Data migration was a substantial component of their deployment process as they wanted to hit the ground running with their current data. Yampiero "J.P." Polanco was a key player in the selection process as the Director of Measurements and Outcomes at GOSO. J.P. used the transition from their current software provider to Penelope as a sort of "spring cleaning" for their data so that when the data migration process was complete, they were able to pull accurate reports from Penelope on Day 1.

Reporting is a large reason J.P. and his team at GOSO have realized immediate benefit from Penelope. The configured reports in Penelope allow him to pull necessary information with just a few clicks each week. For larger reports, J.P. uses the free ODBC driver provided by Athena - this allows him to pull data from Penelope into Excel which he can then manipulate and analyze with his team. These reports are making it easier for GOSO to apply for new government grants and expand into new programs.

Smart documents and assessments are another heavily used feature by GOSO in Penelope. They allow J.P. and his team to build multiple assessments from scratch on the fly. These range from incident reports to psychosocial assessments for each program they offer. Smart docs have enabled GOSO to become a truly paperless organization which means their data is safer, more accurate and always available for analytics and reporting.

The next feature GOSO will be rolling out in Penelope is the Pre-Enrollment List, which will track young men as they transfer out of prison and into GOSO programs.

