Greetings:

Welcome to the first issue of the CUSS network newsletter. You've responded well to the announcement letter (as of today, 20 June 81, over 150 replies to 450 + announcements sent). The response shows a definite need to exchange ideas and experiences. So, help build the network by passing this issue on to an interested friend. For those of your who just sent your name, send in your ideas and experiences or any suggestions on how to improve the network. Anyone having a mailing list to which they would like to have an issue of the newsletter sent, send labels. Many thanks to Floyd Bolitho, U. University of Tennessee, Knoxville, and H. John Staulcup, University of Washington, Seattle, and others for their help.

Some of you are receiving this newsletter from mailing lists provided by friends, e.g., a list from Gunther Geiss's 1978 survey of computer use in schools of social work. If you would like to continue receiving the newsletter and have not sent in your name, send in the information (see form below) or you will be deleted from the mailing list.

The Network Concept

The goal of the network is to connect people with similar interests and needs. The network may meet the needs of its members in a variety of ways. One basic need of network members is to communicate general information, such as activities, needs, concerns, etc. to all members. The newsletter provides this mechanism. Another need is for the identification of expertise available in the network. The expertise pool being developed by Gunther Geiss (see pg. 2) is a mechanism designed to meet this need. Another possible need is for a computerized abstracts of related materials for members to browse or search. Other networks have met their needs through mechanisms as job banks, local-regional-and national conferences, journals, etc. Send in your ideas on network member needs and possible mechanisms and I'll publish them in a separate section of the next newsletter. By such a dialogue, we can arrive at the best structure for all involved.

Network History

The idea for the network preceeded this issue by several years. The difficulty in starting the network was probably fortuitious, since the greater interest now will make the network more likely to succeed. The title for the network (CUSS) reflects our own experience with computers. A computer is like other modern day mechanical devices (cars, alarm clocks, etc.). You hate them, yet cannot do without them. A computer, like a car, can be a beautifully performing machine and a work horse at times, but sooner or later it will leave you stranded. Thus, CUSS seemed an appropriate title for the network.

Financing

Our thanks to The University of Texas at Arlington, Graduate School of Social Work for providing $250 to get the network newsletter started. When the $250 is gone, the network newsletter must survive on contributions or other sources. The present issue costs approximately $200-250 to print and mail. We plan 4-5 issues a year, thus a $5-10 contribution would be appreciated from all who want to see the newsletter continue. I would like to continue sending the newsletter to all who request it, but if finances are low, those who do not contribute will be dropped from the mailing list. I am interested in having vendors, publishers or others who would like to communicate with this specialized audience sponsor an issue or part of an issue. Any suggestions would be welcome.

Report On The NCCMHC

The annual conference of the National Council of Community Mental Health Centers, which was held in Dallas, Texas in April had several interesting sessions on computerization, information systems, etc. The report on Libra Technology's development of a prototype MIS for CMHCs (see resources section) generated substantial interest. In addition to the workshops and round table sessions, 5+ software vendors had on-line demonstrations of their systems. It was nice to see not only a variety of quite sophisticated systems, but actual competition. The conference allowed one to ask each vendor why they felt you should chose their system over the others, and also to talk with agencies who now are operating the systems. The answers were interesting for no one knows a system's problems better than the competitor or the user. A final note: did Computer Task Group (Boston) discontinue selling their CMHC MIS? If so, what do CMHCs who bought the system do for maintenance and future enhancements. A well written contract could possibly be worth its weight in gold in this case. Next year the NCCMHC will be held in New York. Those interested write NCCMHC, 2233 Wisconsin Ave. N.W., Suite 322, Washington, D.C. 20007. The call for presentations has been extended to July 15, 1981.

Networking

My Interests (From Dick Schoech, network coordinator)

My current interests are in analyzing the information requirements of human service agencies (see related paper in resources section), in microcomputer data base systems, and in microcomputer distributed systems. I have a Teleray 10M terminal at home with which I access the University's IBM 370 & DEC-20. I teach administration, planning, research, and "computer and information technoligies". My class's project was researching approximately 10 key questions related to computerization for a local Senior Citizen Center which is interested in puchasing a microcomputer system. The biggest problem area we confronted (technology wise) seemed finding a good data base software package that is easy to use and has adequate vendor training and

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I wish to join the network.

Name: _____

Occupation: _____

Address: _____

City _____ State _____ Zip _____

Contribution: I enclose _____ (Checks payable to CUSS Network)
Send to: Dick Schoech, UTA GSSW, Box 19129, Arlington, Texas 76019.
(Attach your ideas, interests, needs, experiences, etc.)

support. I have been impressed by the specifications and a limited demonstration of MDBS from Micro Data Base Systems, Box 248, Lafayette, Indiana 47902 (Total package - $1500). However, the system seems intolerant of errors, and vendor training and support may be a problem. Anyone with experience with this package, please contact me. Another major problem is finding a micro based accounting package oriented around the needs of nonprofit agencies (e.g. grants management). Last year's class was involved in my small grant to develop a microcomputer based client data system for a family service agency. While everyone learned, the experience was frustrating. In the end, the agency decided it needed a larger system and now is setting up a mini data base system. Several other agencies in the Dallas/Ft. Worth Metroplex are interested in microcomputer systems. Another interest I have is in developing therapy and counseling applications which use the agency data base, e.g., aiding diagnosis and treatment.

Automated Expertise Pool. (From Gunther R. Geiss, Social Policy Center, School of Social Work, Adelphi University, Garden City, New York 11530, (516) 489-2000, X8083).

During 1978 a survey of CSWE schools was initiated to identify faculty who had used computers in their administrative, teaching or research activities, and/or who had consulted or otherwise participated in the design and development of computer based information systems. There were over 80 posistive responses indicating a wide variety of activities and an equally wide range of levels of involvement.

That survey initiated the development of a system to track and communicate with individuals with expertise in computers and human services. The system should be operational this summer and ready to receive a substantial increment in the data base. The increment will result from the addition of more faculty, and the initiation of the non-academic expertise file, i.e., individuals in research centers, voluntary agencies, proprietary agencies, government, etc.

If you, or a colleague would be interested in participating in this expertise pool, and especially is you can furnish leads to non-academic expertise users, contact me by mail or phone. This expertise pool will add to the activities of the CUSS Network by facilitating contacts with colleagues who have specific interests, experiences, activities, or abilities. The expertise pool will be published periodically in this newsletter. Inquiries can now be answered if you are seeking an individual or group with specific expertise.

Family Service System Using An IBM Series I.
(From Susan Hemphill, 716 W. Magnolia, Ft. Worth, Texas 76014.

Family and Individual Services Association of Tarrant County in integrating the use of an IBM Series 1 into its payroll, accounting, and statistical systems. The hardware configuration of our system is as follows: 4952 Processor with 128K bytes storage; 4962 fixed disk with 64 megabytes storage; 4964 diskette unit; 4973 line printer; 4978 display station; 4979 display station.

FISA purchased system software from Mid-American Control Corporation, based in Shelbyville, Kentucky. The local distributor for this software is Priority Systems, Inc. in Irving, Texas. We purchased their Payroll software and are currently tailoring this new system to fit our 900-employee payroll needs. We also purchased PROMPT, a data base management software package, which is being used to provide summarized client demographic information and easy direct access to client data. In the future we will be expanding the client information gathered and analyzed to include client diagnosis, problem identification, treatment modality, and client outcomes. We will also enscompass accounting functions within the realm of the system, with client billing and accounts receivable as initial targets.

As assistant to the directors, I have primary responsibility for the development of these systems. I have a Master's degree in Rehabilitation Counseling and before that was a computer programmer and a part-time instructor of computer science. A major interest of mine is in integrating social services and computers to develop systems which can be maintained by non-programmers.

Mainframe, Mini-Mis And Micro User. From Joan W. DiLeonardi, 1122 North Dearborn Street, Chicago, Illinois 60610, (312) 944-3313).

"I was delighted to get the letter from John and Floyd Bolitho about the computer users network in the human services. I first spoke with John about this several years ago and participated in his panel at CSWE in Boston.

Although I teach part-time at Loyola University of Chicago School of Social Work and offer a computer project as an option in the course, unlike the test of you, my use is primarily non-academic. I think this may be a plus in the network — to broaden it beyond the universities.

By level of hardware my current uses are: 1, Mainframes — I use statistical packages (SPSS, SAS, BMDP, and occasionally IDA) at the University of Illinois at Chicago Circle and at Loyola. I also use SCRIPT for text formatting articles, my dissertation, abstracts and so forth. 2. Mini Computers — I am involved in the development of a comprehensive management information system on an IBM System 34 for the agency at which I am Research Director. 3. Micro Computers — I have a TRS 80 Model III at home which I use both as an independent computer and as a remote terminal to the University computers — maybe eventually to be the systerm 34 also. This is the cheapest most effective remote system I know of.

I look forward to receiving the newsletter. It should be very helpful as well as soothing to share the travails and triumphs of other social work computer users."

Social Workers Attitudinal Response To Computers. (From Richard E. Doelker, Jr., The University of West Florida, Department of Social Work, Pensacola, Florida 32504).

"I am very interested in being included in the network for computer use in Social Services. This will be a highly useful resource for those of us interested in this area. Also, I couldn't think of a better mode of exchanging infromatin in a volatile knowledge base like computers.

I have a specific interest in the area of social worker's attitudinal response to computers. I have done some preliminary work in this area and would be interested in hearing from others who may also have an interest in this topic."

Micro Computer Applications
(From Ilene Hoffman, 193 Golden St., Needham, Massachusetts 02192).

I'm primarily interested in microcomputer applications to human service agencies, including DBMS. I have knowledge of SPSS and limited experience in BASIC.

Computer Simulation Of Case Situations And Administrative Problems
(From Kenneth J. Dawes, The University of North Dakota, Social Work Dept., Box 8171, University Station, Grand Forks, North Dakota 58202).

"The idea of developing a network of individuals interested in computer systems is great. My personal interests are in developing interactive programs simulating administrative problems or concerns. Another interest relates to developing testing procedures based on computer simulations of case situations. This would involve developing a short vignette on video tape followed up by a series of interactive questions on the computer. This would permit the students to 'try out' different responses without experimenting on people. I think this would be especially helpful on the undergraduate level."

Human Service Software. (From Clyde B. McCoy & James E. Rivers, University of Miami, Center for Social Research on Drug Abuse, Medical Arts Building, Room 309, 1550 N.W. 10 Avenue, Miami, Florida 33316).

"Glad to hear of the formation of human service professionals interested in computers. We have been designing and programming software for human service agencies for a number of years and are very interested in receiving the Newsletter and continuing communication about computer use in human services."

Health/Mental Health Applications (From Moireach Mair, 10 Sherry Lane, Brantford, Ontario, Canada, N3R 2T2).

I have a general interest in computer applications, with special interest in health/mental health applications.

On Line Literature Searches & Undergraduate Field Instruction
(From Leonared Gibbs, University of Wisconsin - Eau Claire, Dept. of Social Work, Eau Claire, Wisconsin 54701).

"We are interested especially in references and abstracts to evaluation research that is accessible on-line asnd interactively. We have a Dec-Writer II in the department.

We have used the Alcohol Information Retrieval System (AIRS) that is available through Control Data Corporation in Minneapolis to do literature searches for each member of our class on alcoholism. We have found that by using the "set descent" option we can search back from the most recently loaded reference to less recent references. Thus, the students are able to write papers from the most recent information available.

Enclosed please find our manuscript titled "Computer Assisted Clinical Decision Making". This is an evaluation study of the Data Bank of Program Evaluations that we used in our social work methods course.

We are very pleased that you are beginning an association of those interested in use of the computer in social services. We think you are breaking very important ground. If anyone is interested in the use of

the computer in undergraduate field instruction or in the classroom specific to particular courses, we would very much like to be in contact with these people. Thank you so very much for thinking of us. Also, could you write back and tell us if there is a list of on line abstracts and citation services that might be useful in social work education. We think Control Data is working on one in child welfare and mental health. AIRS and DOPE are the only ones we know of.''

(Editor's Note: InfoWorld-the newspaper for the microcomputing community — 530 Cylton Avenue, Palo Alto, California 94301 is running a series of articles on computerized information data banks beginning with the May 11, 1981 issue).

TRS - 80 In Child Welfare
(From Bill Betzen, 6706 Cliffwood, Dallas, Texas 75237).
"I congratulate you on the initiation of your network.

Regarding information to share, attached is an abstract I composed a year ago regarding our computerization project here in Dallas. It gives a very rough idea of what we were doing. The system ran on a TRS-80 Model I, 48K, cassette system. It is my private equipment and by the summer of '80 I was able to afford one disk drive. At the end of the year I placed all the data on disk and made over 50 reports on various subject areas. However, as a full time Child Placement Advisor programming was only a sideline activity for me and proper attention could not be given to more complete and detailed reports. We still have not gotten the requested equipment even though our microcomputer project was approved a year ago. Hopefully it will be in place by the end of the summer and the proposed systems functioning.

In doing the required paperwork in my unit I also extensively utilize the word processing capabilities of Omy (the name I gave this Model I — as in 'Oh My! What will it do next!'). All evaluations, monthly reports and most correspondence is done with Scripsit. I also maintain the service activity reporting system for my unit with Omy. My Unit is the Night Intake Unit in Dallas County and covers about 150 shifts every month. On each shift all activity is recorded on a form that is compiled each month with Omy. I use this information for accountability purposes and planning.

Due to what can be achieved with microcomputers I can honestly see little justification for continuing to require GSSW students to spend any time working with the IBM-370. Less than 5% of your graduates will ever work with a mainframe SPSS package after graduation. However the majority will have microcomputers in the agencies they work for in the years to come.

Enclosed is the literature about the software package Statpac by Walonick Associates. Let me know what you think of it as compared to SPSS? If you get more information about its performance I would be anxious to hear about it.''

Measures For Decision Support Systems
(From Ray Carlson, Dalhousie University, School of Social Work, Halifax, Nova Scotia, Canada B3H 3J5).
"I am pleased you are undertaking the task of organizing such a network and would appreciate being included.

At this point it seems most appropriate to indicate my current areas of interest postponing detailed explanation to a later point. My background has been in evaluation research with social work and related services. Concern about lack of utilization moved me increasingly into the study of decision making both at the management and service delivery levels. Recognizing that a major part of decision-making errors relates to being overwhelmed by complexity, the concept of decision support systems (as reflected in the business literature and your **Child Welfare** article of November, 1980) has proven particularly useful.

Problematic has been the fact that descriptive information on clients and services has been the easiest to record and store. Building in outcome - progress related infromation has been more difficult because of the multiple type of outcomes that need to be considered and second because of the uniqueness of each case situation. Interpretation is aided by being able to aggregate cases into general patterns and/or contrast groups that vary according to definable interventions. Individualistic progress indicators complicate such aggregation tasks. Reflecting these two issues, our current project is experimenting with four progress measures compromising the individualism — aggregation issue as noted follows: 1. Satisfaction as reflected in progress in resolving the concerns and fulfilling the expectations that motivated the client and/or significant others involved to seek service — for comparability, the client and/or significant other provides a simple weighting of the concern. Progress in resolving those concerns given the highest weights become the aggregated data for this first area. 2. Goal attainment, that is, accomplishment of specific goals defined by the service and service seeker to reflect unique needs — to seek comparability, goals are described in terms of disrupting dysfunctional patterns with different stages specified for the pattern to reflect

degrees of risk. Aggregation considers the stage involved and the consistency of the disruption. 3. Specific measures relevant to the service involved, e.g., symptom reduction for medical or mental health services, amount of drinking for alcoholism services, child injury vs. development for child welfare, etc. Aggregation is easier to obtain in this area as long as consistent variables are included for the service itself. 4. Improvement in the client's general role functioning and quality of life is considered through a rating of a limited number of variables. The variables were selected based on literature sources relating the concept to development of maximal independence. The staff person uses a pre-developed rating instrument.

We are currently experimenting with these four and with variations to seek useful progress - outcome data that could be included in decision support systems. Others' experiences with such an issue would be of special interest to me.''

Research In Local Government MISs.
(From John King, Public Policy Research Organization, University of California, Irvine, Irvine, California 92717).
"Thanks for the info and the newsletter. We still aren't doing anything specifically in computers and social work, but might be in '82. Keep us posted. I've enclosed a PPRO publications list.''.

(Editor's Note: Those of you in the administrative or MIS area who are not familiar with the PPRO's work should request a publication list. The PPRO has conducted extensive research on the use of computers and information systems in local governments and its findings are somewhat different from vendor promises).

Computer Aided Instructions & Simulations.
(From John P. Flynn, Western Michigan University, School of Social Work, Kalamazoo, Michigan 49008).
"Glad to receive your recent letter regarding the network in computer use in social services. I would very much like to participate and will contribute to its operation. Thanks for taking the initiative.

Following is a summary of my computer-related activities here at the School and in the Kalamazoo area:

1. I have created six (6) 25-item objective-type CAI lessons that I use in my introductory graduate social welfare policy course using the GNOSIS CAI program (from Sweden and Old Dominion U.) and loaded with ALGOL (I don't program in ALGOL, myself). The topics are: structure of social services, historical/philosophical foundations of welfare, and information on poverty and racism.

    The students take an optional pencil-and-paper proficiency exam at the outset of the course using the same test items. However, each student must pass the computerized re-test to complete requirements of the course. An additional feature and value in the computerized re-test is that the student is given teaching comments or additional information for each item after selecting an answer. Systematic evaluation of this approach has found very positive student reactions.

2. I have also created two lessons (not of the multiple-choice variety). One is on the origins of regulatory administration and its relationship to social work, taken largely from substantive content from the writing of Norris Class.

    The second is the first of what I hope will be a series in the principles, and features, and issues of Michigan's mental health system. If only I had more time, a whole series of "fields of service" lessons could be developed. (Maybe somebody has already done that and the network will clue me in).

3. I have also written the situational software setups for two group simulations in conflict management, utilizing a CONSIM program written here at WMU. It is essentially an electronic mail system-type program that I use in my advance grad seminar on policy as practice. The situations involve the advancing of a state child care bill and a local conflict between the community mental health board and various interest groups. Different interest groups are located at different terminals on campus. Again, student reaction has been very positive.

4. Some of us have also been active in consultilng and doing workshops on development of management informatin systems. As you can imagine, we routinely get into consideration of computerization process, cost, alternatives, etc.''

Child Welfare Applications
(From Bruce McNellie, DHR, 308 E. 4th St., Ft. Worth, Texas 76102).
I'm interested in computer applications in child protective services and Title XX services.

Management Consultation In Information Systems. (From Rilla A. Murray, Human Services Management Division, Consultec, Inc., Northside Tower, Suite 830, 6065 Roswell Road, N.D., Atlanta, Georgia 30328).

"I was pleased to receive the recent announcement of the CUSS Network. Please add my name to your mailing list. I am enclosing a description of the Human Service Management Division here at Consultec, Inc. with the hope that you will find a way to share what at least one firm in the private sector is attempting to accomplish in this area. Best wishes in this endeavor. I'll look forward to the first newsletter."

(Editor's Note: Consultec is a management consulting firm that specializes in local and state human service information systems).

Fall Workshops. (From Thomas E. Neudecker, University of Pittsburg, School of Social Work, 928-B C.L., Pittsburgh, Pennsylvania 15206).

With regards to the recent announcement of the formation of the CUSS Network, I am pleased to become affiliated with the users group. We here at the University of Pittsburgh are committed to employing the computer as both a teaching tool as well as a basic component in the management system of the school. To these ends the school employs a full time system analyst who is responsible for programming and operation of the management information system and its data bases. This person also provides consultation to faculty and student users. All on line costs of the system is currently free to faculty and students with the school responsible for portions of the consumable supplies used such as paper, ribbons, and extra print wheels. Besides maintaining the administrative data of the school, the system is used as a word processor by students and faculty as well as the basic tool for data analysis required by researchers at the school.

The University currently operates three Dec-10 cpus and one IBM system. These systems contain over two million words of memory and 6.045 billion bytes of disk storage. The school accesses the system by means of a LA-36 and a DEC-writer TTY. The school also has access to over one hundred terminals at remote job sites located around campus. I also access the system through one of the 51 public telephone lines using an Apple- II with 48K memory, a single disk drive, D.C. Hayes modem, and a Super-R-Term 80 column board. I currently use the following software: a SCRIBE for text formating; b. RUNOFF also for text formating; c. UP-DATE for text editing; d. S.O.S. also for text editing; e. SPSS for data analysis; and f. VISICALC for data processing on the micro system.

The only scheduled conferences or workshops for the fall of 1981 pertaining to computer use is a one day workshop, "Computer Assisted Management of Social Service Agencies," to be held in October, 1981 at the University, and a workshop entitled, "Use of Mini Computer Systems in Personal Service Corporations: A Workshop for Physicians, Attorneys, and other Private Practitioners." (date to be announced)

I look forward to the growth of the Network.

The Univac Elephant Syndrome (From Michael J. Holosko, Memorial University of Newfoundland, School of Social Work, St. John's NFLD., Canada A1B 3X8).

In response to your request for information regarding computer use in the Social Services network, I have put together a brief profile for your consideration:

"Course Taught: Information Systems, Program Evaluation, Statistics, Research Methods, Administration

Program Familiarization: BASIC, COBOL, SPSS, BMD

Interests: 1. How to best handle large amounts of data in Social Sciences research with limited program and software availability, or what is the best package to use for the best buck? 2. Priortizing and standardizing of information. 3. The 'Univac Elephant Syndrom' — or how can you justify the expense of soft/hardware after you've bought it? 4. Understanding how information can be used for effective decision-making in human service agencies, rather than for communication masturbation. 5. Dispelling the myths of the "magic" or saviour" of computers in everyday life. 6. How to more effectively use a hand calculator in simple data analyses problems.

I strongly support your network efforts and hope that I may be of further assistance in the future."

Post-Doctoral Fellowships & Bibliographies. (From Michael J. Gorodezky, University of Missouri - Columbia, Missouri Institute of Psychiatry, 5400 Arsenal St., St. Louis, Missouri 63139).

"We have received your recent letter on the establishment of a 'computer use in social services network'. The purpose of this letter is to describe briefly the work of our research group and to express an interest in participating in the network.

The Mental Health Systems Research (MHSRU) is part of the Dept. of Psychiatry, University of Missouri School of Medicine at the Missouri Institute of Psychiatry, St. Louis, The MHSRU conducts research and development concerning clinical computer applications, especially as related to the Missouri Dept. of Mental Health state-wide automated Mental Health information system. This includes the conceptualization, back-up research, consultation and planning for the development of clinical data collection instruments, clinical prediction models and the documentation and evaluation of patient care.

The MHSRU is in the process of planning for the acquisition of a mini computer to enhance the research capabilities of the unit. Currently, the unit draws on the resources of the Dept. of Mental Health Amdahl which provides both on-line and batch capabilities.

The MHSRU offers a limited number of Post-Doctoral fellowships to persons who wish to pursue research in the area of clinical computer applications. The Post-doctoral program is new and still developing. We expect post-doctoral fellows will draw heavily on the resources of the additional hardware and software planned for FY 81-82.

I have enclosed a recently updated version of the unit bibliography. I think this listing best reflects the work of the MHSRU. Two major projects recently completed may be of interest to network members. 1. A technical report on the state of the Art in mental health information systems and 2. A comprehensive Annotated Bibliography on mental health information systems to be published in the near future by NIMH Biometry.

Unfortunately I can take no credit for the above products since I have only recently joined the MHSRU. My own background is social work and psychology. My particular interests are in MIS applications in human services.

I hope your efforts to establish a network are successful. I have made more initial inquiry into the feasibility of establishing an electronic network or an electronic journal. If you are interested, I can share some literature on electronic journals which I have collected.

I will serve as a contact for the MHSRU and the network. Please feel free to contact me by telephone (314 - 644-8821) or mail and by all means feel free to get in touch should you have occasion to visit St. Louis."

MIS Impacts Research. (From Walt Troyer, University of Maryland at Baltimore, School of Social Work and Community Planning, 525 W. Redwood St., Baltimore, Maryland 21201).

"It was brought to my attention recently, while attending a one day workshop in New York on the 'Use of Comuters in Social Welfare," that you are beginning a newsletter on this subject and forming a mailing list.

I am developing a doctoral dissertation focusing on measuring the impact of computerized information systems in human service agencies. I am in the process of delineating what factors might be predictors of MIS's achieving in whole, or in part, the purposes for which they were created. Any suggestions you could give me would be greatly appreciated."

(Editors's Note: Would someone report on this workshop for the next newsletter, e.g., purpose, participation, usefulness, etc.).

Continuing Education Use. (From George L. Andrus, George Warren Brown School of Social Work, Washington University, Campus Box 1196, St. Louis, Missouri 63130).

"I am director of Continuing Education at George Warren Brown School of Social Work. We use the computer through our own CRT to: 1. Complete analyses of evaluation results for all of our programs; 2. Complete analyses of marketing questionnaires; 3. Compile and merge/purge our mailing list; 4. Generate mailing labels of previous purchasers according to pre-established criteria so that we can do segmented mailings."

Child Welfare Applications. (From Corrine Arnold, 817 Hillcrest Dr., Arlington, Texas .76010).

"I'm primarily interested in child welfare applicatins. Experience limited to IBM-370 - SPSS.

Micro Office Management System (From Andy Macha, 3077 Newcastle, Dallas, Texas 75220).

"I have a TRS-80 Model I Level II with an interface and 48K. I am seeking to develop an office management system on it for my use at work. I would appreciate any information on similar endeavors."

SPSSS/SAS (From Ralph G. Navarre, Dept. of Social Welfare, University of Wisconsin-Whitewater, 800 W. Main St., Whitewater, Wisconsin 53190).

"I'm interested! Currently we're just using SPSS and SAS for programming. Please include me in the network and send information on costs."

Policy Simulations. (From Ray Mayers, The University of Texas at Arlington, Graduate School of Social Work, Box 19129, Arlington, Texas 76019).

Please add my name to your mailing list to receive your newsletter. I am interested in methods of teaching MIS, and use of simulations for policy analysis and administration and planning.

Micro Word Processing & Data Base System (From Alan Siman, School of Social Work, College of Human Services, San Diego State University, San Diego, California 92182).

"I have recently purchased two APPLE II software packages that I am trying to modify for agency use. SUPER TEXT II is a powerful word processing system by MUSE that allows all the flexibility of fairly expensive equipment that you probably use to generate your own work. The other piece is DATA FACTORY by Microlab which is a data base management system. It seems to be the best of the disk oriented systems and I will be putting it to work during winter recess for a number of academic and agency tasks to see how useful it really is."

Computer Assisted Instruction (From Lisa Patchner, School of Social Work, University of Illinois, 1207 W. Oregon, Urbana, Illinois 61801).

"Our project has been working with a computer assessted instruction system called PLATO. During the past year a half we have been designing software packages in job search to assist participants at a local CETA prime sponsor.

We are currently engaged in writing an informational report on project activities and outcomes. I will mail you a copy of this report so that you can share our experiences with others in the network."

Drug Abuse Information Systems (From Carol Adams, River Region Human Services, Inc., Suite 206, 515 W. 6th St., Jacksonville, Florida 32206).

"With great interest I am responding to your letter attempting to establish a network of human service professionals interested in computer applications. River Region Human Services, Inc. is northeast Florida's comprehensive drug abuse treatment program. We have been one of three demonstration sites for the development of a management information system on a dedicated Texas Instruments minicomputer owned by River Region. Our software was developed by the University of Miami (FL) Medical School's Center for Social Research on Drug Abuse and is currently owned by Miami Information Systems, Inc. It consists of several modules, each of which is an integrated system.

As River Region's Program Evaluator and key operator for the hardware, I am most involved with the Client Module. This highly flexible module allows the collection of over 100 user-determined items of client information at various temporal points in the treatment process. The Client Module is an integrated system functioning interactively as a data base system). We also have an interactive statistical software package useful for data analysis, word processing software, and a complete Fiscal Module for non-profit accounting.

We are currently bringing the last programs in our agency onto the system. We have been quiet successful at involving our clinical staff in the development and implementation of our system. Indeed, the success of the system to date is due much to their interest sand enthusiasm.

We are presently involved with the University of Miami's development of a fully integrated system that will provide information on units of service, patient billing, cost-effectiveness and similar topics involving one or more of the existing modules. Our main direction with the Client Module has been toward the development of a process evaluation system providing timely and useful information to program managers."

From Marie McNeff, Education Dept. Augsburg College, Minneapolis, Minnesota 55454.

"I am in the field of education and consider that a human service. I recently attended a conference at which a person from the Northwest Regional Laboratory spoke, and at that time he indicated that the Texas area was a pocket where computers were being used extensively as is also true of the state of Minnesota."

Employment Effects (From Russell Wilkins, The Institute for Research on Public Policy, 2149 rue Mackay, Montreal, Quebec, Canada H3G2j2).

"My interest in this subject area is twofold. First, I am presently undertaking a quick case study of the employment effects of the use of computers in local government. Secondly, one of the local social services agencies here in Montreal is just getting into computerizing their records of client contacts, and may well be interested in the more advanced usage extensions you are talking about in the November 1980 **Child Welfare.**"

Taiwan (From Jan Jou, 720 W. Abram St., Arlington, Texas 76010).

"I'm primarily interested in the possible application in governmental systems in Taiwan."

Social Welfare Administration and Practice. (From George Hoshino, School of Social Work, University of Minnesota, Minneapolis, 400 Ford Hall, 224 Church St., S.E., Minneapolis, Minnesota 55455).

"Research and teach social policy and social welfare administration; interested in computers and social welfare administration and practice; management information systems. Taught seminar on computers in social work; organized and co-chair, Task Force on Computers in Social Work, Minnesotas Chapter, National Association of Social Workers; have written a number of articles on computers; unfortunately (or fortunately) don't know the front from the back of a computer."

(Editor's Note: Would someone please send George information on how to distinguish the front from the back of a computer!?)

Another Network Possibility. (From Bob Morris, School of Social Welfare, Brandeis University, Waltham, Massachusetts.)

I am circulating the news about the network newsletter to colleagues who may want to join in, although not much of our research is at the client/frontline interface. As to networks, I am working on one which would monitor the effects — good or bad — of the Reagan-inspired changes in social programs. It will depend on regional financing — not one big national sugar daddy.

Private Practice Psychotherapist. (From Susan Graesser, 73 Boydston St., Watertown, Massachusetts 02172.)

This group sounds very exciting!! I am definitely interested in joining. I am an ex-computer programmer who is a psychotherapist (social worker) in private practice.

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Resources and Materials

Thanks to those who sent references, articles and other resources. Keep in coming. The bibliographies from Michael Gorodezky (see member activities) U. of Missouri - Columbia, Institute of Psychiatry, are the best I've seen for therapeutic uses of computers. Request materials directly from the authors.

For those of you in the right position, numerous publications are available free. For a lsit of free publications, write: Maglist Co., P.O Box 364, Larchmont, N.Y. 10538. Maglist costs several dollars and describes 46 + publications free to those who qualify. Although I found some of their information inaccurate, I know of no other such service.

Datamation, a leading business computer/data processing monthly is one of the best free publications I receive. Damation's articles are sometimes technical, sometimes not, but Datamation keeps abreast of the latest computer/DP technology. Request details on a free subscription from Datamation, 666 Fifth Ave., N.Y., N.Y. 10103.

Business System Buyer's Guide by A. Osborne & S. Cook. Berkeley: Osborne/McGraw Hill, 1981. (My class felt this book contained much useful practical advice for those interested in small systems).

New uses of computers in service delivery and administraiton of human welfare programs, by L. V. DiBello & M. L. Flynn, mimeographed, 14 pages. (Describes recent work by the Computer-Based Education Research Laboratory (CERL) and the School of Social Work, Urbana, IL, in applying a highly interactive computer system, PLATO, to meet the needs of human service organizations. PLATO is a computerized teaching, communications and information network developed and centered at CERL).

Human service workers as the primary information system user, by D. Schoech & L. L. Schkade, to be presented at the 1981 Urban and Regional Informatin Systems Conference, New Orleans, August 1981, (available upon request).

Catalogue of human service information resources organizations, (a 343 page listing of human service information clearninghouses). Project Share Human Service Monograph Series #15, Oct. 1980, from Project Share, P.O. Box 2309, Rockville, MD 20852. (Possibly free upon request).

Prototype System Design Project documentation available from the National Technical Information Service (NTIS(; 5285 Port Royal Road; Springfield, VA 22151. The following information is available:

Feasibility of Developing a Prototype Mini-Computer Management Information System for Community Mental Health Centers (Contract No. 278-78-0073 (DB)). Submitted — 2 volumes.

1. Feasibility of Developing a Prototype Mini-Computer CMHC Management Information System; Order No. PB 80-225915; Cost: $12, $3.50 microfiche.
2. Summary of Data Elements and Information Necessary to Satisfy CMHC Program Management Reporting, and Accountability Requirements; Order No. PB 80-22907; Cost: $20, $3.50 microfiche.

The Design of a Mini-Computer Based Prototype Management Information System for Community Mental Health Centers (Contract No. 278-79-0039 (DB)). Submitted — 6 volumes.

1. Requirements Statement for the CMHC Management Information System; Order No. PB 80-224769; Cost: $8, $3.50 microfiche.
2. Suggested System Standard for the NIMH Prototype Management Information System for CMHCs; Order No. PB 80-224-777; Cost: $7, $3.50 microfiche.
3. Implementation Guide for the NiMH Prototype Management Information System for CMHCs; Order No. PB 80-224785; Cost: $9, microfiche.
4. System Design for the NIMH Prototype MIS for CMHCs: Processing Logic; Order No. PB 80-224793; Cost: $13, $3.50 microfiche.
5. System Design for the NIMH Prototype MIS for CMHCs: Data Content and Structure; Order No. PB 80-224801; Cost: $15, $3.50 microfiche.

6. *System Design for the NIMH Prototype MIS for CMHCs: Data Content and Structure Appendix;* Order No. PB 80-224819; Cost: $14, $3.50 microfiche.

Management information systems in the drug field, (ed) G. M. Beschner, N. H. Sampson, and G. D'Amanda, DHEW (ADM) Pub. #79-836, 1979 (a collection of 8 articles defining the state of the art, 214 pages).

Automated management information systems for mental health agencies: A Planning and acquisition guide, by J. A. Paton and P. K. D'huyvetter, DHEW pub. #80-797, 1980, 173 pages. (loosely organized, but contains much good information).

Computer assisted clinical decision making, (a comparison of the effectiveness of using an interactive databank vs. conventional library procedures to locate evaluation research) by L. E. Gibb & D. J. Johnson

Are you overwhelmed by the volume, or lack, of text material available for your teaching re: computers and information systems? You might want to examine a sample copy of Computing Newsletter — **For Instructors of Data Processing.** This newsletter, prepared by J. Daniel Couger, provides an annual review of available texts; and regularly reviews documents, texts, audio-visuals, training packages, and computer assisted instructional packages.

The newsletter had tended to focus on the needs of teachers of programming, or business data processing. It is generally useful, however; and as our numbers grow it may serve our special needs as well.

For more information write to: J. Daniel Couger, Editor; Computing Newsletter; Center for Cybernetic Systems Synergism (CYSYS); Box 7345; Colorado Spring, CO 80933 (From G. R. Geiss).

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