

## Networking: The Linking of People, Resource and Ideas

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**Computer Use in Social Services (CUSS) Network** is a nonprofit association of professionals interested in exchanging information and experiences on using computers in the social services. Members participate in the Network by:

- Sending materials for the CUSS Newsletter, such as: (1) member needs, interests, hardware/software use, activities, etc.; (2) information on resources members have found useful; and (3) longer reports/articles on conferences, surveys, vendor products, ideas, experiences, computer applications, and events. Those wanting longer pieces to be anonymously reviewed by CUSS advisory board members, should so indicate.
- Participating in the skills bank (see below).
- Distributing Newsletters to friends and at workshops and conferences. If you're attending a conference where participants may be interested in CUSS, let me know and I will send newsletters to distribute or place on a resource table.
- Referring vendors to CUSS. If you think a vendor/consultant could benefit by exposure to CUSS members, tell them, so they can advertise their services and products in the CUSS Newsletter.
- Exploring new activities for the Network. For example, Tom Neudecker, U. of Pittsburg School of Social Work, 2225 Cathedral of Learning, Pittsburg, PA 15260 is exploring the possibilities of an electronic message board for CUSS members.
- Holding local CUSS meetings. Local meetings in Dallas/Ft. Worth and Chicago have been successful. For those in a foreign country, Floyd Bolitho's work in Australia offers a model to follow. Write Floyd at La Trobe U., School of Social Work, Bundoora, Victoria, Australia 3083.

**Network dues** are \$5 for students and the poor, \$10 for individuals, and \$10+ for those willing to provide additional support. Those interested in joining the Network should write to Dick Schoech, CUSS Coordinator/Editor, The University of Texas at Arlington, Box 19129, Arlington, TX 76019. Make checks payable to CUSS Network.

**The CUSS Newsletter** is published approximately 4 times a year and is sent free to all network members. Institutional and library subscriptions are available for \$15 a year. For overseas air mail, add an additional \$5 for postage. All prices are in U.S. dollars. Back issues of the newsletter are available for \$2.50 each. Volume 1 has 2 issues; Volume 2 has 4 issues.

**The CUSS Skills Bank** allows members to locate or share specific knowledge, skills and experiences. At present the skills bank permits searches by state or geographic area, by information systems experience and by application at the total cost of providing information about yourself. Suggestions on applications and expansion of the skills inventory are solicited.

I wish to join the CUSS Network. Send to:

Dick Schoech, UTA, POB 19129, Arlington, TX 76019.

In Australia, sent to Floyd Bolitho, La Trobe U, Social Wk, Bundoora, Victoria, Australia 3083.

In England, sent to Peter Marsh, U. of Sheffield, Dept. of Sociological Studies, Sheffield England, S10 2TN.

Name \_\_\_\_\_ Title/Occupation \_\_\_\_\_

Organization \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Dues: I enclose \_\_\_\_\_ (see above). Make checks payable to CUSS Network.

## Services Available

Vendor/Consultant	Contact Person	Services
<b>Illinois</b>		
Outpst, Inc. 119 Wilson Forest Park, IL 60466	F. Dean Luse, Ph.D., ACSW, President (312)748-3854	Consultation: Training, Forms design & management, Accountability, Information & Decision Systems; Simulations for Human Service Training.
<b>Minnesota</b>		
Human Development Consortium, Suite 802, Torrey Bldg. Duluth, MN 55802	Richard Reinoehl & Linda Iroff, Consul- tants, (218)722-3516	Consultation for Human Service and other non-profit organizations in computerized information systems, informational needs assessment, training, research and evaluation.
<b>New York</b>		
Gunther R. Geiss, Ph.D. 8 Meadowlark Ln. Huntington, N.Y. 11743	(516)692-5414 or 489-2000	Consultation and Training (from executive to operators) Emphasizing Microcomputer Systems for Human Service Providers.
Carole A. Geiss 8 Meadowlark Ln. Huntington, N.Y. 11743	(516)692-5414	Transitional Services; Procedural Documentation, Forms Design, Data Entry, On-Deman Word Processing, Writing, Editing and Proofreading
<b>Texas</b>		
Dick Schoech, Ph.D. 1311 W. Lavender Ln. Arlington, TX 76013	(817)265-0459 or 273-2707	Consultation and training on information systems feasibility, design, implementation and evaluation. Access to varied technical expertise of University setting.
<b>Washington</b>		
Psychological Software Specialists 1776 Fowler St. #7 Columbia Center N. Richard, WA 99352	Bruce Duthie, Ph.D. Director (509) 735-3427	Quality microcomputer software for the mental health professions. Write for catalogue.

In an effort to connect vendors and consultants with those who need their services, the CUSS Newsletter is initiating this section which lists vendors and consultants by name, address, phone number, contact person and a description of the services offered. The fee for this listing is based on the length of the description as follows.

Description length	Rate per issue	Rate per year (4 issues)
under 15 words	\$5	\$18
under 30 words	\$8	\$28
under 45 words	\$10	\$34
under 60 words	\$12	\$40

Interested vendors/consultants should send payment along with their description. Larger advertisements (up to full page) are available.

### Notes from the Coordinator/Editor

This Fall has been especially busy, and consequently this issue of CUSS is late. Others I know seem to be busy also. The cutbacks in funding for human services has brought a new demand for efficiency, and the computer is seen as one possible way for agencies to become efficient. The mass marketing of the power of the computer by IBM, Wang, and others on T.V. and in magazines has raised the consciousness of managers. The computer was even named "Man of the Year" by **Time** magazine.

While the interest in computers and their application is high, the advertisements represent the "cutting edge" of technology. To put an agency on the "cutting edge" is expensive, and implementing a substantial computer systems is still a long painful process for human service agencies. The concept of "integrated office automation" which is advertised seems rare in the human services.

Often, agencies try to use the smaller microcomputer technology to avoid these expenses. But microcomputer hardware technology far exceeds software development. The problems is that most software for the smaller systems originates from the personal computer field and is inadequate for the operations of a small agency. Microcomputer software which integrates word processing, data processing, accounting and telecommunications for a small agency doesn't exist yet. In addition, most microcomputer stores know little about data base management systems and their limitations.

Consequently, moving an agency into the computer age using

microcomputer technology requires the time to work around software limitations. And the system which has taken so much time and effort to develop will probably be out dated in several years when good small business software packages become available for micro systems.

The role that the CUSS network should play in solving some of the problems of human service computing is unclear. The newsletter is being read; over 2000 copies of the last issue were distributed. However, the response to the software survey was disappointing. Only 10 responses to date (these will be published next issue). The member activities section remains the primary content of CUSS. It seems members prefer to say what they are doing, or what they hope to do and little else.

How can CUSS integrate the knowledge of its members, so everyone doesn't have to go through all the back issues to find out if someone else shares their interest? I am initiating the "services available" section of the Newsletter this issue in an effort to formalize access to expertise the network has to offer. If you have ideas on how to move CUSS more into the networking concept, let me know. We not only need ideas, but people willing to do things. I presently have all I can do to put out the newsletter, but will aid those wanting to do networking activities.

Dick Schoech  
Coordinator/Editor  
January 3, 1983

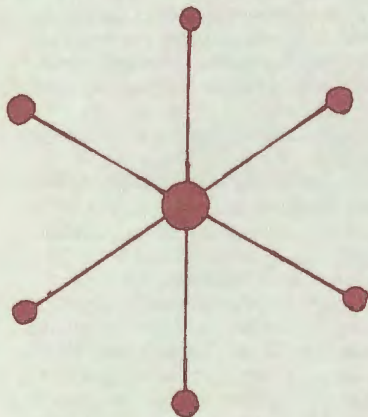
## Articles, Reviews, Reports

**Local Area Networks: Computerized Sharing** by Richard Reinohl and Linda Iroff, Consultants, Human Development Consortium, Inc., Suite 802, Torrey Bldg., Duluth, MN 55802.

Microcomputers and a new technology, Local Area Networks (LAN's), are providing an attractive alternative to the use of costly mini and mainframe computers in human services. However, many medium to large organizations still purchase these expensive computers, install them in special rooms, and delegate access through time sharing terminals. This approach mandates the creation of data processing departments which typically follow a top down approach for meeting information needs. We suspect that the adherence to this antiquated approach is due to the fact that decision makers are not aware of the alternatives.

The advantages that accrue from LAN's are becoming urgently important in dealing with the diminished resources within human services. The positive effects of LAN's are best viewed in contrast to the problems that occur from following the older method.

The purchase of a mini or mainframe is based on a conceptual approach involving time sharing and something referred to as "star topology" (see diagram). This means that a large central processor (called a hub) has terminals, printers, hard disks, and other peripherals radiating outward much as spokes in a wheel. Computer users can then access the hub and its peripherals. Many of us learned on such a system.



Star topology

This traditional approach has some significant problems for human services. First the start-up costs are high. As use of the system increases, slowdowns in processing can occur. (We have observed significant slowdown in mini computers with as few as 4-5 users.) The only cure for such problems is purchase of a new system with even higher costs than before. Also, if the hub of a star system is down, the whole system is down.

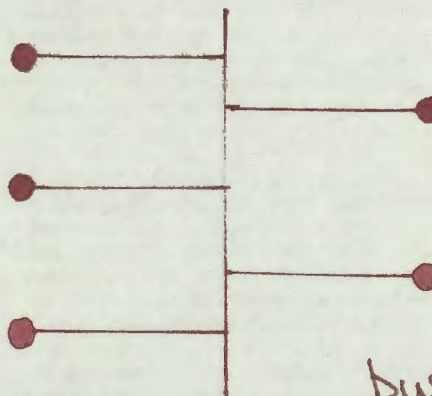
Secondly, purchase of a mini or mainframe computer requires the hiring of data processing personnel (another major cost) who are unfamiliar with the special information needs of human services. The jargon of the computer personnel results in poor communication with potential computer users. Most importantly, however, control is removed from the information users and given to the computer operators, thus resulting in a hierarchy of computer priorities and access.

A productive alternative to this costly pattern is the use of microcomputers in a Local Area Network. In a LAN, computer processors and peripherals such as terminals, printers, and disk systems, can be physically linked together to share data and resources for greater power and flexibility. The LAN can have all the benefits of individual micro-systems. The startup cost is as low as that of a single microcomputer. As more computer power is required, new processors are added, sharing the same disk storage or printers as desired. Software for micros is a fraction of the cost of that for minis, and apt to be more "user friendly." This means that regular staff can run the computer, thus eliminating the need for programmers and other computer specialists. Furthermore,

some microcomputers now have as much power as mini's and can support multiple users involved in separate tasks, (see "Here Comes the Sun" in the Fall 1982 issue of CUSS).

A network allows local control for individual needs. Giving each department its own processing power means no waiting for client information while payroll is being run. Sensitive information can be kept on a floppy disk and locked away. Or, information can be shared between workstations, eliminating inefficient redundancy of data taking. Just as with human beings, computers too, can grow stronger from the combining of resources in a networking system.

Technically, a LAN can consist of up to 200 units called nodes existing within a 2-5 mile radius. These nodes are connected by lines capable of transmitting data at up to 12 million bits per second. That's equivalent to sending the contents of a double sided 8" floppy (about 500 pages of single-spaced text) in under a second, which is much faster than most microcomputers can handle. The most appropriate configuration for a human services LAN is the bus topology (see diagram). It is a newer arrangement in which all nodes simply tap into a length of cable. This system is generally less expensive and more reliable than star-like topologies, since the failure of one node has no effect on the others.



bus topology

The current LAN market is full of competing brand names (eg. Ethernet, Wangnet, Omnet, Net/One, Z-net, etc.), claims and counterclaims. Two communication technologies vie for attention: baseband and broadband. The first is less expensive but limited to data transmission. The latter can also transmit voice and video, but is more expensive. For most human service applications, the former would be sufficient.

LAN's are ideal for medium or large multidepartment organizations that traditionally would have looked to a mini or mainframe computer. As in all new technologies, users and system developers will encounter some glitches and unexpected limitations. Modern businesses, however, are already beginning to use LAN's for distributed processing. To us, it seems a grievous waste of diminishing dollars for human service organizations to follow obsolete methods when this less expensive and more productive option is available.

**Artificial Intelligence—Key To The Fifth Generation** by Malcolm Peltu, Reprinted With Permission of Datamation® magazine, © Copyright by Technical Publishing Co., A Dun & Bradstreet Co. 28[1], (January 1982) 114-115. All rights reserved. (Ed. note: I am pleased to reprint this article which is a good overview of AI research and applications. Since social service decisions are very complex, the field of AI has much to offer us in developing our computer applications. I am especially excited about the possibility of human service expert systems).

Data processing researchers are increasingly turning to artificial intelligence (AI) techniques to tackle the major computing challenge of the 1980s—improving the usability of systems.

One country particularly busy in the AI realm is Japan. In seeking changes in hardware architectural structures as part of their ambitious project to develop fifth generation computers for the 21st century, the Japanese hope to come up with new techniques that have been traditional concerns of artificial intelligence experts.

Critical to this effort is the user interface. Interactive dialogs, database interrogation, natural language communications, speech understanding, automatic programming, handwriting recognition,

and computer-aided learning will all be intrinsic parts of the fifth generation design objectives.

Mainstream dp users, however, will not have to wait until the turn of the century to benefit from AI developments. Many dp vendors from Japan and other countries are already pouring considerable resources into AI activities, the results being incorporated into some of their current products. Philips Research Laboratories in the Netherlands, for example, has come up with a natural language question-answering system for database queries called PHLIQA 1. Question-answering systems have, in fact, been one of the most fruitful areas of AI research. In England, ICL's Research & Advanced Development Center has also taken a strong interest in AI techniques, which are being applied to work in such areas as speech recognition and data management.

In the States, the Xerox Palo Alto Research Center (PARC) has been zeroing in on AI for many years in an effort to produce more accessible office systems. PARC's research is paying off in the design of products like the Xerox Star workstation, which has high usability standards. Digital Equipment Corp. engineers are also using an AI setup to help configure systems. Another U.S. giant, Texas Instruments, is examining AI to try to improve the efficiency of programming environments and VLSI design. And industry leader IBM is actively evaluating AI-related systems to handle various tasks such as automatic generation of accounting programs and system fault diagnosis. The mighty company, however, wasn't always in favor of these techniques. In fact, former IBM chairman Thomas J. Watson Jr. had nixed AI because of its possible blasphemous implications.

Dr. Richard Wexelblat, director of software research for Sperry Univac, believes the surge in vendor interest over the last few years is due to the fact that AI is one of the few disciplines that has methodically studied the relationship between people and machines. "The success of a computer-based system is as much due to the user interface as to the technical functions it performs," he explains. "Absence of a learnable, usable interface can doom a system to failure."

Wexelblat staunchly maintains that these user interface requirements should not be regarded as an optional extra or add-on modification. "Learnability and usability must be designed in from the beginning," he stresses.

Virtually all computer suppliers are making some use of AI in their developments, even if they are not explicitly aware of the link. It is only in the last four or five years, however, that the practical uses of AI in dp have become apparent. Previously, and with some justification, the field was regarded as a "beyond the fringe" science.

Thomas Watson's disapproval of AI reflected a general concern in the 1960s that the artificial intelligentsia (as AI specialists are sometimes called) were intent on creating artificial human beings. Early AI experts did indeed make some unrealistic claims which led to general distrust of the field and its practitioners. As early as 1958, for example, two AI pioneers, Herbert Simon and Allen Newell, from Carnegie-Mellon University in the U.S., wrote the following: "There are now, in the world, machines that think, that learn, and that create. Moreover, their ability to do these things is going to increase rapidly until—in the visible future—the range of problems they can handle will be coextensive with the range to which the human mind has been applied."

That "visible future" is still far over the horizon. After more than 20 years, AI may have helped computers mimic many intelligent human activities, but it has made only minimal advances towards emulating genuine human thinking. During the 1960s, relatively little progress was made in the field. A combination of overblown claims and slow progress threatened the future of AI as an independent area of study.

In the U.K., for example, a report was prepared in 1972 that virtually killed AI and robotics research in that country. The damaging report was the work of a respected applied mathematician, Sir James Lighthill, who undertook an investigation of AI for the Science Research Council (SRC), which sponsors university research. In his report, Lighthill debunked AI so thoroughly that funding dried up for this field as well as the associated area of robotics.

In 1980, the SRC changed its mind. It inaugurated a \$5 million support scheme for robotics, and is considering other investments in AI, including the possibility of establishing a special research center to be called the Turing Institute.

Such support of AI activities has been slow in coming. Indeed, it wasn't until the 1970s that AI began to come in from the cold, gain-

ing recognition as a credible science.

During the decade of the '70s, AI researchers lowered their theoretical sights and raised the practical elements in their work. Instead of trying to create a general purpose thinking machine to act like a person, they channeled their energies into specific tasks to help people create and use computers.

Another major change came when dp scientists and users began to realize the importance of making computers easier to use. Yet there was still very little systematic research that could realistically be applied to the problems of what marketing people began to call "user friendliness."

The human behavioral scientists, such as psychologists, also paid little attention to computer usage. Even the well-established activities of ergonomics and human factor engineering saw minimal application in computing.

Computing practitioners, on the other hand, have been primarily concerned with the technology itself and the specialist user (analyst, programmer and operator). As a result, AI developed as an offshoot of cybernetics, rather than as a branch of computer science. Cybernetics is concerned with control mechanisms which enable biological, organizational, or artificial systems to operate successfully.

AI's computer bias eventually pulled the field away from the cybernetics camp, which was concerned with more generalized systems. The link-up, nevertheless, brought the valuable cybernetic interdisciplinary approach to computing.

Developments in natural language communication with computers illustrate the path taken by AI. The main computer language research in the 1960s was in programming languages. The 1970s saw the development of database definition and access languages and information retrieval techniques, which were primarily an extension of a computer-oriented view of the user interface.

AI, however, started by trying to communicate with computers in natural languages. As part of his research on language grammar, leading American linguist Noam Chomsky studied whether it would be feasible to have an English language compiler. Chomsky concluded that the learning and understanding of natural languages was too complex to be handled by an automated system and must rely on an inherited ability unique to humans.

Most AI researchers also recommended abandoning further attempts to get computers to understand natural languages in a totally free way. Instead, attention was focused on context-dependent natural language communications. In the early 1970s, a number of interactive dialog systems were developed in the U.S.

Two main types of natural language developments emerged. One was based on the notion of "scripted dialogs." The other was designed to retrieve information from databases. Both started with primitive, superficial experiments in the early 1970s. Later they blossomed into more sophisticated commercial systems.

The script dialogs predefine the kinds of questions and answers that may occur at various stages of a well-structured dialog. Doctor-patient or waiter-customer are typical script situations. Such systems are being used within very specialized contexts. Database inquiry systems using AI developments, on the other hand, are being used on generalized database management systems.

In 1979 Cullinane bought the rights to Artificial Intelligence Corp.'s Robot natural language system for use with its IDMS database management system. Question-answering systems like the Philips PHLIQA 1 and techniques like IBM's Query By Example (QBE) data language also draw directly or indirectly on AI natural language work.

Also in the late 1970s, human factor engineers, applied psychologists, ergonomists, and computer scientists began to realize the significance of developing more natural ways of communicating with systems. These other disciplines have now built upon and extended early AI work.

Computer linguistic research also began to pinpoint the database as an important consideration. More precisely, the knowledge base became a focus of research.

In order to understand natural language, the program needs some knowledge about the "world" from which information is required. The script dialog approach is a relatively crude way of defining this world model. More flexible techniques of building up and using a knowledge base are clearly needed. Researchers in other branches of AI, from chess playing to automatic programming, also agreed that a knowledge-based system was of great importance.

Knowledge bases hold the distilled essence of human expertise in the form of knowledge rules that are structured in human reasoning patterns. Such knowledge-based systems are known as expert systems. The DEC R1 service, for example, is an expert system containing the knowledge of engineering experts. IBM is also funding an expert system project called DART at Stanford University. DART's primary goal is to capture the special design knowledge and diagnostic abilities of experts who understand the design of a system.

There are other expert systems performing such chores as medical diagnosis, structural analysis, and geological exploration. For the dp world, however, one of the most exciting aspects of expert systems could result from their capability to capture expert programming knowledge. Advances in this realm could eventually lead to completely automatic programming. Professor Ross Quinlan of the University of Sydney, for example, has used an expert system to write a program for a particular chess situation. The program is more efficient than any program he himself could write. More generalized automatic program generators, however, are unlikely to hit the market during this decade. But semiautomatic programming systems could make an impact much sooner.

Instead of expecting the computer to do all the work, semiautomatic programmers ask the user certain questions about the nature of the problem being tackled. From these answers, the systems will produce the required code. IBM is investigating this technique as a means of enabling nonspecialist users to create accounting and business programs tailor-made to their environment.

Earlier this year DJ AI Systems in the U.K. launched a product called The Last One for the personal computer market. It uses AI techniques to generate BASIC code once the user has specified the flowcharts in an English-language format and has answered questions on such things as file sizes and error routine options.

Futurist Earl C. Joseph of Sperry Univac believes that AI techniques, particularly in the area of expert systems, will serve as "people amplifiers." These technologies, along with LSI advances, he predicts, will lead within a decade to such people amplifiers as "Book-on-a-chip," "teacher-on-a-chip," and "doctor-on-a-chip." Such breakthroughs, he says, will give people direct access to their own expert systems.

Stanford University's Dr. Penny Nii is more skeptical. She feels it will probably take longer than 10 years for the industry to come up with a wide range of handheld expert systems.

Whatever the timetable, AI specialists agree that the future belongs to expert systems. One staunch believer in this technology is Professor Donald Michie of the Machine Intelligence Unit at Edinburgh University. Michie maintains that expert systems are vital to mankind's survival.

The world's increasing dependence on computers has made these systems a necessity, says Michie. Programmed from the start with human reasoning, these systems, according to Michie, would provide a "human window" into the "inscrutable" machine. Expert systems, he further points out, could also function as tutors, since they distill expertise into clearly defined rules.

In the future, expert systems promise to solve many of the man-machine interface problems currently hampering computer usage. In the world of today, users have already benefited from advances on the AI front. It was the early work of AI specialists, for example, that helped provide the coherent framework needed to cope with the rising demand for user-friendly systems. That demand is growing, as the Japanese are well aware. Their serious interest in knowledge-based systems virtually guarantees that artificial intelligence schemes will be central to the computing scene in the 21st century.

**A Social Welfare Databank For Teaching** by F. Dean Luse, President, Education/Simulations for the Human Services, 119 Wilson, Park Forest, IL 60466.

Databanks are prevalent in all the social sciences. They tend to be repositories of tapes, or less frequently disk files, of large datasets, documented unevenly, and idiosyncratically. Use of this data usually requires knowledge of computers, statistical packages, Job Control Language (JCL), and the intricacies of tape mounting and manipulation.

For a doctoral level course in statistics I developed a teaching databank, where the number of cases, and variables are modest but adequate for class use. This 1) keeps the computing time and costs minimal, 2) decreases the turnaround time, 3) reduces computer storage costs, and 4) facilitates access and use of the computer. One study involved child welfare information, another a

survey of attitudes, another a study of social work in police departments, and the fourth, national public assistance and demographic data by state, for the years 1950, 1960, & 1970. The datasets provide a range of types of data (nominal, ordinal, interval and ratio) so that a wide variety of hypotheses can be constructed and tested, from T Test, nonparametrics, to ANOVA (oneway & two way), regression, factor analysis, etc., and the construction and use of standard scores.

The datasets are openly available on disk, are fully documented in the computer and off, and adhered to general standards of consistency of information and style. The datasets are stored in four ways: SPSS saved files, card image data definition deck and raw data, card image data only, & SCSS transformed file for interactive use. The primary datasets are saved SPSS files, this is for economical access (avoiding compilation for each use) and full use of the data for retrieval, processing, analysis, and user transformations of data. The second form is the original card image dataset which can be retrieved on the time sharing system to examine the way the dataset is set up, and the functional transformation statements. These are extremely useful in courses where development and design of datasets are involved. This also provides online documentation for all variables. Extensive comment cards annotate the data definition deck to facilitate learning, and demonstrate different documentation and data definition styles. Notes on data transformations are especially helpful. These datasets also can be retrieved and run, but require compilation and thus more computing resources, and more cost. The third form is the data only as a card image file, making it readily available for use in SAS, BMDP or any other system, in the fourth form the datasets are also stored in a transformed version for use on SCSS, the conversational system of SPSS.

A 38 page manual, with index, was prepared using a text processor. This includes an introduction to computer analyses, description of the studies, their purpose and locale, other data sources including the Inter-University Consortium for Political and Social Research (with very large tape files). An extensive Appendix provides detailed instructions on most aspects of access and use on the host (UICC) computer.

#### Criteria & standards used

- All variable names & values are fully labelled.
- Missing value codes are used & labelled.
- Alphabetic/mnemonic type variable names are used for nearly all variables. In 2 of the datasets simple numeric variable names are used for some variable to demonstrate 2 different applications.
- Descriptive information on time, place, source, publications, etc. are incorporated in the documentation.
- Comments are inserted to:
  - identify source & reasons for inclusion of some variables.
  - give reasons for & methods of data transformations.
  - define newly created variables.
  - identify new sections in the processing.
- Data transformations are clearly identified & internally documented.
- Contain enough cases to permit a couple of cross breaks & still likely have cells with an N around 30.
- A variety of data transformations are included (not all in one dataset): creating scales where there are some 'no response' items, reverse the scale directions, group interval data, calculate age & elapsed time, etc.

**Conference Reports-North American Council on Adoptable Children Conference** by John F. Boyne, Spaulding for Children, 36 Prospect St., Westfield, NJ 07090.

I displayed the CUSS newsletter at the NACAC Conference and even handed out copies to specific persons I thought would be interested, including some from the United Kingdom. (NACAC is a national coalition of adoptive parents groups.) The copies were snapped up like meat thrown to piranhas. I would be quite curious to know if people actually join the network.

Your readers may be interested to know that at least three sizeable organizations attending the NACAC Conference have developed computer systems to "match" waiting families with children in need of adoption, most particularly "hard to place" children. The organizations are CWIS (Child Welfare Information Services of New York City, 200 Madison Avenue, New York, New York 10016); DARE (Delaware Adoption Resource Exchange, 1218 Chestnut St., Suite 204, Philadelphia, Pa. 19107), and the CAP Book (Council of Adoptive Parents, 700 Exchange St., Rochester, New York

14608). There were also others that I did not check out.

CWIS is set up only for New York City children but is marketing its services and software and seems open to out-of-state agencies. Both DARE, which may take on a new name as a result of winning the federal grant to become the national adoption exchange, and CAP are national in the scope of children they serve. DARE is currently using a TRS-80, Model II, and a tie-in to GTE Telenet for the computerized preliminary "matching" of parents and children.

It is not clear to me at this time whether CWIS and CAP intend to use direct computerized matching or to simply provide lists of waiting families and, more importantly, waiting children according to certain characteristics. CWIS uses a TRS-80, Model II, and CAP uses WANG hardware. Since I am not familiar with all the facts of their software, I'll not comment.

The following is a listing of potential computer applications we have in mind, exclusive of nuts and bolts like general ledger, etc.

#### Application #1:

**Objective:** To assess level of risk in placing a particular "hard to place" child with a particular family.

**Process:** Match characteristics of child and family with the statistical findings of the Bell Labs-Spaulding research project.

**Scope:** In-house decisions; potentially useful for others.

**Type:** Professional.

**Comments:** Useful for others to the extent our caseload, etc., resembles theirs. Useful also as model. N.B. an aid to human judgment, not a substitute for it!

#### Application #2:

**Objective:** To research various case aspects of "hard to place" adoptions, e.g. who adopts emotionally disturbed children.

**Process:** Store and sort data on families and children; analyze statistically.

**Scope:** In-house decisions; equally useful to others.

**Type:** Professional.

**Comments:** Helpful to dispel myths e.g., "Blacks do not adopt", to direct efforts, e.g., possibly to focus publicity to reach more prospective parents, and to expand the base of professional knowledge. Emphasis is pragmatic.

#### Application #3:

**Objective:** To research time-cost aspects of "hard to place" adoptions.

**Process:** Store and sort data on families and children, workers' time, costs; analyze by statistical and cost accounting techniques.

**Scope:** In-house decisions; even more useful to others.

**Type:** Managerial.

**Comments:** This aspect tends to be neglected; there is a great dearth of such knowledge.

#### Application #4:

**Objective:** To maintain and to further joint reporting of placements by the 12 specialized adoption agencies of Family Builders.

**Process:** Sort data from the 250 to 350 children placed annually and tabulate in 12 or so categories.

**Scope:** Interagency cooperation.

**Type:** Professional.

**Comments:** Helps monitor trends nation-wide; highlights agency and regional variations; ultimately may lead to pragmatic research on national level with a larger, wider sample.

#### Application #5:

**Objective:** To enable caseworkers to analyze referral material on children's mental health and emotional status.

**Process:** Run known data on the children through the decision trees for diagnosis according to the revised norms of the American Psychiatric Association's Diagnostic and Statistical Manual III (DSM-III).

**Scope:** In-house decisions; equally useful to others.

**Type:** Professional.

**Comments:** Diagnostic norms have been greatly changed in the last two years. Both under old and new norms, great gaps have existed in child welfare records. A more structured analysis of referral material should foster understanding and enable one more easily to spot serious gaps. We might be able eventually to integrate this with information about typical impact on adoptive families and about treatment modalities and resources. N.B. not for long distance and pretentious diagnosis but for triggering better questions and better collaboration with others.

#### Application #6:

**Objective:** To type letters that repeat the same content, e.g., thank you's for donations, small mailings to foundations, etc.

**Process:** Store form letter and reprint with personal heading.

**Scope:** In-house time saver.

**Type:** Generally fund raising.

**Comments:** Depends on whether we eventually get a daisy-wheel printer. Not enough volume by itself at this time to warrant purchase of a computer or daisy-wheel printer but a nice extra. Could use dotmatrix in some limited situations.

#### Application #7:

**Objective:** To maintain mailing lists of families, donors, volunteers.

**Process:** Store, sort, and print names, addresses, classifications, etc.

**Scope:** In-house support for communication with families, donors, volunteers.

**Type:** Managerial and Fund Raising.

#### Application #8:

**Objective:** To exchange information with other services and agencies about waiting children and waiting families.

**Process:** Via phone lines, computer to computer, feed other agencies, adoption exchanges, and photo-listing services information about our waiting families and the kinds of "hard to place" children they are open to, match vs. kinds of children waiting and their needs.

**Scope:** Interagency cooperation.

**Type:** Professional.

**Comments:** This can help, as supplement, to other means of communication, to reduce risk that some of the 100,000 waiting children will "fall between the cracks." This application is very limited as of now because the child welfare system is not yet geared up for it. But there is some potential.

#### Application #9:

**Objective:** To maintain a resource file of various professionals (lawyers, psychologists, et al.) and organizations of particular use to adoptive families of "hard to place" children.

**Process:** Store, classify, update names, addresses, phone numbers, and comments on resources; produce on request by classification, etc.

**Scope:** In-house service to families; occasional use by other professionals.

**Type:** Professional.

**Comments:** There are some general sources of information in New Jersey. However, nothing exists with special attention to adoptive families. Also, this would allow for "in-house" comments on our experience with them.

#### Application #10:

**Objective:** To fill out sundry reports that use the same data base but with different reporting requirements.

**Process:** Run through placement, financial, and time records; pull out and organize according to requirements.

**Scope:** In-house time saver.

**Type:** Managerial.

**Comments:** This task frankly drives me a bit crazy. There are reports for the Board of Directors, Family Builders, state licensing authorities, the state Charities Registration Bureau, for IRS, United Way, sundry donor organizations, and so on. They all use our placement and/or financial data but with differences that force us to plow repeatedly through original journal entries, time sheets, etc., by hand.

*Clearly these applications cannot be realized in the blink of an eye. However, the potential is quite real.*

## Members Comments and Activities

### Network Activities

#### Dallas/Ft. Worth CUSS Meeting

A Dallas/Ft. Worth CUSS meeting was held at the Texas Department of Human Resources Regional Office in Arlington on Dec. 9, 1982. A survey of CUSS members before the meeting revealed the following interests.

Number of Responses	Interest Area
3	Do I need/want a computer for my private practice/ agency.
12	How to choose a computer system
15	Implementing a computer system in an agency
6	Minimum safeguards in computer backup
8	Protecting the security and privacy of agency data
8	How to write a vendor contract
10	Using microcomputers in human service agencies
10	What agencies are using computers? What applications?
10	Software packages for the human services--types, pros & cons
8	Contracting out applications vs. hiring your own programmer
8	Vendors displaying hardware/software products

As a result of the survey, the meeting topic was choosing a computer system. We were privileged to have Mike Alverson of Alverson & Foederer, 8510 Vista View, Dallas 75243 as our speaker. Mike has extensive experience in designing and implementing human service and business systems. Reactions to the meeting were positive, with the feeling that 1½ hours was not enough time to adequately cover a topic. A afternoon session for several hours was recommended to discuss a topic in detail. Particular interest existed in a session on data base management systems. Special thanks go to Linda Thompson of the Texas Department of Human Resources for coordinating the meeting.

**How-to-do-it Section Needed** (From F. Dean Luse, Education/ Simulations for the Human Services, 119 Wilson, Park Forest, IL 60466).

I too want to add my congratulations on another great issue of the CUSS Newsletter. The information I am receiving is excellent and is aiding my search for information and developing new and interesting contacts.

There seem to be a number of areas of interest emerging:

1. selection of micro computers & peripheral hardware
2. software for micro computers
3. agency information systems
4. sources for information, publications, newsletters, & meetings
5. courses on computers & related technologies
6. other.

The current headings are helpful but quite limited. Would it facilitate use of the materials if they were grouped by general topics (recognizing of course that many cross these boundaries, or otherwise don't fit)? Rapid retrieval of information from the Newsletter is now emerging as a user problem, but probably not solvable except by individuals focusing on their own interests, which unfortunately usually change from time to time.

The brief notes used so far have been very effective, but I perceive a need for a middle range of materials such as half to 2 page reviews, or how-to-do-it articles. This type of material, while very useful, is shunned by the journals as unprofound and not contributing to theory or knowledge, but it still meets a need, for example the enclosed on a databank for teaching research and statistics.

### International Activities

**New PC Owner—Australia** (From Ken Morrison, 45 Sophia Ave, Tecoma, Vic, Australia 3160).

I am fairly new to computers, but am trying to learn about them. I currently have a HITACHI MB 6890 (Peach), which I am using for personal word processing. I am contemplating doing some part time study into computers.

**Case File and Case Load Applications—Australia** (From T. Cole, Head Social Worker, Peter MacCullum Hosp. 481 Little Lonsdale St., Melbourne, Australia 3000).

In my role as a Manager/Administrator/practitioner, I tend to see some of the problem areas that computers may relieve and so "follow my nose!" I have currently introduced a system of:

1. Computer assisted case file front sheets.
2. Case load statistics daily recording sheet that utilizes information retrieval from centrally-stored data bank material (medical records) and can be analysed monthly by our computer staff. It is too early to comment on the results, but potentially seems exciting in terms of research possibilities, saving of staff time; improving caseload management practises, etc.

In the future, I would like to be optimistic enough to hope that budgetary approval could be obtained to install a terminal and V.D.U. - we shall see!

**Analysis of Social Service Information Needs—Canada** (From W.R. Woods, Woods & Associates, 18-324 Regina St., N., Waterloo, Ontario, Canada).

It was with interest that I read about the computer use in social services network book "Applying Computers in Social Service and Mental Health Agencies". I would be most interested in participating in your network.

I started in the computer field as a programmer in an insurance company in 1968. In 1973 I graduated with a masters of social work, Wilfrid Laurier University. Since 1976 I have been working in private practice providing research and planning consultations, primarily around the analysis of research data using SPSS. Currently, I am working on my dissertation for a Ph.D. in Urban and Regional Planning on "The Use of Information for Social Service Planning". I am basing the dissertation on the application of general system theory to the social services. What I hope to be able to do is to identify the decision points in the social service process and identify what information will support such decisions. The dissertation is in the preliminary stages.

My experience with computers have been with programming on the main frame of the IBM360, extensive use of SPSS and BMDP on the xerox CPIX, and more recently I have bought an INTERTEC Data Systems Super Brain II and am getting familiar with the micro computer field.

I would certainly be interested in any information which the network has especially in the micro computer field.

I am looking forward to participating in the network and am very pleased to see such a network base in a School of Social Work.

**Personal Social Services & Community Placement Services Applications—Canada** (From Frank Hand, Dir. of Systems Development, Dept. of Social Services, 364 Argyle St., Fredericton, N.B. Canada E3B 5H1).

The Dept. of Social Services in New Brunswick, with assistance from the Canadian Ministry of Health & Welfare, is developing a computer based information system to aid in the delivery & management of its Personal Social Services & Community Placement Services.

The General Definition Requirements, which have recently been completed include some D.S.S. features for case managers in the areas of Child Protection/Child Care Assessments, Case Plan Selection, & Client/Placement Matching. Our system development plan provides for pre-production modeling of some of the key system concepts involving field users directly in the modeling process.

The system was preceded by the development & implementation of an automated Income Maintenance system, using an interactive online real-time terminal network connected to a mainframe C.P.U. This same network will probably be utilized by the new social services system.

Any specific information you can provide on D.S.S.'s in relation to Applied Assessment Case Planning & Client/Resource Matching would be appreciated.

**English Network of Software Developers** (From Carole Sutton, School of Social & Community Studies, Leicester Polytechnic, Scraptoft, Leicester, England LE7 9SU).

A number of social work educators on this side of the Atlantic are in the process of setting up a network of practitioners interested in writing and developing software for use by social workers, probation officers, community workers and others.

Your name has been given me by Peter Marsh, of Sheffield University, who has received your publication, in which I was much interested. I should be very glad to subscribe to this periodical, and enclose what I hope is the appropriate fee.

We are very much in the early stage of developments here, but interest is building up fast, and it seems appropriate to be in touch with your network in the hope of learning from your experience and catalysing activity here.

**Computerization of Local Social Services—Israel** (From Ram Cnaan, Director of Planning Dept., Ministry of Labour & Social Affairs, POB 1260, Jerusalem, Israel 91000).

I received the CUSS copies just in time to use them in my classes. I am teaching "Computer Usages in the Social Services" at the Hebrew U. and "Computer Usages in Social Research" at Tel Aviv U., both graduate level courses.

At the moment all faculty members of all the Universities in Israel are on strike, as we have one comprehensive collective bargaining system. Thus, we have more time for research and will have to teach in the Summer. This unwanted vacation speeds up some of my projects, and I am now in the midst of writing about the Israeli attempt to implement computerized basic data forms in all the governmental local welfare bureaus. It is a 3 year attempt which only recently started to operate in worthwhile manner. This study is on the reasons that delayed and almost killed this national project along with its description and planned continuation. I would appreciate any suggestions as to similar articles and to a possibility for interested journals.

### Education Oriented Activities

**Free CAI Historical Lesson & Interests in CUSS Electronic Bulletin Board** (From Clay Leben, 1402 Larkwood Dr., Austin, TX, 78723).

Please sign me up for the CUSS Newsletter. I read the back issues you sent to my fellow student Catalina Herrerias twice over!

My own area of interests are in application of educational technology to education for social work. As a doctoral student at the School of Social Work, University of Texas at Austin, I have just finished course work on Teaching/Learning Styles, Research on Media, and Design & Development of Computer-based Instruction. I also plan to develop a dissertation around learning styles of students in field placement and "automated" journals written with the aid of a computer dialog program.

As a class project, I have completed a simple CAI lesson on Jane Addams, Mary Richmond, and their associated social work historical significance. Presently programmed in BASIC on the Apple II, the lesson begins by using a series of eleven questions to indicate user preference for systematic or intuitive styles of learning. Afterwards, the lesson unit uses the resulting score to branch to parallel tracks. The systematic one is sequential whereas the intuitive one has a menu in the shape of a diagram that relates the topics. Intuitive learners can choose any sequence of frames. Finally, users can select to take a ten question quiz. Users can also "change" their learning style type to experience the other lesson track. If there are others who want a copy of this, I would be willing to duplicate the disc IF they send me a 5 1/4" disc and return self-addressed, stamped envelope.

Enclosed for you is a copy of an article from December 1982 **Creative Computing** which reviews an electronic bulletin board software package. It appears that all CUSS would need to set this up is a host Apple II with 48K and a Hayes Micromodem II. I suggest that in an upcoming **Newsletter** the readership be polled on who wants and could use such an electronic bulletin board. I think innovative social workers would jump at the opportunity!

(Ed. Note: The idea of an electronic bulletin board for CUSS members comes up repeatedly. The major problems are finances and maintenance. There are some costs involved, even with a micro system. And who will maintain the system, keep their phone lines open, etc. Send me your suggestions and ideas).

**Truancy & Other Education Systems Needed** (From Steve Sunderland, Professor, U. of Cincinnati, Social Work, Cincinnati, OH 45220).

I am in the process of thinking through some applications for the field of social work in education, particularly to the issue of truancy. Does anyone in the network have an approach to this area? For example, are teachers, families, kids, ever tied into software processes? Are there social workers who use computers to follow up on the progress of the children over a period of time?

**Software for Teaching Needed** (From William Anderson, Mankato St. U., Mankato, MN 56001).

Enclosed are my CUSS membership dues. While I've enjoyed the articles and networking, I've yet to find much on college level social

work related software. Our program has an Apple II+, but we seem doomed to writing our own courseware. I'm particularly interested in software for courses in social policy, research (other than statistics), clinical simulations for interview and skills classes, etc. Any leads would be appreciated.

**Teaching Applications** (From Ruth B. Pickard, Asst. Professor, Northern Kentucky U., Highland Heights, KY 41076).

I teach several courses in Sociology here at NKU and am involved in helping our Social Science Department move into the computer age. In addition to a local PDP 11/60 and a remote IBM 370/168, we are in the process of installing a VAX 11/780 and an IBM 4341. We are currently negotiating for a number of terminals and microprocessors for departmental use. I will be responsible for much of the coordination of the use of these facilities both for instructional and for faculty research purposes.

We have a unique applied program here which provides students with practical skills and experiences they will be able to use for conducting research in human service settings.

### Micro Activities

**Distributed Micro System for Texas Aging Agencies** (From Dick Schoech, CUSS Coordinator/Editor).

Several issues ago I indicated I would report on the distributed microcomputer system contract we have with the TX Dept. on Aging. While the project is exciting in that it is on the cutting edge of micro hardware/software capabilities, it is also frustrating. Besides the numerous bureaucratic delays at all levels, working with a new software product can totally ruin any schedule which one sets.

We are using a Z80 processor S100 buss micro with dual 8" floppies, a 10MB hard disk and the MDDB III "network" database management system (DBMS) from ISE-USA. MDDB III is the most sophisticated DBMS for micros I have seen. While we saw the BASIC language version of MDDB run on our computer before we purchased it, we purchased the PASCAL Z version (based on all recommendations, including MDDB) only to discover that the PASCAL Z interface to MDDB didn't work. After months of work by MDDB, they announced that they were discontinuing the PASCAL Z VERSION OF MDDB, so we had to buy another language. Another problem is that all the pieces of MDDB are not out as originally scheduled. The screen program interface has problems, so developing input screens the easy way is not possible yet.

Then there was the flood of the computer room one night when the roof was being repaired. A lot of the equipment was soaked and water ran into the file cabinet on approximately 60 floppy or more appropriately sloppy disks.

Meanwhile, our contract with the TX Dept on Aging (and money) ends in Feb 83 and agencies are anxiously waiting (to put it mildly) the system they were promised months ago. No one is really to blame—pioneering in information systems just take more time than anticipated. The old saying goes "you can tell the pioneers by the arrows in their backs." We have quite a few arrows in ours and will probably get some more. Lets hope we reach our goal before our time runs out or we bleed to death.

**TRS 80 in Domestic Court** (From Philip Meighan, Domestic Relations Division of the Circuit Ct. of Cook Co., Rm. 1901 Daley Ctr., Chicago, IL 60602).

I heard about CUSS from Lynn Vogel at SSA-U of Chicago and hope to be hearing from him about local group meetings.

The County has main-frames. Our service has made no use of computers but I am exploring same. I have a R/S Mod 1, Level 2, 16K, at moment no printer or expansion but both are planned.

There are a number of court-related services like ours. I have no idea of how many make any use of micro's or other computer resources.

You probably know of a database of citations & abstracts of articles on computer-related topics. It is called Elcom, produced by Cambridge Scientific and the vendor is SDC, 2500 Colorado av, Santa Monica CA 90406. I assume it is a DB accessible thru many libraries. I have never accessed it yet myself. Since social-service articles re DP are not only rare but apparently scattered, this DB might be useful to know about.

**Micro Applications for Public Housing Authorization** (From Marshall H. Whithed, Center for Social Policy & Social Development, Temple U. 1500 N. Broad St., Philadelphia, PA 19122).

I have reviewed your Newsletter which I picked up at David Bresneck's Conference on Computers Security and Privacy in New York City. The Newsletter looks very useful.



I am presently developing a project on micro-computer applications for Public Housing Authorization. A first cut list of areas includes:

1. General accounting
2. Payroll
3. General ledger
4. Payroll
5. Tenant billing
6. Housing assistance-Section 8
7. Tenant applications
8. Report generator
9. Material control
10. Maintenance/work orders
11. Accounts payable
12. Energy conservation and analyses
13. Word processing

I would be very appreciative if you could refer me to any people who have developed work on micro-computers which might be applicable. Programs for general housing and apartment as well as condominium might be helpful.

**Community Center System** (From Daryl Dutrow, 219 S. Buckingham Place., Philadelphia, PA 19104).

I am putting program data on computer for an agency that operates three community centers. I have a special interest in the use of microcomputers in social agencies and in database management systems.

**Owns 5 TRS 80 Computers** (From Gordon Williams, President, PsyTek, 5582 Coral Way, Haslett, MI 48840).

I am a Professor at Michigan State University, and have my degree in Clinical Psychology. Personally, I own five TRS-80 computers: one Model I, one Model II, two Model III's, and one Color Computer. At the MSU Counseling Center, I am responsible for these additional computers: two Model I's, one Model II, and one Color Computer.

My interests in microcomputers began in 1977, and I have been extensively involved since then in developing software for university Counseling Centers, mailing list applications, and telecommunications. Currently, I operate two computer bulletin boards with electronic mail capabilities. One of them focuses on self-help information related to personal and career development concerns. It may be reached with any computer equipped with a modem and terminal software by dialing 517-353-5269. Communications are 300 baud, 7 data bits, even parity, and 1 stop bit (this is the most common protocol -- 300,8,N,1 will also work). The bulletin board is still in the development stages, but I welcome any of your readers to give us a call.

Besides telecommunications, my interests include administrative and client service applications of microcomputers in counseling centers and mental health clinics.

**Social & Psychological Impacts of Microcomputers** (From Frank Gallo, Gallo Associates, Inc., 45 Merrimack St., Lowell, MA 01852).

I just finished reading last year's special edition of **Administration in Social Work** on Computers in Social Service. I was interested in the network you were establishing and am wondering if it ever got off the ground. If so, I would like to be a member.

I am a former clinical social worker trained at Boston University. My present business is a research and consultation firm for health and human service organizations. We assist clients with marketing and management decisions as well as those related to computer system design and selection.

My research interests are related to the social and psychological impact of microcomputers on people and organizations. I would like to correspond with network members who have a similar interest.

**PC for Hospital Social Services Dept.** (From Robin Wilkes, Dir. Social Services, Memorial Hospital of Glendale, Social Services Dept., 1420 S. Central Ave., Glendale, CA 91204).

I am very interested in participating in the network regarding computer use for human service professionals. I am presently in the process of purchasing a personal computer for personal and professional applications. As the director of a social service department I am especially interested in utilizing the computer at work.

Clearly I am a neophyte, but I want to learn as much as possible. At this point I have little to give the network except my interest and enthusiasm. Hopefully I will be able to make more concrete contributions in the future.

**IBM PC User** (From John A. Lemmon, Professor, San Francisco U.—Social Work, 5248 Boyd Ave., Oakland, CA 94618).

I am using my IBM PC to complete several books and as Editor-in-Chief of **Mediation Quarterly**.

### Larger System Activities

**Aging System on an Alpha Micro** (From Rick T. Zawadski, On Lok Senior Health Services, 1445 Bush St., San Francisco, CA 94109).

On Lok Senior Health Services is a community-based comprehensive long term care program for the frail elderly. We are using an Alpha Micro 1061/S system for our internal and external accounting and to provide information to On Lok's program administrators, service providers, researchers, and outside program monitors.

Our hardware system consists of ten terminals, three printers, (letter quality and dot matrix), a 60MB Winchester, 384K RAM, a 10MB Hawk, and various communications pieces. We have developed virtually all of our software ourselves out of necessity--there simply was nothing available which could address the issues germane to an evolving community based service program providing a range of services to a frail aged population. Besides the usual administrative functions, we needed to be able to schedule and track all the services, plus determine on an ongoing basis the impacts of our efforts in terms of costs and changes in client status.

Thus, our software base consists of payroll, accounts payable, general ledger, personnel management, word processing, inventory/depreciation, contributor management, service scheduling, service recording, meal preparations (15 different dietary options), transportation scheduling, assessment and treatment reports and -- to build computer rapport and staff morale -- games.

Since our software is written in-house, our entire data base is totally integrated. We can get cost information from general ledger and integrate it with service recording to determine service costs and utilization.

The On Lok Information Management System (IMS) has been in operation for almost four years. During that time the software has evolved continuously. Recently, through On Lok's training and technical assistance arm, On Lok Institute, we have begun working with other health and aging organizations throughout the country to help them develop their own systems, drawing upon the base we have created. As the situation demands, we are adapting our software, writing new programs, drawing up hardware and software configurations for vendor bid solicitations, and helping implement systems through staff training and "de-bugging".

For more information on our system or the services available through On Lok Institute, contact me at the address above or call (415-989-2578).

**Permanency Planning System** (From S. Amanda Smith, School of Social Welfare, 120 Haviland Hall, Berkeley, CA 94720).

I am a doctoral student in Social Welfare at U.C. Berkeley with interest in developing decision support systems for child welfare. I am currently involved in the preliminary stages of an effort to design a system to assist in permanency planning for abused and neglected children. I hope you can put me in touch with people who share these interests.

**User Training & Orientation for a Family Assistance MIS** (From Rilla Muray, Senior Consultant, Consultec, Inc., Northside Tower #830, 6065 Roswell Rd. N.E., Atlanta, GA 30328).

My apologies for not sending a contribution to the newsletter sooner. I've enjoyed every one of the issues and find the most recent one of tremendous help in my work.

I would like to take this opportunity to offer some comments on what I perceive to be an area that is receiving insufficient attention in our collective rush to automate. The area I am interested in and work in is the organizational and user impact of MIS in human service agencies. The growth of CUSSN indicates there are increasing numbers of users who are becoming knowledgeable about computers and data processing. This means to me that information systems being designed by such users are more likely to be effective in meeting agency needs. It also may mean that by virtue of being caught up in this new interest that we overlook the fact that an MIS is a planned change. As a planned change, it will have its supporters and detractors in an organization. It may also produce unexpected side effects (e.g., increased stress related to change, substantial role changes, shifts in job descriptions which have budget implications, and so on). None of this need raise alarms. As social workers we have at our command a rich body of

knowledge about the process of change. We simply have to apply it here as we take advantage of new knowledge in delivering better services.

For the past year I have been managing a project funded by the HHS Office of Family Assistance (in a grant to the State of Georgia) to develop a comprehensive user training and orientation package for states who are seeking to design and implement a public assistance MIS which will meet the certification (hence, 90:10 development match) criteria for a Family Assistance Management Information System (FAMIS). The experience has reinforced my belief that every system has many users and that system-related user training needs go far beyond knowing how to input some information or read a report.

**Designing MIS for Small Human Services Office** (From Kenneth Jaros, Research Asst., 207J Parran Hall, U. of Pittsburgh—Public Health, Pittsburg, PA 15261).

I have recently been reading the various articles in the 1981 **Administration in Social Work** regarding Management Information Systems in the Human Services. In my present position I am in the process of designing a MIS for the Human Services Office of a small County in the Pittsburgh area, and have found these readings particularly appropriate. Since I am attempting to increase my knowledge about information systems, and to keep abreast of new developments, I would like to become part of the network which you have developed.

I am presently employed by the Graduate School of Public Health, but also am a Doctoral candidate in the School of Social Work. My experience has been in a variety of administrative and planning positions in the human service field. While in the Ph.D program, I have become familiar with computers, specifically in the area of data analysis (SPSS), database management, and word processing. I shall be directly involved in the overall design, development, and implementation of an integrated system as referred to above, and feel that the information systems network could be very helpful. As this system is designed, and put into place, I feel that my experiences could be helpful to others who are grappling with various design and implementation issues.

**Monitoring and Evaluation System for Protective Services** (From Margaret Maxwell, Regional Director, TX Dept of Human Resources, POB 747, Nacogdoches, TX 75961).

Our region is in the process of using computers to support management and worker decision. A description of our activities to date follows. We would be interested in communicating with anyone who is computerizing similar information, especially the information related to client outcomes and successful case resolution indicators.

In 1980, Region 10 received federal funding (a PL 93-247 State grant to pay for salaries, consultation, programming and computer costs for one year beginning September 1, 1980. The purpose of the project was to develop a Monitoring and Evaluation System for Protective Services. The goal was to create a regionally based information system that "would provide ongoing management information for all levels of staff at minimal cost to the Region and little or no disturbance to staff." Second year funding was obtained for implementing the Monitoring and Evaluation System for Protective Services, developing a Foster Care Payment System, and developing a Worker Assessment Form for evaluating cases.

The monitoring and evaluation system is a data base of information from which various kinds of reports can be generated. Input documents include:

1. A Narrative Report used as an input document to provide information regarding contacts with client.
2. A Tickler Form used as both an input and output document. This form reminds workers when critical items are due and aids in case management. The worker also uses this form to update information as tasks are completed.
3. A Worker Assessment Form for ongoing cases and conservatorship cases. The Worker Assessment Form is completed at intake and every six months or whenever the plan of service changes.

Information on workers entered into the data base includes items such as name, budgeted job number, tenure, protective service experience, educational background, social security number, sex, age, ethnicity, type worker, case load, pay level, supervisor name, and supervisor B.J.N. Names, addresses, and activity status regarding foster homes are also entered into the data base.

The following monthly output reports have been developed and are provided to various level of staff in the Region.

1. The output Tickler report reminds workers when critical items such as physical, dental, plans of service, eligibility, etc., are due on children in conservatorship. This report is sent monthly to the worker and supervisor.
2. Conservatorship Caseload Analysis. This report provides workers with identifying and status information on each child in their case load including the most recent contact with this child.
3. The Supervisor's Caseload Analysis provides the program director and the supervisor with an analysis of conservatorship cases for each unit.
4. The Administrative Caseload Analysis provides a caseload summary for use by program directors and the regional director for family and children services.
5. A Six Month Report is generated to give a worker concise and readily available information when writing a court report on a child. This includes the child's name, legal information and a list of contacts within the past six months.
6. An Excessive Movement Report is generated on a monthly basis and identifies children who have been moved three or more times in one month.
7. A Permanent Planning Report provides the program director with names of children who have been in foster care or conservatorship for six months.
8. Ledger reports are part of the foster care payment system and includes the Client Ledger, Facility Ledger, and General Ledger Reports.

In addition to the monthly output reports, the monitoring and evaluation system is used to provide special data and analysis when requested. Until recently, the System was generating caseload analysis reports for conservatorship cases only. Ongoing cases are presently being added to the System and ongoing caseload analysis reports will be available on a region wide basis by January 1983.

The Foster Care Payment System was developed for the purpose of insuring regional uniformity in the area of foster care payments. The input document is the Income-expense Form with information from the Client Ledger which includes accounts receivable and disbursements for each DHR child in conservatorship.

**Patient Registry Program** (From Michael King, 215 Shoreward Dr., Great Neck, NY 11021).

I am and have been a director of social work departments in hospitals for many years. Frustrated with the attempts to computerize information in the departments I came to the conclusion that to get what I wanted I would have to design and write programs myself.

Since then I have designed and written programs specifically for human service organizations, for both microcomputers and mainframes. I have also started my own consultation firm through which these services can be provided.

Two major programs that may be of immediate interest to your readers are: a Patient Registry program which is designed to keep track of patients known to staff as well as to provide an array of information about patients; and a Statistical Activity program which provides information on how staff spend time in providing services. I have presented at workshops on computer use in the human services and the next schedule presentation will be April, 1983 in Minneapolis.

**Hospital Accountability System** (From Corinne A. Hayden, Asst. to the Director, Social Work Dept., Long Island Jewish—Hillside Medical Ctr., New Hyde Park, NY 11042).

At the present time our Social Service Department is developing, with the assistance of a consultant, a computer based accountability system. Our plan is to eventually link up for the purposes of some functions to our Medical Center's developing Management Information System. Because as a department we are now grappling with some of the beginning design issues such as types of information to be programmed and the system's potential for use, I feel it would be most helpful and interesting to see what other facilities/agencies have been doing.

**Willing to Share Mental Health Ideas and Software** (From Gerald E. Burns, Dir. of Management Info. & Data Systems, WI Dept. of Health & Social Services, Div. of Community Services, 301

Troy Dr., Madison, WI 53704).

Someone recently passed on to me a copy of your newsletter which I found to be very entertaining and enlightening. Please include me on your mailing list as a subscriber. I am presently using the EPIC and Analyst database systems on a timesharing basis through Human Services Computing here in Madison. While this system has tremendous capabilities I am constantly searching for new approaches to interpreting data within the mental health context. Additionally, I have access to and have used a wide range of computers and programs and would be willing to contribute our ideas and software to others in our field.

**Just Beginning** (From Steven R. Goebel, Director, Community Services Division, Catholic Charities, 2800 Otis St. N.E., Washington, D.C. 20018).

Associated Catholic Charities is a human service agency with a current budget of three and a half million dollars and 150 staff. At present we have no hardware and are not utilizing computers for information management or even word processing.

As Director of Community Services, I work with parish and neighborhood organizations, legislative and advocacy networks, and community development and self-help projects.

I have recently begun to investigate the potential of data processing through an introductory course and through visiting computer stores. I was pleased to find the Fall/Winter 1981 issue of *Administration in Social Work* devoted to computer applications in social service agencies.

**Computerized I&R** (From Ann Winegardner, Dir. of I&R Freeman Hospital, 1102 W. 32nd, Joplin, MO 64801).

Please accept my check, for agency membership in your network. I enjoyed the complimentary copy of your newsletter, sent recently, and found it of great interest since I work closely with a computer as I operate my information and referral service.

Linkline is a community service of my employer, Freeman Hospital, and has over 1200 records, three pages each, stored in computer for easy and fast searching as the caller talks with me on the phone. It is great fun; in fact, I use the software, which interfaces with the word processor, to do just about anything anymore. This all developed when I decided not to be afraid of it anymore!

**Big Brothers & Sisters Application** (From Nick J. Mork, Ex. Dir., Big Brothers & Sisters of Sedgwick Co., 4328 E. Kellogg, POB 18751, Wichita, KS 67218).

Please put me on the newsletter list for CUSS Mr. Larry Murray of Big Brothers-Big Sisters of Nassau County, New York, said your publication was very helpful.

We currently have a Datapoint 1800 machine, but are in the process of searching for a larger system for both improved report generating capabilities and word processing. We hope your newsletter can help us get the most out of whatever system we get.

**Examining the Efficiencies of Office Automation** (From Gary Angerhofer, Management Systems Development, Co. Dept. of Social Services, 1575 Sherman St., Denver, CO 80203).

I find your newsletter very informative. One area, the Colorado Department of Social Services, is just beginning to develop office systems to support our social services programs. During the next year we are going to determine if the efficiencies we can gain through such systems offsets their costs. Down the road, we see some interesting linkages between data processing and word processing systems and electronic communications between our offices.

#### Other

**Research and Publication List on Government Systems** (From John King, U of CA at Irvine, Public Policy Research Org., Irvine, CA 02717).

We are continuing our research studies in the area of uses of computers and information technology in government. We are happy to report that we are moving ahead with a continuation of the URBIS project, conducted from 1974-80, and are going to be repeating some of the large-scale data collection efforts begun in that earlier research. Our goal, write large, is to try to get a handle on the evolution of computing systems and their use in local and regional government settings. Our earlier work focused on what was happening at that time, and with what effects. This research focuses on what is happening over time, and from what causes.

We have recently completed some important research that might be of interest to your readership. I have enclosed a copy of our organization's new publication list. Of special interest should be the work in Human Cost Accounting and Technology and Public Policy. (see resources section).

One final suggestion. Many of your readers inquire about where to get information on computers and computing for the uninitiated. There is an excellent book I use in Introduction to Computer Science classes you should recommend. This book, *Computer Consciousness* (See Resources—books section), is really good for initiating the uninitiated.

**Cross-Referencing of Medical Terminology** (From Charles Header, M.D., 3 Summer & Mill Sts., Hingham Harbor Prof. Bldg., Hingham, MA. 02043).

A general internist in a Boston suburb working pretty much on my own I have coded most medical terminology for diagnosis. These "tokens" or symbols are indexed by subject. Lab, Xray, EKG, symptoms and signs, demographic items, drugs, CT scans, Ultrasound results and findings are included. Diseases are listed by organ and system, then by disease process, and by process/organ system. Thus pneumococcal pneumonia is filed under "bacterial" and "infection", "lung" and "pulmonary" as well as "infection/lung" and "bacterial/lung".

The subject categories are useful for conceptual ordered display which computer diagnostic listing does for us.

Subject and alphabetic listing in our handbooks gives us convenient speedy retrieval of "codes". These codes are used in computer data records for cause and effect in a simple format. The machine thinks and sorts with "tokens" and expresses itself with its "code directory" or exit-library.

Symbolic data records are small so even microcomputers can be used for diagnosis recall. One list can be matched to another or five can be compared for commonality. Pneumococcal pneumonia in an elderly male acutely and chronically ill with anemia and osteoporosis - on computer overlay will give "multiple myeloma" as a common cause.

Because the "token" codes are well indexed esoteric data can be delegated to others for data-load; because they are symbols for words or phrases they can be previously translated to other languages; because they are economical with memory space and sort-time even small computers can provide recall and display in ordered sequence - causes of anemia listed by poison, trauma, infection, then neoplasm etc., for instance.

We have bound and published 6 volumes of indexes and methods. They are sold by mail for \$275.00 American complete. Money must be paid in advance, but refund is personally, cheerfully guaranteed. We have for sale a diskette for lab diagnosis which uses our methods and has differential diagnosis gamuts for more than one hundred biochemistry tests on blood and plasma. It is in Basic and ASCII code with sequential files and can be transferred to any data processing system large or small.

**Social Work Attitudes Towards Computers** (From Adele C. Boudreaux, 549 Riverside Drive, Apt 4K, NY, NY 10027).

I recently found out about the "Computer Use in Social Services Network" while reading the 1981 volume of *Administration in Social Work* especially devoted to the use of computers in social services. I would like to become a member of the network and have my name placed on the mailing list for the newsletter.

I am a doctoral candidate at the Columbia University School of Social Work and developing a dissertation topic on the attitudes of social workers toward the use of computers in the delivery of social services. I have not found much research that specifically relates to my topic. I would be very interested in learning of any information about specific or related research that members of the Network can share regarding this topic.

In addition to my studies, I work for the Human Resources Administration (HRA) of the City of New York. HRA is the largest social services agency in the country, with 23,000 employees who serve a client population of more than one million per day. I work as a Special Assistant to the Executive Deputy Administrator/Commissioner for Management.

The Office of Management, headed by Mr. Melvyn Hester, is responsible for coordinating, planning, directing and developing policies and strategies for the auditing, administrative support, fiscal, management planning and EDP divisions of the Agency. HRA has one of the most sophisticated EDP organizations of any social services agency and is developing innovative strategies for the use

of computers in its environment. In addition, HRA is currently involved in the design and implementation of a complex social services information system, the Welfare Management System (WMS), in conjunction with the New York State Department of Social Services.

As Special Assistant to Mr. Hester, my responsibilities include monitoring and liaison responsibilities with the several data processing divisions of the Agency and keep abreast of all EDP policy related issues from procurement and installation of equipment to matters related to confidentiality of client information and proprietorship of software developed by or for the Agency.

I am getting a crash course in computers and the complexities involved in their use and potential in social work setting. It is very exciting. I am hopeful that I will receive useful information from the network and ultimately, be able to make constructive contributions to it.

**Branching Out** (From Michael Gorodezky, 107 N. Rody Rd., Madison, WI 53705).

I will be leaving Human Services Computing in the near future to begin working as an independent consultant. My work will be with social service organizations seeking to begin or improve their use of computer technology. Network members can contact me at the address above.

**Model I&R Systems** (From Karen S. Haynes, Associate Professor, Indiana U.—Social Work, 1127 Atwater, Bloomington, IN 47405).

The Model Information and Referral Systems Demonstration Project, funded by the Federal Administration on Aging, is examining a number of Information and Referral Systems that have been identified, by I&R "experts," as having demonstrated the capacity to function in an exemplary manner. The 1,129 I&R "experts" to whom Nomination Survey I was mailed included federal, state, and local organizations as well as "grass-roots" I&R experts. This process produced nominations of 131 different I&R systems.

A second survey was sent to the 131 nominated systems to: validate information obtained during the initial nomination process; gather additional information about each nominated I&R system; and, identify additional participating organizations in each nominated system. Seventy-seven I&R systems responded to Survey II which was designed to discern between a system's capacity for exemplary performance and its demonstrated effectiveness in carrying out those activities which are basic and critical to the exemplary performance of I&R. All data generated during both phases of the site selection process were used as objective measures in the final decision of seven sites for in-depth study.

The systems selected for study are among the best in the U.S. The selection of those for study was influenced by a need for regional balance, small as well as large, and dense as well as sprawled population centers, and a host of other controlling factors. Sites were selected from a national cross-section of urban, rural, and urban/rural service areas; defined by city, county, regional, and/or state boundaries; and, centralized, moderately decentralized, and those decentralized types of systems which have demonstrated significant successful efforts in coordinating I&R activities.

The Information and Referral Systems selected for study are:

Crescent City & Eureka, Calif.	The Del Norte Senior Center I&R Humboldt Senior Resource Center
Los Angeles, Calif.	Information and Referral Federation of Los Angeles County
Denver, Colorado	Mile High United Way Information and Referral Service
Hartford, Conn.	Info Line Statewide Information and Referral Service
Akron, Ohio	Info Line
Memphis, Tenn.	Memphis/Shelby County Public Library and Information Center
Norfolk, Virginia	Information Center of Hampton Roads

**Zenith 19 & Vax User—Specialist in Change From Below** (Hy Resnick, Professor, U. of Washington—Social Work, 4101 15th Ave. N.E. JH-30, Seattle, WA 98195).

I just read your book in Administration and Social Work special issue and saw the "note for the field" asking for expressions of

interest in the network idea. I am thinking about using computers in my work and at home and would like to join your network. Information:

Occupation - Professor of Social Work, Consultant, Author, Farmer; Mailing address - 18320 204th Ave. N.E., Woodinville, WA 98072.

Interests:

Organizational Development, Training, Environmental Psychology, General Systems Theory, Planned Change, Organizational Change from below, Management Change, and Group Process.

Current Work with Computers:

Just beginning work on VAX; Skills: Minimal; Equipment I use: The Zenith 19; Soft Ware Familiar With: VAX; Information Needs: Not sure yet.

Hope this information is sufficient for you all. Please send me your newsletter and if I stay interested in this subject I hope to become more active.

**Expertise in Mini Hardware & Software** (From Malcolm Shaker, 34 Myrtle Blvd., Larchmont, NY 10538).

I have been a social worker (M.S.W.) for 22 years and have been working with computers on and off for about 4 years in administrative positions in mental health agencies.

Recently, I have started my own consulting firm with the purpose of assisting small and medium size agencies computerized their operations.

I am especially interested in the use of minis operated by agency personnel in a variety of applications from medical billing to grant writing to client information to staff activity to contributors characteristics.

Put me on everyone's mailing list for at this time, I would like to sponge up as much information as possible. I am especially interested in the work of others who are involved in the development of small agency information systems. Also of interest is software that is available for the above uses.

Any information you can provide would be greatly appreciated.

Has anyone thought of a conference for those interested in using computers in social services such as the Symposium on Computer Applications in Medical Care just held in Washington, D.C.?

**Computer Impacts & Cost/Effectiveness Issues** (From Menachem Monnickendam, Teaching Fellow, U. of Pittsburg—Social Work, 2317 Cathedral of Learning, Pittsburg, PA 15260).

It was a pleasure to read in the Fall/Winter issue of Administration in Social Work that you are organizing a network for human service professionals interested in computers and their use and applications to human service provisions. This endeavor might constitute a significant step in raising awareness to the impact of computers in the social service area as a unique field, an impact often disregarded or underestimated.

I am currently on leave from the School of Social Work Barilan University, Israel and the Ministry of Labour and Social Affairs, Jerusalem, Israel, and working on my Ph.D. degree in Social Work at the School of Social Work, University of Pittsburgh. In Israel, I was Deputy Director for reorganizing and development of local social services, a country wide program aimed at the streamlining and improvement of the General Social Service Bureau. Thus, I was deeply involved in the development of computerized information systems and other computer applications.

These systems centered on two foci:

- General data gathering for local and nationwide planning needs.
- Utilization of computers for single worker, single case monitoring and feedback.

Regarding the latter, an experimental single case, partly interactive feedback system was implemented. Accompanying research demonstrated that a change occurred in the professional behavior of the social workers in the experimental group.

This last issue, the impact of computerization on its users (employees and agencies) and the cost/effectiveness issue are my current interest. I am specifically referring to questions such as:

- How does computer use affect client/worker relationships?

What impact does computer utilization have on the operating principles of the human service? Will it create a more rigid,

bureaucratic dehumane service?

- Is it possible, and if so, how to design a small, decentralized and flexible system that enhances differential, individualized client treatment, and improve service utilization.
- What impact will computer use have on the concept of **effectiveness** in human services.

I am interested not only in empirical research on practical experience regarding these subjects but on any theoretical approach or viewpoint as well. Upon my return to Israel, I will be involved in the further development of computerized support systems and this information regarding practical/technical and cost/effectiveness aspects would be highly appreciated.

I will be glad to share my experience and research of the last several years with whomever may benefit from it. I can be contacted at (412)624-3319.

**Data Analysis on State Hospital Patients** (From Bill West, Consultant, Human Services Research Assistance, Bedford Rd., Lincoln, MA 01773).

I have been using SPSS to analyze data on state hospital patients for several Dept. of Mental Health geographic areas--particularly length of stay and recidivism and demographic variables related to them. Also did a comparison study with a community psychiatric hospital.

## Resources and Materials

Thanks to all who have sent books, articles, and other resources. Brief reviews of books, manuals and system specification/documentation members find useful are welcomed.

### Databases and Lists of Publications

**Software News** (5 Kane Industrial Dr., Hudson, MA 01749) has a software locator service available for \$27. You specify your computer, operating system, organization type, and application and receive a printout of products, vendors, source language, number of users, year introduced, user groups, etc. Full refund guaranteed if not satisfied.

**The Center for Computer/Law**, 530 W. 6th St., 10th floor, Los Angeles, CA 90014. The Center for Computer Law publishes the *Computer/Law Journal* and a computer law reading list.

**The Public Policy Research Organization**, U. of CA, Irvine, Irvine, CA 92717 has a new (August 82) 32 page publications list describing their research on governmental computer applications.

**The Bureau of Governmental Research and Services Program**, U. of S. Carolina, Columbia, SC. will send a publications list on governmental applications of the computer.

### Magazines, Journals, Newsletters, Newspapers and Networks

**Link and Go** is the newsletter of the Committee on Personal Computers and the Handicapped. Write 2030 Irving Park Rd., Chicago, IL 60618.

**SpInoff** is the newsletter of the Multi-State Information System (MSIS) National Users Group. Write Information Sciences Division, Rockland Research Institute, Orangetown, N.Y. 10962. MSIS also has extensive publications on mental health systems including the conference proceedings of the MSIS users group. The articles in the 1982 proceedings are:

- Information Needs for Quality Assurance
- Record Keeping: The Language of Quality Assurance
- Planning and Design Considerations for the Development of User Developed Accountability Applications: GOTCHA, A Case Study
- Modifying the Information System to Accommodate Changes in the Service Delivery System
- MSIS and Needs Assessment: A Case Study
- A Social Area Analysis of Jerusalem: Statewide Planning Implications
- Brief Admissions: A Descriptive Analysis
- Diagnostic Patterns of Psychiatric Admissions: Implications for Planning
- Facilitating the New York State Survey of Patient Characteristics by Computer
- Bed Need Methodology for Acute Psychiatric Care
- Cost Burden of Alcoholism Treatment in Rockland County
- A Management Information System for Consultation and Education Services
- Monitoring Staff Resources in Short Supply and High Demand
- Service Scheduling and Recording System in a Mental Health/Correctional Facility
- How to Choose a Management Information System
- Some Thoughts and Practical How-To's of Information Management
- Use of Computerized Psychiatric Diagnosis for Case Review
- Experimental Automated Treatment Planning -- Multiple Data Sources and Multiple Uses
- Creating Clinical Files Through Use of Script and Xedit
- The Multi-State Information System Medication Order Review and Evaluation System
- Clinicians' Reactions to the Drug Ordering and Drug Exception Reporting System
- Clinical Accountability: Incident Reporting System in New York State OMRDD Facilities
- Building An Audience: Expanding the Use of an Automated Incident Reporting System in a State Psychiatric Center
- Preparing To Meet the Expanding Information Needs Of A Modern, Urban Psychiatric Facility

### Computers in Psychiatry/Psychology

A clinical resource newsletter featuring computer applications for diagnosis, testing, research, office management, and therapy.

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Volume V (quarterly commencing January 1983): \$40

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Occurrence and Longitudinal Course of Tardive Dyskinesia  
Factors Relating to Recidivism Among Alcoholics

Staff Attitudes at Rockland Psychiatric Center Towards Implementation of Computers as an Aid to Hospital Personnel and Procedures

**Human Services**, a bi-weekly newspaper published by Elaine Wilk Cohen, 80-34 Jamaica Ave., Woodhaven, N.Y. 11421, would welcome bi-lined articles from CUSS members.

**BYTE: The Small Systems Journal**. The September 1982 issue is on computers and the disabled.

**Microcomputers in Social Research**, a special issue, Vol 9 #4, (May 1981) of Sociological Methods & Research, from Sage Publications, 275 S. Beverly Dr., Beverly Hills, CA 90212. Contents:

The Microcomputer Revolution? Technical Possibilities and Social Choices

Social Science Research and The Microcomputer

Microcomputer Data Base Management of Bibliographic Information

Microcomputers in Anthropological Research

Microcomputers in Applied Settings: The Example of Urban Planning

The Microcomputer in Social-Psychophysiological Research: An Apple II/FIRST Laboratory

Computer Simulation of Social Systems

## Articles

"Trends in Automated Human Services," by R. Sullivan, *Social Work*, (July 82) 359-61.

## Call for Papers

### Journal of The Alliance of Information And Referral Systems.

Over the past ten years, there has been rapid growth in computer technology. The next decade promises to provide even more astonishing progress. This increase in computer sophistication and a concomitant decrease in cost has helped bring many voluntary agencies into contact with the computer.

Recently, many Information & Referral services have become involved in the computerization process. Unfortunately, most Information & Referral directors have had little training or experience with computer technology. Many are intimidated by the technical nature of computers.

The editorial board of the AIRS Journal had decided to dedicate the Summer, 1983 issue of the Journal to the topic of computerization. The Summer Journal will be designed to address, in a non-technical manner, some of the problems and concerns confronting the Information & Referral director who is considering computerization.

Tentatively, the following topics will be covered in the Journal:

- What is a computer? What can it do, and not do?
- How does one decide if it is worthwhile to computerize?
- What are some of the problems with computers?
- What are the advantages/disadvantages of a microcomputer, a minicomputer, and a word processor? We also hope to present several case histories.

For more details, write:

William J. Garrett, Director  
Service Agency Inventory System  
c/o Greater New York Fund/United Way  
99 Park Avenue, 4th Floor  
New York, NY 10016  
(212) 557-1083

**Journal of Organizational Behavior Management**. Lee W. Frederiksen, Editor, Department of Psychology, Virginia Polytechnic Institute and State University, Blacksburg, Virginia 24061.

The Journal will be publishing a special issue on the topic of "Computers, People and Productivity."

Computerization can markedly increase productivity and remove the drudgery from many tasks. It can also be a source of unremitting stress, cause fundamental change in the nature of work, produce fear, conflict and threats to the existing organizational structure. These are the challenges faced by a growing number of organizations.

The purpose of this special issue is to explore these opportunities and pitfalls with special emphasis on the role of OBM in the "people side" of the equation. What opportunities do the new technologies provide? Why do some people resist computerization? What are the effects on productivity? Stress? How does computerization affect organizational structure? What are the experiences of organizations that have made the transitions? With all of these topics, the question is "What can an OBM perspective add?"

"Computers, People and Productivity" will contain reviews and discussion articles, reports of original experimental studies, and case studies. A number of them will be invited articles by experts in the respective fields. In addition, we are inviting the submission of original works in any areas relevant to the theme of the special issue. Some sample topics are listed here.

**Special Issue Deadline: August 1, 1983.** Manuscripts received after this date will be considered for publication in regular issues of the Journal.

## Sample Topics

### Overview

1. Computers, people and productivity--what are the behavior management issues?
2. The hardware revolution--what is technologically possible?
3. The computer as a behavior change agent.
4. Beyond bureaucracy--how information flow leads to change in organizational structure.
5. Making the transition--how can OBM help?
6. Computerization and labor/management relations--can OBM help smooth the way?

### The Human Side

7. Computers and stress--how they can increase or decrease it and what can be done.
8. Human factors--OBM methods/techniques for increasing worker acceptance.
9. The manager's computer--the automation of OBM management systems.
10. Computer-aided instruction--the computer as a teacher.
11. Computer-mediated feedback--beyond the wall chart.

### Case Studies

12. How OBM techniques increase productivity of the computerized work station.
13. Effects on professional's productivity.
14. Changing organizational structure to fit technology--what an OBM perspective offers.
15. Overcoming resistance to computerization.
16. Computerized training.
17. Computers as a source of feedback for productivity improvement.

## System Description and Documentation

**Computerized Information Management in Long Term Care: A Case Study** by Rick T. Zawadski & Stephen Gee (22pp.) \$2.50, from On Lok Senior Health Services, 1455 Bush St., San Francisco, CA 94109.

This technical report describes the computerized information management system for On Lok's Community Care Organization for Dependent Adults (CCODA). It presents the background and rationale for the development of the information management system, describes the equipment, functions and role of the computer, appraises the system's benefits and costs, and makes recommendations for other human service programs.

**Ohio Aging Services Information System** from the Ohio Commission on Aging, 50 W. Broad St., 9th floor, Columbus Ohio 43215. This report contains an abstract and 3 volumes; (1) preliminary systems design--management summary; (2) preliminary systems design--functional specifications; and (3) preliminary systems design--technical specifications.

**Introduction to Information Systems for the Network on Aging** (57pp.) from the National Assn. of State Units on Aging, 600 Maryland Ave., S.W. #208, Washington D.C. 20024. This is the 4th in a series of NASUA training documents which are available for the cost of publication (\$3 each).

**Computer-Assisted Instruction as a Training Methodology for Child Placement Licensing Staff** (from John P. Flynn, Professor, Western U.--Social Work, Kalamazoo, MI 49008

A limited handful of copies are available.

## Books

**Free Issue to Teachers** (From Bill Cohen, Publisher, The Haworth Press, Inc., 28 East 22nd St., NY, NY 10010. "The Haworth Press, Inc., will provide a complimentary copy of its recent special double-issue of "Administration in Social Work" focusing on "Applying Computers in Social Service & Mental Health Agencies," to any CUSS Network reader/member who is also teaching a course in this area, and may wish to consider the issue for classroom use. Interested persons should send a letter giving their course name, and write on their institutional letterhead.)

**CP/M Primer**, by S.M. Murthe & Murthe & M. Waite, Howard W. Sams & Co., Inc. 4200 W. 62nd St., Indianapolis, IN 46268, is useful, but expensive--\$14.95 for 92 8½ x 11 pages.

**Computer Consciousness** by H.D. Covvey and N.H. McAlister, Addison-Wesley Publishing Company 1980, \$6.25, 211 pp.

## Upcoming Events, Conferences and Meetings

**National Council of Community Mental Health Centers 1983 Annual Meeting**, March 9-12, 1983, Westin Hotel, Renaissance Ctr., Detroit MI. For details write the National Council of CMHCs, 6101 Montrose Rd., 3360, Rockville, MD. 20852.

The National CMHC conference usually has 10+ vendors exhibiting the latest computer systems for mental health applications.

**Council on Social Work Education Annual Program Meeting Symposium on Community Organization and Administration** Sunday, March 13th at the Americana Hotel in Ft. Worth, TX.

I am coordinating an exhibit of computer applications to human service education and practice. The exhibit area will be open continuously from 12:30 until approximately 4:30+.

I am seeking persons who are interested in demonstrating educational and agency applications. If your or someone you know has computer software that would interest social work educators and practitioners, please contact Dick Schoech, % CUSS, for further details. While we have limited access to hardware/software/peripherals, we will do all we can to accommodate those who want to exhibit.

In addition, plans are underway to get CUSS members together during the CSWE Conference. Look for an announcement on the message board for the time and location of the meeting or let me know if you want information on this meeting as soon as it becomes available.

**Twenty-third National Workshop on Welfare Research and Statistics**, July 24-27, 1983, Jackson MI. For details write Alma V. Cox, Director--Planning Dept., Dept. of Public Welfare, POB 352, Jackson, MI 39205).

This conference brings together data analysts, system developers, and policy makers at all levels of the welfare system. For a report on last years conference, see the Fall 1982 CUSS Newsletter.

**1983 21st Annual Conference of The Urban & Regional Information Systems Association**, August 14-17, Atlanta, GA. Write URISA, 4720 Montgomery Ln., Bethesda, MD 20014.

The theme of the 1983 URISA conference is "Decision Support Systems for Policy and Management."

**Evaluation Research Society (ERS) Annual Meeting, Evaluation '83**, October 19-22, Chicago, IL. The major theme -- Evaluation: Expanding the Frontiers -- emphasizes the broad and varied constituencies and organizations that conduct evaluations and are influenced by evaluations. Papers, panels, and poster sessions concerning the meeting's theme, international evaluation, as well as developments in evaluation in any discipline or substantive area may be proposed by researchers, evaluators, administrators, and others who are involved in the evaluation process. Paper and poster proposals must include a 2-3 page summary and a 100-150 word camera-ready abstract. Deadline for submissions is June 30. Request Call for Papers from Emil J. Posavac, ERS Program Chair, Loyola University of Chicago, Psychology Department, 6525 North Sheridan Road, Chicago, IL 60626. Telephone: (312)274-3000, Ext. 3024.

**Note: Your Renewal Date Is On Your Mailing Label.** Check it to make sure your membership is current. Mailing label codes are as follows.

**Renew** means your membership has expired on the date preceding the word **Renew**, and that this is your last issue unless you renew.

**Due** means you requested to be billed, your bill has been sent and CUSS is waiting for your payment.

**Ex** means you receive CUSS because of your position or in exchange for services. However, dues are still welcome.

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Dick Schoech  
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