Networking: The Linking of People, Resource and Ideas

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About the Network

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.
- 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. Please indicate if you do not want your name provided to those interested in using the CUSS mailing list.

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. For more information contact Gunther R. Geiss, Adelphi U., School of Social Work, Garden City, NY 11530, (516) 489-2000 ext. 8083.

CUSS ADVISORY BOARD MEMBERS:

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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_____

Services Available

Vendor/Consultant	Contact Person	Services
Illinois		
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.
Synergistic Office System 510 N. Lake St. Mundelein, IL 60060	Joseph Zefran, MSW (312) 738-8545 David Kropp, ACSW (312) 949-0100	Full-service vendor to human service agencies; consultation, systems analysis, training, hardware, software, and services
New York		
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.
Texas		
Dick Schoech, Ph.D. 1311 W. Lavender Ln. Arlington, TX 76013	(817)265-0459	Consultation and training on information systems feasibility, design, implementation and evaluation. Access to varied technical experitse of University setting.
Washington		
Independent Consulting Services PO Box 1674 Tacoma, WA 98401	c/o Jim Buss (206) 272-6448	Services offered: Computing, consulting, cost-benefit analysis, software & hardware seletion, vendor relations, training, human-computer relations, software.
Psychologial Software Specialists 1776 Fowler St. #7 Columbia Center N. Richland, WA 99352	Bruce Duthie, Ph.D. Director (509) 735-3427	Quality microcomputer software for the mental health professions. Write for catalogue.
Australia		
Human Services Information Systems 94 Union St. Prahran, Victoria 3181	Floyd Bolitho, Ph.D. (03) 529-1540 (03) 459-1906	Consultation for Human Services, feasibility studies, training, systems design and implementation. Software Development and hardware vendor.

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 CUSS Coordinator/Editor

This issue of CUSS illustrates several areas of growth of the network. First, a CUSS Advisory Board has been formed. Preliminary members are listed on pg. 1. I tried to obtain a mix of academics and practitioners who were actively developing computer applications and who were located throughout the U.S. and the world. Advisory Board members will be pulling together information for a special issue of CUSS on their area of expertise. We are seeking ways to provide more substantive information along with member activities. The Advisory Board should allow CUSS to do this and also expand into new areas.

I have set up an electronic network for the Advisory Board on the University's Dec 20 computer using MM—the Message Manager.

Once the bugs are worked out and an estimate of monthly cost is obtained, I hope to give subaccounts to all interested CUSS members. The University is automating its printing process, so my fantasy is to have members input information using MM which I would then transfer into my micro, edit and send to the printshop for final typesetting and printing. This would substantially reduce the time, effort, & costs involved with typing and proofing. The problem is getting all the computers to speak to each other correctly.

Dick Schoech,
CUSS Coordinator/Editor
April 1, 1983

Articles, Reviews, and Reports

Apple Computer Seeds Microcomputer Networks Among Community Agencies, from Apple Computer, Inc., Community Affairs Administrator, Mail Stop 9L, 20525 Mariana Ave., Cupertino, CA 95014.

Cupertino, Calif.,—March 30, 1983—Twenty-nine community organizations nationwide have received grants from Apple Computer to establish information networks based on microcomputers.

The grants, valued at more than $140,000, are part of Apple's program to help small to medium-size community groups adopt microcomputer technology for sharing information.

Apple provides the equipment and training, enlists the help of co-contributing companies who provide software, computer accessories, and services. Co-contributors include Software Publishing Corporation, VisiCorp, Southwestern Data Systems, Hayes Microcomputer Products, Tymshare, Inc., and International Apple Core.

Grant recipients will work together to establish seven networks in such diverse areas as: job placement, refugee assistance, environmental planning, urban development, substance abuse, housing, and services for the handicapped.

The Rhode Island Computerized Job Bank will assist disadvantaged people and members of minority groups with job training and searches. The network will include the Opportunities Industrialization Center in Pawtucket, and three Providence-based groups: Urban League of Rhode Island, Industry Labor Council of Rhode Island, and the Providence Corporation.

The Michigan Refugee Assistance Network will provide resettlement and employment services to refugees in four cities. Network participants are Catholic Family Services in Saginaw, Freedom Flight Task Force in Grand Rapids, Catholic Social Services in Lansing, and the Michigan Office of Refugee Assistance Programs in Detroit.

The California Environmental Network will increase the ability of local groups to utilize timely environmental information. In addition, it will provide communities with information on specific public education issues and referral and research services. Members of the network include the Marin Conservation League in San Rafael, Peninsula Conservation Center Foundation in Palo Alto, Northcoast Environmental Center in Arcata, Ecology Center of Southern California in Los Angeles, and the San Diego Ecology Center.

The Urban/Regional Data Sharing Network will share self-help, environmental-improvement, and planning information that will aid communities in solving employment, housing, and infrastructure problems. This network includes the Sabre Foundation in Washington, D.C.; Community Environmental Council in Santa Barbara, California; Norwalk Economic Opportunity Now in South Norwalk, Connecticut; and the South Chicago Development Commission.

The Substance Abuse Microcomputer Network will serve members of minority groups with drug and alcohol problems in the Los Angeles area. The network includes the Neighborhood Youth Association in Los Angeles, Tuum Est in Venice, Women's Resource Center in Los Angeles, and the Didi Hirsch Community Mental Health Center in Culver City.

The Inter-Agency Housing Network will provide housing services to the elderly, the disabled, and single-parent and low-income families of Santa Clara County, California. The network will link Project Match, the Shared Housing Project, Housing for Independent People, and the Emergency Housing Consortium, all based in San Jose.

WellNet will serve rehabilitation and human and health service organizations for the disabled. Located on the San Francisco peninsula, it will include the Community Health Information Project in Mountain View, Center for Independence for the Disabled in Belmont, Physically Limited Services in Cupertino, and the United Cerebral Palsy Association of Santa Clara and Santa Mateo Counties in Palo Alto.

These grants mark the second donation cycle of Apple's Community Affairs Program launched in November, 1982. Previous recipients included eight community organizations in California and New York.

Apple provides computer training for the grantees through the People's Computer Company (PCC) in Menlo Park, California. PCC, a nonprofit, tax-exempt organization which publishes *Dr. Dobb's Journal,* a monthly microcomputer magazine, specializes in dissemination of microcomputer information. Its "ComputerTown, USA!" project brings computer literacy to communities through schools, libraries, and a variety of individual programs.

Organizations can obtain more information on Apple's grant program by writing the address above.

Results of the First Annual Cuss Network Software Survey

Product: "Super '- Search"
Cost: $3000 software, $1000 installation
Developer: American Computing, Inc., % ATV Jacquard International, Kansas City, MO.
Description: Information & Referral
Capabilities: In a generic I&R, the software allows me to add agency records in a data base and search for appropriate records, accessed in 6 different ways as I problem solve with a caller on the phone.
Requirements:
Reviewer: Ann Winegardner, Director of I&R, Freeman Hospital, 1102 W. 32, Joplin, MO 64801 (417) 624-5465.
Rating:

Usefulness: excellent	Ease of Use: excellent
Ease of Installation: ?	Freedom from bugs: good
Vendor Service: excellent	Documentation: excellent
Overall Satisfaction: excellent	

Strengths: Perimeters of the software are flexible enough for me to design my own document format; Super Search has the capabilities to access each record in 9 different ways if I wished; updated materials can be substituted in each record in 3 seconds; it is also a matter of seconds to switch back and forth from the add mode to the search mode; software interfaces beautifully with a word processing program which I use to do everything but go to the ladies' room; keeps sophisticated statistics; does record keeping for the agencies in my data base, sends letters and memos, tracks trends, etc. I can't begin to say enough good things about the effectiveness of this system for doing I&R.
Weaknesses: Could not list, because there are none. The hardware company which sells "Super Search" is so fascinated with the way their software is being used to do I&R that they call me constantly for feedback. I had my system specs well in mind before I went shopping for software, so that helped — but I never dreamed the software would prove to be as marvelous as it is.

Product: General Accounting
Cost: $425
Developer: B.P.I. Systems, Inc.
Description: General Ledger
Capabilities: Double entry bookkeeping, including posting and financial statements.
Requirements: IBM-PC, 2 drives, monitor, 64K & MS-DOS.
Reviewer: Wandol Winn, M.D., SRA Box 1650-A, Anch., AK 99507, (907) 344-2087.
Rating:

Usefulness: excellent	Ease of Use: good
Ease of Installation: good	Freedom from bugs: excellent
Vendor Service: satisfactory	Documentation: excellent
Overall Satisfaction: excellent	

Strengths: Fast, efficient error recovery, auto posting, auto monthly reoccuring entries, prints checks, menu driven.
Weaknesses: none
Comments: Simple for the non-accountant, but powerful. Excellent tutorial and documentation.

Product: Data Factor 5.0
Cost: $300
Developer: Micro Lab
Description: Database
Capabilities: Able to store, search, sort, update, make reports in user formats.
Requirements: Apple II plus, 1 disk drive, printer.
Reviewer: James D. Shields, 222 Cocoa Ave, Hershey, PA 17033 (717) 533-9528.
Rating:

Usefulness: excellent	Ease of Use: good
Ease of Installation: good	Freedom from bugs: excellent
Vendor Service: excellent	Documentation: satisfactory
Overall Satisfaction: excellent	

Strengths: Can handle any type of filing/information storage. Each file can hold up to 239 characters.
Weaknesses: Not as fast as I would like.

Product: DB Master
Cost: $200 base, + $100 Util, + $100 Stix
Developer: Stoneware
Description: Database Manager
Capabilities: Sort, print, select total, mean, standard deviation (without Stix Pak). I've got one base running with 309 records and 85 fields.
Requirements: Apple II & 48K.
Reviewer: Gordon C. Krantz, MN Dept of Public Welfare, St. Paul, MN 55155, (612) 296-2136.
Rating:

Usefulness: good	Ease of Use: excellent
Ease of Installation: excellent	Freedom from bugs: excellent
Vendor Service: good	Documentation: excellent
Overall Satisfaction: excellent	

Strengths: Once set up, it can be milked by a non-programmer managerial type.
Weaknesses: A basic DBMS that won't interval its data! But the others are just as bad.
Comments: A micro data base really should do intervals and cross-tabs with its basic program.

Product: dbase II
Cost: $400-$500 base, $100 utilities, $30 stix.
Developer: Ashton Tate.
Description: Database manager
Capabilities: Stores, sorts, lists, selects, totals and counts (with Stix Pak?).
Requirements: 8080, 8085, or z80, with CP/M, CDOS or CROMX
Reviewer: Gordon C. Krantz. (see previous review)
Rating:

Usefulness: good	Ease of Use: fair
Ease of Installation: good	Freedom from bugs: satis.
Vendor Service: fair	Documentation: fair
Overall Satisfaction: fair	

Strengths: Fast, complete
Weaknesses: (1) designed to be used by a priest/programmer. (2) Documented by and for programmers. (3) Requires you to essentially learn a language as complicated as elementary BASIC (but different), mediated by coded prompts. (4) If one uses several software packages, one loses track of this package's languages and codes—but I suppose that's no problem if this is the only package one uses. Marry dbase and you'll love it. (5) Only 32 fields per record-
Comments: For that price, it should do more of what SPSS does.

Product: MDBS III
Cost: $5000-$10000 + depending on specific products purchased.
Developer: Micro Data Base Systems, Inc. P.O. Box 248, Lafayette, IN 47902. Distributed by ISE International, Chicago, (800) 323-3629.
Description: Data Base Manger.
Capabilities: Allows most functions of a sophisticated data base management system, e.g., levels of security by field, transaction logging, query/report writer, variable length records, and multiple language interface.
Requirements: Will run on many different micros and many different operating systems, but the larger the machine, the better.
Reviewer: Dick Schoech, UTA GSSW, POB 19129, Arlington, TX 76019.
Rating:

Usefulness: excellent	Ease of Use: poor
Ease of Installation: fair	Freedom from bugs: satis.
Vendor Service: good	Documentation: satis.
Overall Satisfaction: satis.	

Strengths: A very sophisticated database like those running on larger machines and costing much more.
Weaknesses: With sophistication comes complexity. You should be, or have access to, a good programmer to use with this database. Think seriously about using one of the smaller more friendly databases before you invest. But, if you must have its capabilities, there is not much else on the market at this time.
Comments: For a good discussion of MDBSs and the micro database market, see *Datamation*, Vol 29 #1, pp 50-55 which indicates MDBS is "too complicated for over-the-counter sales and so powerful that micro software developers weren't ready for it."

Product: Mailroom
Cost: ?
Developer: The Software Works, Inc.
Description: Produces Mailing Labels
Capabilities: 3 up labels in alphabetic or zip code order, possible to select partial listing.
Requirements: Northstar Horizon with DOS and 32K.
Reviewer: Ann Gebhart, Center for Non Profit Management, 2904 Swiss Ave., Dallas, TX 75204 (214) 826-3470.
Rating:

Usefulness: good	Ease of Use: good
Ease of Installation: good	Freedom from bugs: satis.
Overall Satisfaction: satis.	Documentation: poor

Strengths: Good for small agencies
Weaknesses: No managing between disks.

Product: Auto Scribe
Cost: ?
Developer: Micro Source
Description: Word Processor
Requirements: North Star Horizon with 32K
Reviewer: Ann Gebhardt (see previous review)
Rating:

Usefulness: good	Ease of Use: satis.
Ease of Installation: good	Freedom from bugs: good
Vendor Service: fair	Documentation: satis.
Overall Satisfaction: satis.	

Strengths: Nothing outstanding
Weaknesses: Slow to delete and difficult to delete more than one character. Each disk can only be used once.

Product: Bookkeeper
Cost: ?
Developer: Micro Source
Description: Accounting package.
Requirements: Northstar Horizon with 32K
Reviewer: Ann Gebhardt
Rating:

Usefulness: good	Ease of Use: good
Ease of Installation: good	Freedom from bugs: good
Vendor Service: fair	Documentation: good
Overall Satisfaction: good	

Strengths: Adaptable to functional accounting—statement formats are flexible.
Weaknesses: No "Statement of Changes in Cash"

Product: Digital Dec Mate (Hardware/Software)
Cost: $6000
Developer: Digital Equipment Co.
Description: Word processing & communications
Capabilities: List processing, spot math, communications, editing, formatting.
Requirements: Digital DecMate Screen and Keyboard. Compatible with Digital Microcomputer word processing & list processing system.
Reviewer: Arline Prigoff, 1908 Filbert St., San Francisco, CA 94123 (415) 346-2581.
Rating:

Usefulness: excellent	Ease of Use: excellent
Ease of Installation: excellent	Freedom from bugs: excellent
Vendor Service: Not needed yet	Documentation: good
Overall Satisfaction: excellent	

Strengths: The DecMate software is extremely dependable with excellent self training manuals for word processing, mailing labels, letters, etc.
Weaknesses: System not compatible for other software, poor for use of BASIC and self designed programs. Research can be handled through communications with other systems with more sophisticated software.
Comments: This software is beautiful for writing, editing, load in correspondence, mailings, letters, budgets, accounts, etc., and is of a quality for heavy work. Requires access to statistical package in other software for research purposes.

Product: TSS
Cost: $4000 (Approx)
Developer: Wild Hare
Description: Timesharing Software
Capabilities: Allows a relatively inexpensive minicomputer to change to a time sharing computer for up to 28 users.

Requirements: Data General Nova 3 or 4 computer with R.DOS or DOS operating system and greater than 10mb disk storage.
Reviewer: Steve Whittaker, Central Utah Mental Health Computer Services, Richfield Utah, 84701 (801) 896-8236.
Ratings:

Usefulness: excellent   Ease of Use: excellent
Ease of Installation: good Freedom from bugs: excellent
Vendor Service: good   Documentation: excellent
Overall Satisfaction: excellent

Strengths: For a rather modest expenditure, an organization can greatly expand their D.P. capabilities.
Weaknesses: Some system degradation in terms of response time when more than 10 users are running simultaneously.
Comments: Excellent support, very worthwhile product.

Product: CRS-GISTAT
Cost: $10,000
Developer: Davis Co. Mental Health
Description: Patient Accounting/Statistics
Capabilities: Full Patient Accounting and demographic management. Cross correlation of statistics (demographics) in one, two or three dimensions.
Requirements: Data General Nova or Eclipse with mapped R.DOS
Reviewer: Steve Whittaker (see previous review)
Rating:

Usefulness: good   Ease of Use: satis
Ease of Installation: fair Freedom from bugs: fair
Vendor Service: satis   Documentation: poor
Overall Satisfaction: satis

Strengths: Tailor made for a Mental Health Clinic setting, and programmers very free with time and expertise.
Weaknesses: Documentation needs improvement.

Conference Report—Administration Symposium, Council of Social Work Education, Mar 13-16, Ft. Worth, TX. By Dick Schoech, CUSS Coordinator.

The interest in computers and their applications at this years conference was more intense and experience based than in the past, where interest has fluctuated from high to low, but mainly based on curiosity. The sessions on computers were well attended—one with over 50 people, which is large for CSWE. Many of this years participants were actually using or developing applications. Educators are beginning to realize that computers have great potential to help agencies under present severe budget constraints, and they are happy to see at least one area of promise and growth in the social service field. The rapidly declining price of the micro market has put technology in the hands of many. While the original justification for a micro may be word processing (as some doctoral students indicated—it is cheaper to buy a computer than pay a typist), users soon see the power and potential of these machines and start expanding their use.

The software exhibit which CUSS sponsored could be called successful, even though we had disastrous problems with the electricity. It seems that because of the multi-layered planning which occurs at CSWE, no one had paid the hotel for the use of electrical outlets for the computer exhibits. The hotel wanted a whopping $20 per plug ($100 per power strip if 5 plugs were in it) or $400-$500+ before we could use any area to exhibit our software. It is very frustrating to have your computer sitting next to a electrical outlet ready to go, yet not being able to plug it in to demonstrate your software simply because of a bureaucratic technicality. After much confusion, confrontation & debate, we were allowed to plug in machines in the meeting rooms between sessions. The only catch was that the meeting rooms were in constant use and not wired for the amount of electricity we could potentially use, and the hotel would charge us if we blew the breaker switch. As things worked out, exhibitors got approximately 1½ hours to demonstrate their software. This satisfied neither the exhibitors, nor the audience. What we learned is that sufficient interest exists in computer applications to warrant a software exhibit next year at Detroit.

Below is the list of software exhibitors. An * denotes that the software was not exhibited due to electricity, space, or time problems.

Modeling of the choices in handling client problems
   Ray Mills, U. of Georgia Dept. of Social Work
Educational simulations for the human services
   F. Dean Luse, OUTP ST, Park Forest, IL

Caseload & case analysis, case management assessment, monitoring intervention & client change, and evaluating practice.
   James Gripton, U of Calgary Calgary, Alberta, Canada
Graphic display of clinical diagnostic scales
   Tom Neudecker & Hide Yiamatani, U. of Pittsburg, PA
CAI on M. Richmond & J. Addams adapted to user learning style.
   Clay Leben, U. of Texas at Austin
Computer based education package in applied statistics
   Walter Hudson, Florida State U.
Aging information system using a DBMS*
   Dick Schoech, U. of Texas at Arlington
A therapeutic adolescent computer game
   Betty Clare, Tarrant County MHMR Center, Ft. Worth, TX.
Field instruction system
   Gunther Geiss, Adelphi U. Long Island, NY
CAI, career information system, and administrative uses.
   Marilyn Flynn, & Louis DiBello, U. of Illinois, Urbana.
Client Management System*
   Richard Williamson, St. Joseph Children's Home, Dallas, Tx.

Members Comments and Activities

Network Activities and Comments

Overconcern with Hardware/Software, Underconcern with Conceptual Applications (From W.R. Woods, WR Woods & Assoc., 18-324 Regina St. H., Waterloo, Ontario, Canada).

One of the concerns which I have and I would appreciate some response from your readers is that we are careful not to become so involved in the computer technology that we ignore or compromise the philosophical and professional issues and concerns in social work just to say we have a computerized information system. I see in your newsletter a number of references to software and hardware products which are being developed or are in service, but I see very little on the conceptual applications of the computer. This I do not think is a short coming of your letter as much as it may be a comment on the state of affairs of the profession of social work.

Comments and Seeking United Way Compatible Dual Entry Fund Accounting Software (From Joseph Zefran, Synergistic Office Systems, 4918 N. Hamilton, Chicago, IL 60625).

Enclosed is my dues for renewal of my membership in the CUSS Network. I have found the newsletter very worthwhile.

I would also like to share with you an upcoming publication which will be of interest to many readers. In the fall of '83, Haworth Press will publish the book **Guide to Small Computers in Psychotherapy Practice and Mental Health,** edited by Marc Schwartz, MD. The book will include a chapter which I wrote, "Analysis of the Information Needs of a Private Practice". The chapter presents an easy-to-follow, step-by-step information systems development process for small human service agencies, complete with many helpful hints on the purchase of a computer and sample forms for the systems development process.

I would also like to comment on the newsletter itself. I agree with F. Dean Luse's suggestion that the newsletter be organized by headings for easier reference, much like the last issue. I also was pleased with the "Services Available" section. Please include my name, in the next issue.

Finally, I would like to know if any of your readers know of any software for **dual** entry fund accounting (compatible with United Way standards)? My company and I would be interested in including such a package in our product line.

International Activities

Report from CUSS—Australia (From Floyd Bolitho, La Trobe, U., School of Social Work, Bundoora, Victoria, Australia 3083).

To keep you informed of our activities, Norm Smith and I recently presented an invited paper "Distributed Computer Networks: Aspects, Structure and Characteristics", in a community seminar sponsored by the Victorian Consultative Committee on Social Development.

Titled "The New Technology For The Provision of Community Information: A Seminar to Demystify the Hardware and to Discuss the Possibilities and Implications of its use at the Local Level", the aim of the seminar was to inform people and organizations in the

community services field of the nature of computers, their relevant applications and to assist them in making better informed decisions as to whether or not to employ automation in their operations and to discuss issues of hardware and software availability and selection.

The seminar was attended by over one hundred participants from a variety of social and community service organizations from Melbourne and across the state of Victoria. Most had little knowledge of or experience with computers. An evaluation I conducted of the seminar provided many useful insights that will be beneficial when planning similar events in the future. Most participants reported the seminar to have been very pertinent to their needs and interests. They felt the seminar provided them with an awareness of computers and in particular their promise in meeting community and welfare services information needs. Not all feedback, however, was positive. Being new to computers a number of participants reported that too much was crammed into a one day seminar, and that too much theoretical and not enough practical information was presented. They commented that no opportunity was provided for them to see an actual system in operation. Many had hoped to be introduced to a system to see how they actually work. While most participants reported that they were not currently using computers or computer services in their own work approximately half of this group responded that they anticipated their use in the near future. When asked about specific topics of interest for future seminars they were most interested in receiving help in the areas of hardware and software evaluation, selection and purchase and in the effective use of outside consultation.

As a result of the seminar Norm and I have been approached by several human service organizations to assist with their information management and automation plans. A local group of directors of hospital social service departments concerned about the rush to automate hospital records and issues of services provision and accountability have asked us to develop a workshop specifically for them, focusing on their information and automation needs. We meet with their executive committee in February to hash out the particulars. If any CUSS readers have done anything in this area we would be most appreciate of any assistance.

News of Norm's and my interest in the application of computers in social work practice and education has reached Perth. Professor Laksiri Jayasuriya of The University of Western Australia has written to us requesting any and all materials and information we have on the use of computers in social work either for research or teaching. He is currently considering a workshop and would be most grateful for anything relevant. The main objective of the workshop is to introduce the basics of microcomputers to professionals in the social welfare field who are increasingly being called upon to work with this new technology. Professor Jayasuriya would appreciate any materials, etc., that CUSS readers might have that could be useful to him in developing his workshop. Write to him, The University of Western Australia, Department of Social Work and Social Administration, Nedlands, Western Australia, 6009. If schedules permit we will be traveling to Perth as panel members. We are hopeful things can be worked out. We'll keep CUSS posted.

Norm and I are still anxious to hear from anyone who has developed software useful to meeting the needs of small to medium sized human service organizations. There is a definite need for such systems here in Australia, but none exist. We have queried a host of software vendors and have scored the literature with little success of finding systems that are specifically designed with the human services in mind. Do you have any suggestions? If so let us know, we will be more than willing to review them and suggest modifications relevant to the peculiarities of Australian social services provision. Also, if anyone has a system and is interested in marketing it in Australia, please let us know, we are developing an extensive network of contacts, both potential users and vendors who would be most interested in its use or sale.

Failing all else, we will be forced to develop our own software, something we are reluctant to do given the expertise, time and effort requirements. Not feeling extremely confident in the availability of relevant software we have recently approached a systems analyst and an experienced Dbase II programmer and discussed with them our needs in developing a 'generic' easy to use, menu driven, flexible microbased system for small human service agencies. With their assistance a beginning system can be developed, however, our preference is to use existing software which has been modified to meet local requirements.

The latest talk around here is DataFlex. We plan to use it to develop some software for a local agency. It has many features that are hard to match, to include both 8 and 16 bit versions. The local favorite of course is dBase II. I've developed a few modules and have found it to be quite adequate, actually more than just adequate.

Multiple Interests—Australia (From Barry McIntyre, Lecturer/Librarian, 78 Jeffrey Dr., Ringwood, Victoria, Australia 3134).

I am interested in the creation of machine readable data bases and the provision of intellectual access to data in user friendly systems.

Other interests include: the development of improved welfare information and government information systems throughout the state; the development of social policy and information retrieval systems; and the impact of Freedom of Information and Privacy legislation on information transfer.

Micro System Developer Seeks Flexible Stat Package—Australia (From Jerry Molleria, Child, Adolescent & Family Health Services, 285-295 South Terrace, Adelaide, South Australia 5000).

We have purchased a micro computer network consisting of two Intertec Compustar stations one with floppy disks and one with no drives installed networking to a 10 megabite hard disk. Our major software is CBASIC, and DBASE II. We have found the DBASE II works extremely efficiently with the hard disk and is much faster than when operated with floppies.

I have discovered that the implementation of information systems is much harder than I had hoped. Lack of systematic organization of programs and continuous large scale change in this organization makes it almost impossible to keep up and provide systems which are useful without inputing tremendous resources. I have therefore concentrated on very simple basic systems which are just a computerized version of existing manual systems. Until the skills and knowledge in the organization develop somewhat I suspect that it will be difficult to go much further. I wish you luck on the development of human services systems software because I have discovered that each system, each profession, each individual always wants something different and that no matter what you do there is always something left to be done. One area where you might consider putting some effort would be the development of a decent statistical package for micro computers which has at least some of the flexibilities available with SPSS. I have been unable to find any statistical package which will allow the flexible production of statistical tables on a reasonably moderate scale. If you happen to know of a program which does perform cross tabulations efficiently I would be very grateful to know about it.

Australian Seeks Information on Applying Computer Programs to Marriage Counselling (From Lois J. McDonough, Social Worker, 177 Heatherdale Rd., Vermont, Melbourne, Victoria, Australia, 3133.

I am interested in studying ways of applying a computer program to marriage counseling. There is nothing in Australia at this present time in this field.

I would be most appreciative if you could send me any names and addresses of people working in this or allied areas so that I may contact them first by letter and them later this year personally, as I am hopeful of making a study tour in America.

Experiences With Conducting Microcomputer Workshops—Canada (From Kim Lambert, U of Toronto, 246 Bloor St. W., Toronto, Ontario, Canada M5S 1A1 & Nadya Tarasoff, Social Planning Council of Ottawa-Carleton, 256 King Edwards Ave., Ottawa, Ontario, K1N 7M1).

We think the CUSS Network might be interested in the experience we have just concluded. The Social Planning Council of Ottawa-Carleton, in Ontario, Canada, has successfully carried out a series of microcomputer workshops for its member agencies. These workshops were organized in response to requests by many of the social agency executives to provide them with sufficient micro literacy so that they could begin to make decisions as to the possible purchase of a micro as well as to assess the appropriateness of different software for application to their own agency. Nadya, the Council Research Director, organized and

developed the series of workshops in Ottawa. The workshops were carried out on two levels: a two-day introductory one that covered various aspects of microcomputers, as well as software such as VisiCalc, VisiFile, and Magic Window; and the second level of workshop was an intensive hands-on training in the use and actual application of these software programs to the different kinds of needs the organizations had. Kim carried out the actual training, using a combination of overhead transparencies as well as an APPLE II + micro that was made available to us by Computer Innovations, a large supply firm. We had 4 monitors hooked to the micro, so the participants were able to follow the action. Also, when they raised questions specific to their agency, they could see the problem as it was worked out on the micro in front of them. Over 50 people attended these sessions, and we think that there is a strong demand for similar kinds of workshops in both countries.

In our workshops, we have referred to the CUSS Network as a major resource and have encouraged membership in it. Our next workshop is with a group of Social Planning Councils where we plan to distribute copies of the CUSS Newsletter. We very much appreicate your assistance in sending us complimentary copies.

Developing a Decision Support System Concerned with Modeling Outcomes—Canada (From Ray Carlson, School of Social Work, Dalhousie V., Halifax, N.S., B3H 3J5, Canada).

Through fifteen years of attempting alternative forms of program evaluation, goal specification, and clinical information systems, I have achieved little success in facilitating outcome-oriented treatment planning. Recent focusing on the literature on human information processing suggests that this lack of success is due to the complexity of such planning and the lack of compatibility between such planning and normal information processing mechanisms. As a result of this latter review, I have been testing the feasibility of a decision support system organized around client characteristics. Once the system is fed the characteristics of a case, it seeks to connect this case with a pattern of client characteristics previously incorporated in the system. If such a pattern is located, two types of responses are provided: 1) alerts — which indicate cautions or additional information that should be sought, and 2) projections — suggested progress based on varying types of intervention. These reponses are derived from previous research and, hopefully, from data gathered through setting up the decision support system. The information is to be presented in anecdotal form.

The work is still in early stages and is currently focused on individuals with long-term forms of mental illness.

Knowing that others have suggested a similar approach, I would be interested in hearing from anyone who has attempted such a system or at least modeling such projections. Modeling a sufficient variety of outcome projections is appearing to be the most difficult task.

Education and Social Work Network in the U.K. (From David Streatfield, National Foundation for Education Research, Slough, England SL1 2DQ.)

The Education Management Information Exchange is an experimental information network for local education administrators in England. Based on information and documentation supplied by users, EMIE offers an inquiry service, publishes an abstracts bulletin and a newsletter, retains Consultants to evaluate local policy documents and publishes the resulting overviews.

We use the IBM Stairs package to run data files of documents and a directory of vital information and contacts. EMIE is also a research project (funded by the central government Department of Education and Science and the NFER) which is investigating communication in local education departments through observation, interviews, training courses etc. The whole operation is plugged into the Society of Education Officers, the professional body of local education officers which is the third co-sponsor of EMIE.

We are currently interested in making our data files accessible to education officers and in the networking and teleconferencing possibilities offered by computerization.

My colleague Tom Wilson of University of Sheffield and I have been running a programme of short courses on aspects of information handling and communication for the past three years. These courses are sponsored by the National Institute for Social Work and are aimed at particular groups of social services agency

staff. The next course is a new departure aimed at introducing non-computer fans in social services agencies to the possibilities and limitations of information technology.

Education Oriented Activities

Case Study Available (From Jerry Mechling, Adj. Prof., Man. Info. Systems, Heller School, Brandeis University, 9 Warren Street, Winchester, MA 01890).

I teach the information systems course for Master's area Ph.D. students at the Heller School. In response to your notes in your summer '82 issue (Vol. 2, No. 2) re: the case study "Computers, People, and the Delivery of Services" I can report that it teaches well, but the technology involved is getting rapidly out of date.

I also teach a newly prepared case on the selection and implementation of a minicomputer system for accounting and word processing in a public agency (but an economic development agency rather than Human Services per se). If anyone would like a description or copy of the case. I would be happy to send it along.

It seems to me—in general—that hard disk database systems on the more powerful 16-32 bit micros will make for easier construction of systems to directly support service delivery. In particular systems to help with client correspondence and tracking are becoming cheap enough to be tested—and with experience will come much more rapid organizational learning.

Teaching Models & Strategies for Practice Based Decision Making (From Paula S. Nurius, 445 Second St., Ann Arbor, MI 48103).

My interests to date have centered around developing teaching models and strategies regarding computer utilization for (direct) practice based decision-making. My concern is that while our students are rapidly gaining case monitoring and evaluation skills, they have virtually no idea how to effectively utilize the management information systems, evaluation systems, or computer facilities frequently encountered in their field settings. Similarly, many agency administrators are not sure how to develop or modify their systems to better meet the informational needs of the practitioner.

I was delighted to find at the last CSWE APM so many "pockets" of creative effort in these areas. I look forward to networking with others to share successful ideas and experiences.

Research, SPSS, Wylbur & Apple IIe User—Needs Course Outlines (From Jean Latting, Asst. Prof., School of Soc. Wk., U of Houston Central Campus, Houston, TX 77004).

I was grateful for the opportunity to become a dues-paying member of the network by giving you a check on the spot!

I am writing now to inform readers about my present activities and to invite correspondence with any who share similar interests.

I am presently using my own micro and the University's mainframe computer for research, service, instructional, and personal activities. All of my current research activities include empirical data which I analyze using SPSS. Some of my committee work here at GSSW and in the field also involves number-crunching.

I am one of four instructors teaching a three-semester required research sequence in which students must write an implementable research proposal, collect data, and analyze and report on their findings. During the second semester in my section of the sequence, students learn three "foreign" languages: (1) inferential statistics, including an introduction to multivariate analysis; (2) SPSS: and (3) WYLBUR, the text editor connected to the University IBM NAS9000. I provide a small data set for them to play with. Yes, this is a tall order for a class composed of predominantly social treatment students, but more often than not, they are astounded at how turned on they get.

I have just exchanged my personal Apple II + for the IIe which I use as a terminal to connect to the University's mainframe and as a computer for household and recreational use. I program in Basic and having passing familiarity with Pascal. So far I have written all of my household management programs and a couple of educational programs for my daughter. I also have weird-hour "conservations"/consults with students who may be having problems using the terminal at school while I am plugging away on my data at home. We use 'MAIL' on WYLBUR to communicate. It's fun.

In the works are an elective course on computers, information systems, and decision-making. I would greatly appreciate course

bibliographies and outlines from readers teaching a similar course. An emerging research interest is the use of microcomputers by human services workers for programmatic decision-making and to assess their effectiveness. Correspondence from readers with similar interests are also welcomed.

Teaching Resources (From H.F. Coyle, Jr. Asst. Prof., U. of TN, Social Wk., POB 90440, Nashville, TN 37209.

I'm enclosing my check as the renewal for the CUSS Network Newsletter. Let me commend CUSS for continuing to do an outstanding job of providing a broad range of pertinent information on computers and information technology. I certainly feel the Network is accomplishing its objective of serving as a mechanism for the timely exchange of ideas, experiences, and needs. There's no doubt that people are using it. I've received over a half dozen requests for copies of the paper I presented last year at the CSWE Annual Program Meeting on developing content for teaching social work students computer skills and application knowledge. A note on it appeared in one of the 1982 issues.

Let me recommend to those who include computer content in their courses the article by Eliezer D. Jaffe entitled, "Computers in Child Placement Planning," appearing in the September 1979 issue of **Social Work.** It contains a compelling argument for why caseworkers should understand and utilize computers in direct practice. Jaffe reports on a study concerning the placement of dependent and neglected children. The objective of the report was to determine if the intangibles that generally are a part of the decision process could be defined well enough to allow their being programmed into a computer. If so, then human bias could be eliminated and placement procedures standardized. The experiment was successful and found computer-aided placement decisions replicating those using the traditional case-conference method.

In commenting on the study's outcome, Jaffe says that his intention was not to convince social workers to use computers, but to underscore the belief "that principles and techniques of good clinical practice whatever the methods used must be capable of being communicated in order to be replicable and verifiable." Thus, computers can play an important role in standardizing practice modalities, a prerequisite for empirical verification. This is especially important now when the profession is being challenged to substantiate the theoretical bases for effective clinical interventions.

Teaching, Simulation, Gamiles, SAS & SPSS (From Lynne Morris, U.S. Carolina, Social Work, Columbia, S.C. 29208).

Enclosed please find my check for membership in the CUSS network. I am currently involved in a number of computer utilization activities including:

1) Teaching a course on comparative computing emphasizing calculators, microcomputers, and use of the university's VSPC/IBM system.

2) Development of simulations and games which combine use of the microcomputer with written and audiovisual materials and which can be used in social service delivery and staff development.

3) Using SAS and SPSS to access 1980 Census data for social service agencies and developing SAS applications which allow agencies to analyse these data for planning.

DP & Grading on Dec 2060, WP on Commodore (From Kevin L. DeWeaver, Social Wk Pgm., U of Vermont, Waterman Bldg., Burlington, VT 05405).

Hello from the northlands.

Our computing needs vary from data analysis and exam grading on the mainframe (DEC 2060) to word processing on the microcomputer (Commodore CBM 8032). We are attempting to expand our knowledge and exposure and have found the CUSS very helpful.

Microcomputer Related Activities

TRS-80 Mod 1 Testing Software Free (From Richard Echternact, Psychologist, Mental Health Institute, 1200 E. Washington, Mt. Pleasant, IA 52641).

Would you please place the following "Notice of Availability" in the next issue of CUSS: "I am not a professional programmer nor is this a commercial endeavor. In the interest of fellow professionals and an attempt to cut some of the mundane tasks I have the

following programs on tape for a TRS-80 Model I 16k tape system with printer: Premorbid estimated IQ (on the basis of age, sex, race, education and occupation), The Shipley Institute of Living Scale (IQ and abstraction) and the Beck Depression Inventory. All programs are on 1 tape. $11.00 gets you a master tape of all three programs, a backup tape, program listing and postage. Richard Echternacht, Mental Health Institute, 1200 E. Washington, Mt. Pleasant, IA 524641.

Radio Shack Office System User wants to Expand (From Joel D. Curran, Ex Director, Family Counseling Service, 107 N. Third St., Leesville, LA 71446.

I recently read "In The Business of Social Work", Volume I, number 2, of the Computer Use in Social Services.

As I have recently invested close to eight thousand dollars in hardware and software for my private practice in Leesville, Louisiana, I am interested in any swapping of information and experiences. I have specifically purchased the medical office system of the Radio Shack to use in my private practice. I have found this to be both time saving and cost effective.

I am interested in any use of the computer for testing and evaluation. Social histories, gathering data of any sort, will be specifically well received.

Anyone a Kaypro II User? (From Dick Schoech, CUSS Coordinator)

I have a Kaypro II portable computer which I use in running the network, writing, training/teaching, and communicating with the University's IBM 4341 & DEC 2060. I also have been using Wordstar, dbase II, etc. on a z80 S100 buss machine with a 10mb hard disk. I'm interested in sharing information with other Kaypro users.

Boston Area Apply & Commodore VIC-20 user seeking other local CUSS members (From Ilene Hoffman-Sholar, Coordinator-Choices for Living, 366 Honnewell St., Needham, MA 02194).

As one of the first members of the network, I thought an update of my activities is due. I have been working with an ecumenical organization coordinating a program designed to help families in 42 Boston area communities make decisions about long-term, nursing home and alternative care for the elderly. My agency has an Apple II plus, which is being used for ledger activities (VISICALC) and word processing (Apple Writer II). Due to lack of good Software and financial constraints I use the computer primarily for mailing lists, letters, and nursing home data. (We publish 4 area-based guides to nursing homes and alternative care.)

I would like to know if anyone in the network has had success with getting software donations of data-based management information systems such as DBase II, Condor, DBMS, etc.

I also own a Commodore VIC-20 and run a users group in the West Surburban Boston area. We've looked at quite a few word processors, home computing software and games. Please write for a copy of our newsletter (cost $1.00 for 2 issues).

I am also teaching BASIC to 4th and 5th graders which is quite an experience, after giving introduction to computing workshops to social service providers.

I wish Boston-based network members would contact me so that we could meet and have an area network. The response to my interest questionnaire sent last fall was very poor. I would like to connect with other local CUSS members, so please write.

Larger System Activities

PC, Research & Hospital Social Work Time & Contact Reports (From Krank A. Kastelic, Asst. Dir., U. of S. CA Med. Ctr., U. Hospital, 225 Dickinson St., San Diego, CA 92103).

Please add my name to the mailing list for your network on computer use in social services.

Interests: Personal computers and social work research; interface of departmental personal computers with institutional mainframe computers.

Current Work with Computers: Time and contact reports for Social Work Department using a batch system for keypunching with hospital system (IBM 4341). I am presently trying to decide which personal computer I'd like to buy for my own home.

Successes: We have an operational system which has provided reports of varying quality for over two years.

Mistakes: Not learning enough about computers and social work reporting systems at the beginning of work on the system we have. Consequently, we relied too much on our Data Processing Operations personnel who know nothing about social work and tend to move on when they became competent in data processing.

Hospital Social Service System in Planning Stages (From Gay L. Bond, Dir., Soc. Ser. Div., DHHR Office of Charity Hospital, 1532 Tulane Ave., New Orleans, LA 70140).

Charity Hospital is the major acute-care general hospital for care of the medically needy and the major teaching hospital for the clinical training of physicians, nurses and allied health personnel in Louisiana. The hospital is licensed for 1.175 beds.

The Social Service Department Staff is comprised of 68 Human Service Workers and Master's Level Social Workers. During the fiscal year 81-82, our workers provided services to 17,401 patients. At present, the Social Service Department is in the process of converting from the out dated manual system of statistics keeping to a computerized system. We are very interested in obtaining further information on your network of human service professionals.

We are in the planning stages at this time and would greatly appreciate advice or information you have to share with us.

Child Welfare CAI & Training Resources Needed (From Bruce Woll, Dept. of Children & Family Services, Chicago Training Ctr., 160 N. La Salle St., Rm 315, Chicago IL 60601).

I am particularly interested in learning of CAI resources, courses, in the area of child welfare, authoring systems for microcomputers, and training resources in general.

Implications of Welfare Systems (From S. Altmeyer, Asst. Prof., Public Administration, FOB Rm 242, S.U.N.Y. Brockport, Brockport, NY, 14420).

Am interested in your network of human service professionals, who exchange ideas and experiences in using computers in service delivery. Have recently completed my dissertation which essentially examined the implementation of a large scale welfare management system (WMS) and MMIS in upstate New York.

CMHC in Early Educational Phase of Computerization (From Lloyd H. Sidwell, Ex Dir., Sinnissippi Mental Health Ctr., Dixon-Sterling Freeway, Dixon, IL 61021).

Please forward to me information regarding membership in the computer information organization system you are associated with. We are in the very early stages of developing computerization for our organization and we're hopeful you can help us in this educational phase of development.

United Way Systems Analyst Interested in Small System Development (From Michael Morrow-Howell, MSW/Systems Analysts, 1100 Victory Lane #25, Concord, CA 94520).

I just received the CUSS newsletter and found it to be quite useful. I'm looking forward to receiving more.

I am a social worker (MSW) and in administration for 10 years. I have also been awarded the Certificate of Business Data Processing (C.B.D.P.) from the University of California at Berkeley. For the past year I have worked as a systems analyst at a large United Way in the Bay area. My real interest is with developing computer systems in small and medium size social service agencies and at some point I hope to devote all of my time in that direction.

I'm going to be re-locating to the St. Louis area soon and I would greatly appreciate a list of CUSS members in that area.

Other Activities

Personal Computers to Help with Personal Problems (From Louisa Messolonghites, 4970 Battery Ln., Bethesda, MD 20814).

I am helping **American Family** editor Rowan Wakefield, explore the big and little picture of the computer's impact on family life. A pro-bias assumes that personal computers may be a key tool for strengthening families, enhancing members' personal growth. We're investigating in depth the use of interactive computers by therapists and counselors, and especially use by persons isolated, possibly embarrassed abut finding appropriate professional help, who might use the interactive computer as the first step toward therapy. Anyone with information about such therapeutic use of computers in any of the self-help areas (child

abuse or molestation, drug/alcohol problems, sexuality, or any other sensitive areas) please get in touch.

Families & Telematics (From Rowan A. Wakefield, Editor, **American Family,** Cardianal Station, Washington, D.C., 20064).

Enclosed are issues of **American Family** going back to July when I began my monthly column on "Families and Telematics." Future subjects will include one offering a layman's introduction to videotex and teletext, another on the potential conflict the home computer may touch off between families and schools.

Needed—a Good Articles on Graphics (From George Hoshino, Professor, U. of Minnesota, Social Work, 400 Fort Hall, 224 Church St. S.E., Minneapolis, MN 55455).

The thought struck me that one of your readers might take a stab at an article on graphics.

My suggested title is "Graphics: An Answer to Communication Between Computer Freaks and Computer Illiterates." I think it's a good topic and a good title.

Why don't you run an item in CUSS inviting readers to address the topic and title in a paper for Administration in Social Work.

Software Developers (From Frank Kastelic, Asst. Dir., Soc. Wk. Dept., University Hospital, U. of CA Medical Ctr., 225 W. Dickinson St., San Diego, CA 92109).

If you are developing software and are interested in submitting it for publication, send details to Dianne Littwin, John Wiley & Sons, 605 Third Ave., NY, NY 10158.

Interested in Boston Area CUSS & Impact of Computers (From Frank Gallo, Gallo Assoc., 45 Merrimack St., Lowell, MA 01652).

I would be interested in communicating with CUSS members in the Boston area and perhaps helping to organize a local network meeting. If you have any ideas on how I might go about this I would appreciate hearing them. My background is in social work and health administration. I am not only interested in the application of computers to the human services. I am equally interested in conducting research on the impact they will have on our society.

Manuscripts on Social Service Applications Needed (From Jesse MClure, Div. of Social Work, Ca. State University, 6000 Jay St., Sacramento, CA 95819).

I am editing a rather modest volume regarding examples of computer applications in the Social Services. Authors whose papers are selected may receive a modest honorarium. We are interested in both administrative and direct service applications. Authors are urged to use as little technical jargon as possible. If you have questions on whether you should develop a paper on your application, write. All materials are needed before 1 Aug. 83.

Therapist Publishing The Business of Social Work (From Richard Bennett, Listening, Inc., 8716 Pine Ave., Gary, IN 46403).

I have been doing therapy for 22+ years and recognize the impact that computers can have on the social service delivery system. So...have begun publishing **The Business of Social Work** (sample enclosed) and have been doing consulting on computers and fund raising in social service agencies.

RESOURCES AND MATERIALS

Databases

Abledata helps meet the increasing demand for information about commercial rehabilitation products and devices and Rehabdata provides access to rehabilitation related bibliographic citations. Both are operated by the National Rehabilitation Information Center, 4407 Eighth St. N.E., Washington, D.C., 20017.

Data and Program Library Service, U. of Wisconsin, 4452 Social Services Bldg., Madison, WI 53706 has a public use file available on WI economic assistance recipients in July 81.

Newsletters & Journals

Micro Scope is a newsletter from the Microcomputers in Transportation Planning (MTP) Users Group, MTP Support Center, DOT/Transportation Systems Center, DTS-62, Kendall Square, Cambridge, MA 02142. The MTP users group consists of transportation planning professionals interested in learning how micro-

computers can help them. The newsletter provides news, resources and software for exchange.

Time Capsule is the newsletter of the Transit Industry Microcomputer Exchange (TIME), TIME Support Center, Rensselaer Polytechnic Institute, Dept. of Civil Engineering, Troy, NY 12181. TIME provides microcomputer software sharing and technical assistance to transit operators, transportation planning agencies with transit interests, and UMPTA offices.

The Business of Social Work is a bimonthly newsletter providing information, resources and an exchange on topics such as marketing, public relations, malpractice, consultation, computers, and other business aspects of social work. $12/year, write TBOSW, Listening Incorporated, 8716 Pine Ave., Gary, IN 46403.

American Family, a newsletter from the National Center for Family Studies, Cardinal Station, Washington, D.C. 20064, contains a monthly column on Families and Telematics.

Software Protection, a journal on legal, technical and practical aspects of protecting computer software, from Law & Technology Press, POB 4658 T.A., Los Angeles, CA 90015.

Articles

The Data Base Management System Alternative for Computing in the Human Services, by S. Sircar, L.L. Schkade & D. Schoech, **Administration in Social Work,** 7#1, (Spring 83) 51-62.

Computer Selection for Human Service Organizations, by A.R. Kuric, J.E. Sorensen, & Glyn W. Hanbery, **Administration in Social Work,** 7#1, (Spring 83) 63-76.

Special Training for Special Technology: A Curriculum Use of Microcomputer-Based Tools in Speech-Language Pathology, by G.L. Bull, **The Computing Teacher** Vol 10#8, (Apr 83), 49-56.

CP/M-80 Word Processors Evaluation Criteria, Palantir and Magic Wand: The Critics Choice, by C.E. Sherman, **Lifelines/The Software Magazine,** Vol 3#8, (January 83) 28-33.

Information Related Needs of the Transit Industry by D. Damm, DOT Transportation System Ctr, Kendall Square, Cambridge, MA 02142.

The Electronic Rorschach: Adjusting to the Electronic Workplace, by D. Goleman, **Psychology Today,** vol 17#2, (Feb 83) 36-43.

Second-Class Citizens? From Video Arcades to Keyboard Camps, Girls Find the World of Computes a Mostly Male Domain by S. Kiesler, L. Sproull & J. Eccles, **Psychology Today,** Vol 17#3, (Mar 83) 42-48.

Pint-Size Computers: Portable Micros Bring the Office Closer to Home (a discussion of 26 portables), by A. Solomon, **Inc.** Vol 5#3, (Mar 83) 46-54.

Automated Mental Health Information Systems: Issues and Options and An Annotated Bibliography, Special Issue of the **International Journal of Mental Health,** Eds. E. Laska & T. Craig, V10#4, (Winter 81/82), M.E. Sharpe Inc. Contents:

> Introduction
> *EUGENE M. LASKA and THOMAS J. CRAIG*
> Medical Information Systems: A Historical Overview
> *RHETA BANK and ROBERT SCHORE*
> Automation Alternatives for the Support of Mental Health Programs
> *EUGENE M. LASKA, IGOR KOROLUK, and SALVATORE VITALE*
> Developments in Computerization of the Psychiatric Record
> *EUGENE LASKA*
> Automation in Clinical Systems and Quality Assurance
> *THOMAS J. CRAIG, CAROLE SIEGEL, and EUGENE LASKA*
> Computer Processing of Mental Health Information: An Annotated Bibliography
> *JAMES L. HEDLUND, BRUCE W. VIEWEG, JOHN B. WOOD, and RICHARD C. EVENSON*

Call for Papers

The quarterly journal **Marriage & Family Review,** edited by Marvin B. Sussman, PhD, announces plans for a forthcoming issue on "Small Computers and the Family."

Papers are now being solicited on a wide variety of topics dealing with personal/small computers and the family, including:

1. the impact of small computers on family life, marital relations, and parent-child relations;
2. diagnostic and therapeutic applications of small computers in marital and family therapy practice;
3. the impact of the small computer on traditional work patterns and occupational roles, including the electronic "cottage industry";
4. the social impact of computer-based instruction on the young child;
5. overview and "trends" issues dealing with the small computer and the family of the future;
6. contributions that family social scientists can make to the understanding of the impact of the small computer in society;
7. the impact of small computers upon human services delivery to families, e.g., service to aged family members.

Other topics will be considered. All papers are subject to peer-group review. These papers should be conceptual and integrative of empirical work and best thoughts on the subject. Each should consider research issues and anticipated applications where relevant.

The deadline date for manuscripts is December 31, 1983. Interested contributors may co ct Marvin B. Sussman, PhD, Editor, **Marriage & Family Review,** Unidel Professor of Human Behavior, Department of Individual and Family Studies, College of Human Resources, University of Delaware, Newark, Delaware 19711.

The **Journal of Organizational Behavior Management** 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 organization 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 isntruction—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.

Articles acceptable for publication but not suitable for this special isssue will be published in regular issues of the **Journal of Organizational Behavior Management.** For more information, contact Lee W. Frederiksen, Editor, **Journal of Organizational Behavior Management,** Department of Psychology, Virginia Polytechnic Institute and State University, Blacksburg, Virginia 24061.

Books Received

Simple Systems, Complex Environments: Hospital Financial Information Systems, by Mari Malvey, Beverly Hills, CA: Sage, 1981, 185 pp.

BASIC Analysis of Variance Programs for Microcomputers by Allen H. Wolach, Monterey, CA: Brooks/Cole Publishing Co., 1983.

Users Guide for KEYSTAT: A Statistical System for Microcomputers (Includes a 5¼" floppy disk--Apple II Plus version) by Harold R. Strang & Allison H. Innes, Monterey, CA: Brooks/Cole Publishing Co., 1982.

How to Get Started with CP/M, Beaverton, OR: Dilithium Press, 1981, 127 pp. Reviewed by Gunther R. Geiss, Adelphi U. School of Social Work, Garden City, NY 11530.

This brief paperback provides a basic and relatively non-technical (if such is possible for an operating system) introduction to CP/M hardware, operating system, and software. Most useful for the beginner with CP/M, it does provide a refresher on utilities and some useful appendices for the "experienced."

The contents are:

Chapter 1 Who Needs an Operating System?
Chapter 2 CP/M Overview
Chapter 3 Shopping for CP/M Hardware
Chapter 4 Your First CP/M Session
Chapter 5 Files, Records, and Disks
Chapter 6 Using the Utilities
Chapter 7 Back-up Procedures and Disk Care
Chapter 8 The Editor - Introduction
Chapter 9 Word Processing and Spoolers
Chapter 10 CP/M Compatible Programming Languages
Appendix A CP/M Memory Map
Appendix B CP/M Hardware Suppliers
Appendix C CP/M Software Suppliers
Appendix D CP/M Diagnostics
Appendix D CP/M Diagnostics

Appendix E CP/M User's Group
Appendix F Glossary

Clearly, the author deals with more of the basics of beginning computer use than simply the operating system's interactions with the user, and vice versa. The style is light and readable with clear and unambiguous examples. The appendices provide some good starting points, but are unfortunately hardly complete as to suppliers. Appendix A does summarize the system utilities, functions and options rather compactly in one place, and that is of substantial value to novice and pro as well.

Overall, this little text would be of most value before the first switch is turned ON, but can be a useful quick reference as well.

Software Catalogues Received

Psychological Software Specialists, 1776 Fowler, Richland, WA 99352.

Psychological Assessment Resources, Inc., POB 98, Odessa, FL 33556.

QUEUE, Inc. (Educational Software-all levels), 5 Chapel Hill Dr., Fairfield, CT 06432, 1-800-232-2224.

Opportunities for Learning Inc. (Educational Micro Software), 8950 Lurline Ave., Dept. CB, Chatsworth, CA 91311.

Adrian Vance (Educational Software), POB 49210, L.A., CA 90049.

Prismatron Productions (Educational Software), 155 Buena Vista Ave., Mill Valley, A 94941.

The Micro Center (Educational Software), Dept. K.C., POB 6, Pleasantville, NY 10570.

School & Home Courseware, Inc. 1341 Bulldog Ln. CJ, Fresno, CA 93710.

Electronic Specialist (interference control products), 171 S. Main St., Natick, MA 01760.

Upcoming Events, Conferences and Meetings

The Microcomputer: An Effective Tool in Managing Rehabilitation Services, May 25-26, San Francisco, CA. Contact the National Training Institutes, National Easter Seal Society, 2023 West Ogden Ave., Chicago, IL 60612.

The National Easter Seal Society and the Healthcare Financial Management Training Institute are offering a Management Training Institute which will acquaint executive directors, financial, and program managers with applications of the microcomputer in the delivery of rehabilitation services. Special emphasis will be placed on the management of patient and financial information systems. Participants in this Institute will have the opportunity to evaluate the utilization and potential effectiveness of the microcomputer in their professional role.

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."

National Conference on Artificial Intelligence, Aug. 22-26, 83, Washington, D.C. Write the National Assn. for Artifical Intelligence, 445 Burgess Dr., Menlo Park, CA 94025.

Joint Conference of the Evaluation Network & Evaluation Research Society, Oct. 20-22, 1983, Chicago. Deadline for papers is 30 Jun 83. Write Emil J. Posavac, Loyola U. of Chicago, Psychology Dept., 6525 N. Sheridan Rd., Chicago, IL 60625 or Robert B. Ingle, 515 Enderis Hall, U. of WI-Milwaukee, POB 413, Milwaukee, WI 53201.

1984: Visions Toward 2001, the National Community Mental Health Center conference, May 30-June 2, New Orleans. Write NCCMHC, 6101 Montrose Rd., Suite 360, Rockville, Md. 20852. Proposals for workshops, papers, lectures and panels due 1 Sept 83.

Symposium on Computer Applications in Medical Care, Oct. 23-26, Baltimore, MD. Write SCAMC, George Washington U. Medical Ctr., 2300 K. St., N.W., Washington, D.C. 20037.

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

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

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