Computer Use in Social Services Network Vol. 3 No. 4 Winter 83/84

Networking: The Linking of People, Resources and Ideas

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About the Network

Computer Use in Social Services (CUSSN) 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 CUSSN 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 CUSSN advisory board members, should so indicate.
- Participating in the skills bank and software clearinghouse(see below).
- Distributing Newletters to friends and at workshops and conferences. If you're attending a conference where participants may be interested in the CUSSN, let me know and I will send newsletters to distribute or place on a resource table.
- Referring vendors. If you think a vendor/consultant could benefit by exposure to CUSSN members, tell them, so they can advertise their services and products in the CUSSN Newsletter.
- Holding local CUSSN meetings. Local meetings in Dallas/Ft. Worth, Chicago and Baltimore 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, CUSSN Coordinator/Editor, The University of Texas at Arlington, Box 19129, Arlington, Texas 76019. Make checks payable to CUSS Network. Please indicate if you do not want your name provided to those interested in using the CUSSN mailing list.

The CUSSN 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.

The CUSSN Software Clearinghouse offers a computerized inventory of commercially available human service software, a software review file, and a software exchange (see article). For more information, write Walter LaMendola, Associate Professor, Division of Social Work, East Carolina U., Greenville, NC 27834.

Special Interest Group (SIGs) are subgroups of network members where significant networking is occuring on a special topic. For a description of the Educators SIG, see the description under "Member Activities—Educational" by Wallace Gingerich, U. of Wisconsin-Milwaukee School of Social Welfare.

CUSSN Newsletter Editors:
Dick Schoech, Assistant professor, The University of Texas at Arlington, Graduate School of Social Work, P.O. Box 19129, Arlington, TX 76019.
Lynn Harold Vogel, Assistant Professor, U. of Chicago, School of Social Service Administration, 969 E. 60th St., Chicago, IL 60637.

Post Doctoral Fellowships in Mental Health Computer Applications

Several Post Doctoral Fellowships in mental health computer applications will be available at the Missouri Institute of Psychiatry (MIP), St. Louis, Missouri, beginning in the Fall of 1984. MIP is part of the University of Missouri-Columbia School of Medicine. The fellowships involve planning and conducting research-and-development on clinical computer applications in the field of mental health. Minimal qualifications include a Doctoral degree in a discipline related to mental health, with some experience in clinical and/or community programs. Some experience with or active interest in mental health computer applications is also required.

These research fellowships, with appointments in the Department of Psychiatry, will be conducted under the supervision of the Mental Health Systems Research Unit (MHSRU). The MHSRU has had extensive experience with mental health computer applications, including over one hundred publications. It is anticipated that the emphasis over the next several years will be the continued development of a micro- and minicomputer-based laboratory, with specialized research concerning clinical computer applications that could have a significant impact on clinical decision making, delivery of services, and program evaluation in mental health and/or mental retardation/developmental disabilities. Application areas of especial interest at the present time include the development of computer "counseling" applications based on cognitive and educational principles, automated clinical consultation, computer-assisted forensic evaluation, and computer simulation of mental health care delivery systems.

Twelve month salary ranges from $13,380 to $17,000, depending on number of years of relevant experience. Starting date is open. Fellowships are generally for two years.

Potential applicants should send a Vita and letter of application that outlines specific interests and relevent experience to:

James L. Hedlund, Ph.D., Director
Missouri Institute of Psychiatry
5400 Arsenal Street
St. Louis, Missouri 63139

Services Available

Vendor/Consultant	Contact Person	Services
Illinois		
Outpst, Inc. 119 Wilson Park Forest, 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.
SPSS Inc. 444 North Michigan Ave. Chicago, Illinois	Tom Ryan Marketing (312) 329-2400	SPSS provides software for human services survey and data analysis, and report-writing for mainframes, IBM PC, DEC Pro 350.
Synergistic Office Systems (SOS) 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.
Maryland		
KBL Group, Inc. 'Knowledge Based Living' 808 Pershing Drive, #100 Silver Spring, MD 20910	Karen Levitan, Ph.D. President (301) 588-4633	Services to help you use information, technology, and systems as professional resources. We work for you; we work with you; we help you do it yourself.
Minnesota		
Human Development Consortium, Suite 802, Torrey Bldg. Duluth, MN 55802	Richard Reinoehl & Linda Iroff, Consultants (218) 722-3516	Consultation for Human Service and other non-profit organizations in computerized information systems, informational needs assessment, training, research and evaluation.
Missouri		
Freeman Hospital 1102 W. 32nd Joplin, Missouri 64801	Anne Winegardner Director, I&R (417) 623-2801	Total package solution to computerizing the I&R: Apple III or IBM PC, custom-programmed software, staff training, LINKLIN I&R Training Manual, customer support, program consultation.
New York		
CWIS/Agency Information Management Service 251 Park Ave, South New York, New York 10010	Robert C. Gunderson Executive Director (212) 505-1180	Automation consulting services, automated fund raising management, mailing list services and membership (including quarterly newsletters on automation for nonprofits); regularly scheduled seminars and workshops: ADOPT-NET (automated adoptions information exchange system). Monograph available ($3): "Is Computerization Right for My Agency?"
Gunther R. Geiss, Ph.D. 8 Meadowlark Ln. Huntington, NY 11743	(516) 692-5414 or 489-2000	Consultation and Training (from executive to operators) Emphasizing Microcomputer Systems for Human Service Providers.
New York/New Jersey		
RFM/Associates, Inc. P.O. 56 Edgewater, NJ 07020	Rod Monger, PhD (201) 224-9895	Microcomputer and mainframe software programming, management development, training (including video), consulting, feasibility studies including cost-benefit analysis and documentation. Specialists in in managing relationships between users and technical people.
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 expertise 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, soft-ware & hardware selection, vendor relations, training, human-computer relations, software.
Psychological 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.
Washington (District of Columbia)		
Bowers & Associates, Inc. 1616 Waters Edge Lane Reston, VA 22090	Gary E. Bowers 703-437-0677	Assistance in requirements identification, systems planning, micro-computer selection, installation and training, program evaluation, and linkage with national human service organizations and research data bases.
Australia		
Human Services Information Systems 6 Chapman Blvd Glen Waverly Victoria 3150	Floyd Bolitho, Ph.D. (03) 687-6790 (03) 459-1806	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 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 a full page) are available.

Notes from the Coordinator/Editor

This issue notes several changes and additions occurring in the CUSS Network. First, Lynn Harold Vogel, of the U. of Chicago School of Social Service Administration is now helping edit the newsletter. His help is definitely appreciated. Second, Walter LaMendola is staring a CUSSN Software Clearinghouse (see article). This is a long desired Network service that will require a lot of work. If you can help Walter out, please do. Third, CUSSN has formed its first SIG (Special Interest Group). Wallace Gingerich, U. of Wisconsin-Milwaukee School of Social Welfare is coordinating a SIG for those teaching about computer applications in the human services. See Wallace's description under the Member Activities—Educational. SIGs allow a member to coordinate activities in an area that other Network members have continually expressed interest. Periodic reports by CUSSN Sigs will be printed in the CUSSN Newsletter.

The journal mentioned in the last issue has been launched, but will be considered an activity separate from the CUSS Network (see call for papers). The decision to keep the Journal separate has been made because the Journal has a focus different from networking and because separateness helds insure independence of the Journal editorial board. Finally, the CUSSN has applied for seed monies to move into an electronic format. Keep your fingers crossed.

Dick Schoech
CUSSN Coordinator/Editor
December, 1983

Articles, Reviews and Reports

The CUSS Network Skills Bank by Dr. Gunther R. Geiss, Chairperson, Management Sequence, School of Social Work, Adelphi U., Garden City, NY 11530 (516 663-1139.)

I wonder who has ever tried to use an APPLE II for client recordkeeping? Can I avoid needless "re-invention of the wheel" by asking others with experience? Who else cares about the use of PASCAL on a CP/M machine? Can affordable microcomputer data base management software packages really solve my agency's problems? Has the use of computers in schools of social work changed over the last few years? Who is teaching social policy with the computer? The Skills Bank was created with the intent of answering questions like these, and many others as yet unasked; and facilitating communication between people with specific needs and interests.

In 1978, when micros were first becoming "real," Dr. Gunther R. Geiss, undertook a survey of the schools of social work then accredited by the Council on Social Work Education — the 80 graduate programs, and a sample (fifty) of the undergraduate programs not attached to graduate programs — to establish the state-of-the-art in computer use in social work education. The long run purpose was to examine the development of the field of computing in social work via a biennial survey. The development of the CUSS Network in 1981, by Dick Schoech, offered the opportunity to formalize the survey and open its results to the CUSS Network members via the construction of a data base system.

The Skills Bank is operated for its members, at the total cost to a member of submission of a completed questionnaire. (Write Gunther or see next issue) It is maintained by Dr. Geiss on the Adelphi University PRIME 850 computer system using Henco's INFO data base management software. In the long run, it is hoped that the data base will become a feature of the CUSS electronic network.

The structure of the Skills Bank data base is five relational files linked by the member's unique ID number. These files are:

Personal Data — Items "Name" thru #1, 13, and 38;
Systems Design — Items 2 thru 12;
Educational Use — Items 14 thru 33;
Micro-Interest — Items 34 thru 37;
Potential Users — Items following 38.

The items all refer to the order in which the data is requested on the Skills Bank questionnaire. The system is considered to be under development at all times, and suggestions for content changes and additions, as well as application enhancements are invited.

The Bank contains in excess of 100 member records, including both educators and agency staff members. The expansion to non-educational members was made in 1982 when CUSS Newsletter contributions from agencies indicated significant interest and activity by agency people. While the title Skills Bank implies exceptional skills to some potential members, it is not meant to imply more than a collection of the extant skills of its membership — skills great and small. It does imply an interest in the application of computers to social work and social services — educationally and in practice. You are invited to join given you have the interest to complete the questionnaire. Location is also not a limiting factor, the Skills Bank is international. There are membes in Canada, Britain, and Israel.

Members, those who have submitted questionnaires, are invited to submit queries to the Skills Bank and/or suggestions of uses for the data. For information, write or call.

The CUSSN Software Clearinghouse by Walter F. LaMendola, Ph.D. Associate Professor, Division of Social Work, East Carolina U., Greenville, NC 27834.

The CUSSN is pleased to announce the establishment of a software clearinghouse coordinated by Walter F. LaMendola, Ph.D. The clearinghouse will start by offering three services: an inventory of human service software, a software review file, and a software exchange.

Human Service Software Inventory

The clearinghouse will maintain a computerized inventory of commercially available human service software which can be searched, for example, by function, problem, application, hardware, or company. The fee for a search of the inventory file will be $5 for CUSS members and $10 for nonmembers. CUSS will not charge for searches which do not produce any available software. The inventory will contain the following information on human service software:

a. Title
b. Company
c. Cost
d. Functions performed by the software
e. Hardware requirements
f. Miscellaneous information
g. Available comments from CUSS users

Software Reviews

A software review file will contain reviews of commercially available software frequently used in the human services. The reviews will be available for a nominal fee to cover the expenses associated with the clearinghouse. The fee for CUSS Network members will be $3 per review and $5 for nonmembers. The review file will contain:

a. All person(s) conducting reviews on the software
b. Ratings such as those found in the CUSS Newsletter.
c. Available comments from CUSS users.

Software Exchange

The software exchange will collect and disseminate human service public domain software programs. Those submitting programs that are used in the exchange will be given their choice of the software disks available through the exchange. Program authors will be given full recognition for their work and their names will appear as the author or adaptor on all announcements and literature. Disks will be available to CUSS Network members for $10 and for nonmembers for $20. All requests should specify hardware specifications, operating system, disk format, etc. The CUSS Clearinghouse will try to make disks available for the most popular computers. Do not send a diskette with your request. Computer languages on proprietary programs will not be supplied. The CUSS Clearinghouse hopes to have disks available in the following areas:

a. Teaching tools such as tutorial programs, simulations.
b. Client education and training programs, such as basic education on alcoholism.
c. Utility programs such as modem programs and programming aids.
d. Administrative aids, such as dbase II set up for a small agency or field instruction operation.
e. Others (as they are added the areas will be published in the newsletter).

A Protective Service Information System: Progress Report, by Margaret Maxwell, Regional Director for Family & Children's Services; Kathleen Belanger, Consultant; Grady Rhodes, System Manager, TX Dept of Human Resources Region 10, P.O. Box 767, Nacogdoches, TX (409) 569-7931.

A. The Problem—An Introduction

As social workers in child protective services, we are constantly searching for any information that will help us understand our job in keeping children safe from abuse and neglect. We also want to improve our potential for achieving even better outcomes for the children we serve—those in DHR conservatorship and those residing with their own families.

In the past, the region's system for managing information had been to channel data through the state office in Austin with the statewide system (SSMS), to collect data which was needed on a more timely basis manually in the region, and to supplement these monitoring efforts with limited and expensive evaluations. The result was a mixture of manual and automated systems requiring the same data to be collected numerous times, resulting in inadequate and isolated information. What we needed was an automated system that would:

1) see that the data was collected only once, and collected accurately the first time;

2) collect data concerning not just case characteristics but the full scope of services delivered and its effect on the client;

3) disseminate the information to the people who need it, when they need it, in the format they need it; and,

4) maintain or reduce the amount of time staff spend on paperwork.

In September, 1980, we received federal funds to create a regional management information system.

B. Philosophy & Methodology

It was our opinion, after research and a great deal of thought, that the reason many automated systems are only marginally successful is because they are frequently designed by people who do not have a thorough understanding of the organization's informational needs and their formal and informal channels for processing information. We believed that, if the system was intended to meet the needs of the region's staff and administration, the staff and the administration would have to not only be responsible for its development, but actually do the work themselves. We formed a committee composed of people working in a variety of specialized jobs. They were trained in basic computer concepts, were provided assistance and some leadership, and did everything from listing all variables to be included in the system and determining where they should come from, to desiging output documents and piloting these designs in their own units. This process assured that no new work was created while we systematically streamlined forms and management procedures. Data processing personnel could work with us as equals, assured that they understood what needed to be programmed without having to understand the complexities of child protective services. (*We also followed a variety of other principles we could expound on at length; please feel free to write or call for more information about our process of development and implementation.)

C. The Components of the System

Another key part of our methodology was to analyze the total system by components, implementing each in stages.

There are two major subsystems: direct delivery data, and purchased services data. These systems are comprised of numerous subfiles as outlined below.

1) The Direct Delivery subsystem: The purposes of this subsystem are to collect case and casework-related data, to streamline the tasks to be done, to assist staff in overseeing and managing their cases, and to provide supervisors and administration with a clearer idea of what is being done, by whom and to what effect. Subfiles are as follows:

a. Bookkeeping - automated tracking of foster care payment, including ledgers.

b. Placements - tracking by case of a variety of statistics on the types and numbers of placement of children in substitute care.

c. Contacts - tracking, by case, the types, date, and numbers of contacts. (To capture what was believed to be inaccessible data, the committee reformatted the narrative recording, simplifying it. A copy of the narrative is the input form for this data.)

d. Assessments - tracking the safety of the children and problems of both children and parents by periodic assessments linked with and in part replacing the worker's task of completing plans of service.

e. General client data - data concerning client characteristics, eligibility, required deadlines, etc. Most data is captured from a form used for the statewide automated system. It is simply keyed in locally and then forwarded.

From these subfiles we produce: Monthly caseload analyses at the worker, supervisor, program director, and regional director levels, a previously manual and extremely time-consuming task; a tickler form for each worker, reminding them of the tasks to be done in the near future on each case; a document used in the worker's plan of service; turnaround documents that ensure quality of documentation and compliance with Minimum Standards for Child Placing Agencies, Protective Services Program Standards, and Federal 427 Certification Standards. As a result, the Regional error rates in the statewide automated system have declined dramatically. In addition, data for needs assessments, local board meetings and specific unit requests are readily available through the use of user friendly languages. For administrative purposes we have produced summary reports on client characteristics, client problems and our success rates in working with them. These reports can be generated with little effort; previously they would have entailed time-consuming and costly special evaluations.

2) The Purchased Services subsystem: The purposes of this subsystem are: to collect both client-specific and contract specific data; to streamline the tracking of expenses by contract in relation to the contract budget and the region's total allocation; to simplify and enhance the region's methods for evaluating contractors; and to determine the impact of each contracted service on protective services cases. Subfiles as follows:

a. Billing - tracking the bills of contractors, including checking for accuracy, monitoring them as they are paid, and subtracting billed amounts from available funds in the contract and the region's allocations.

b. Allocations - maintenance of the region's often changing allocation, by service code, in relation to amounts billed.

c. General vendor, contract and budget files - maintenance of general contract data, including date of service, place, number of clients, number of units, etc.

d. Evaluation material - contract specific data already being collected including program quality, staff competency, worker satisfaction, etc., it is currently being reexamined and simplified for inclusion in the system.

e. Impact material - assessments have been incorporated into the process of referring to the contractor and jointly staffing the cases.

We are in the process of programming the designed output forms and designing others for all levels of staff. These include ledgers, monthly detailed analyses of the budget and contract spending and estimated year-end balance; similar spending reports for programs and total allocations, regular automated evaluations data, including partial automation of the yearly contract evaluation; reports for the contractors on eligibility, spending, etc. (currently being designed with contractors); reports for direct delivery staff concerning the client's progress in the contract, cost for the service, the involvement of other DHR staff; reports for administration concerning utilization of contracted services and patterns of referral. Since the staff is being trained in user-friendly languages and temporary fixed files are generated for staff use, the potential for both subsystems is limitless.

D. Integration of the Subsystems:

The entire system is in the process of being integrated. We are designing output reports that draw data from several files to show the total cost we incur in serving a client, including purchased services, foster care payments, and an estimate of worker costs based on the contacts recorded. We also have designed and are designing further output reports to depict the client's progress, both within the perview of the service purchase and in the child's general safety and well being. We will be able to run periodic reports on the costs per improved client per contract, costs relative to improvement of specific problem areas, prognosis for improvement of certain problems (both with and without purchased services), etc. In addition, we are intending to build one file that combines certain summary data from the numerous subfiles so that we can further examine the data we have with user-friendly languages at our own option. We realize that the potential is virtually boundless, and includes the probability of incorporating our findings and prognosis into a true decision support system.

E. The Mechanics of the System

In choosing the hardware and software for the system we were under several constraints. We knew we would be converting the system in a few years to one compatible with DHR's network of local data processing. However, no one knew what that network would be. We are also unsure of the actual size of the final system, and finally, we had limited funds and no authority to purchase the equipment. We therefore chose to rent computer time from a local university (a Honeywell CP-6 system) and to program the files and reports in COBOL. Our system, however, is really a true data base application, requiring in-house hardware. We are in the process of trying to obtain hardware compatible with DHR's Welnet systems, which we understand will be comprised of UNIVAC equipment.

Summary

We believe that the current automated system encompasses previously isolated data that allows us to finally understand the dynamics and effects of casework on the client. In addition to providing us with the information to improve our services, we have simplified case management at all levels, streamlined the processing and evaluation of contracts, and are now ready to examine decision support systems and the use of totally electronic case files (all we are missing is the body of the narrative itself). Our one constraint is lack of hardware. We hope to obtain the necessary equipment and convert the system in the near future.

We believe that this is a system with possibility of replication for Social Services Agencies interested in management of service delivery and outcome of those services for the client.

FY1982 & FY1983 OHDS Discretionary Funds Grants: Selected Characteristics of Information System Projects, by Robert E. Neilson, Chief, Program Systems & Evaluation Branch, Dept. of Health and Human Services, Office of Human Development Services, Rm 740D, 200 Independence Ave. S.W., Washington, D.C., 20201.

The OHDS FY1982 and FY1983 Coordinated Discretionary Funds Program funded twenty-seven evaluation and information system projects. The project grantees ranged from service divisions of state and local governments to national organizations to consortiums of public and private service providers. While the overall objectives of all information system projects are very similar, the specific activities of each project are often very different.

The figure on page 7 presents comparative information on each project. The type of grantee is shown as well as the project client focus. The projects are classified in terms of the following activities:

- case management/outcomes: management of information on client needs and outcomes of service activities for client monitoring and case planning.
- program efficiency/effectiveness: development and processing of information on service costs and agency performance for administrative and resource allocation decisions.
- analytic integration of information: processing of data from different sources and systems for new management applications.
- software development: documentation of duplicative routines for various information system and evaluation activities.
- systems/network development: development of multiple agency or multiple activity coordination arrangements for information generation and use.
- use of microcomputers: development of microcomputer applications for any information system improvement.

Apple Computer Announces more grants and new grant guidelines from Barbara Krause (408) 973-3719 or Mark Vermilion (408) 973-2916, Community Affairs Program, Apple Computer M/S 9L, 20525 Mariana Ave., Cupertino, CA 95014.

Grants: Apple Computer Inc. has awarded computers and equipment to 68 nonprofit organizations that will link them with similar organizations to share information and resources.

The community groups will be given computer equipment allowing them to form six networks with interests including parent resources, job sharing, community theaters, disabled adults and affordable housing. Connected by computer through telephone lines, the networks will allow large volumes of information to be shared immediately and mail to be sent electronically within the network.

"There are over 300,000 nonprofit organizations in the United States and most of them are in the business of gathering and disseminating information to the community," said Mark Vermilion, Apple's manager of community affairs. "They are the organizations most able to benefit from computer technology, but also the organizations least able to financially afford it. That's why Apple focuses its community affairs program on these groups."

The grants are the fourth and fifth in a series of awards by Apple to community groups across the United States for computerized networking. Since November, 1982, Apple and other computer-related sponsors have donated products valued at over $759,000, which serve 138 community groups.

Apple provides each group with an Apple IIe system, an Apple Dot Matrix Printer and Apple's word processing software as well as training and support.

Apple has also enlisted the help of other companies. Co-contributors donating their products include Software Publishing Corporation (PFS File and and PFS Report), VisiCorp (VisiSchedule, VisiCalc, and VisiFile), Southwestern Data Systems (ASCII Express "The Professional"), Hayes Microcomputer Products (Micromodem II), Tymshare, Inc. (OnTyme electronic messaging service), Verbatim Corporation (Datalife disks), Ceex Corporation (Cdex Training Programs), dilithium Press (educational books) and the International Apple Core (Apple Orchard magazine subscription).

Under its grants program — which was recently expanded in scope and number of awards — Apple reviews grants three times a year. Grants are awarded in six different categories: citizen action, research and development, support for the handicapped, the arts, foundation partnerships, international and innovative challenge. A proposed network is evaluated on the benefits it provides to the community, its suitability for microcomputers and its sustainability.

- National Foodbank Network
  The purpose of the project is to increase the amount of donated food distributed by the participating foodbanks by improving their networking abilities. They will use the network to coordinate solicitation of available food products, compile performance statistics, and adopt a standarized food product recordkeeping system.
  Second Harvest National Foodbank, Benicia, Calif.
  Community Food Coalition, Concord, Calif.
  San Francisco Foodbank, San Francisco, Calif.
  The Food Bank, Santa Clara, Calif.
  Santa Cruz Foodbank, Santa Cruz, Calif.
- Land of Ah's Network
  The objectives of this project are to share information, resources, and technical assistance on independent living throughout the state of Kansas for the benefit of disabled citizens. The network focuses on rural areas.
  Kansas Rehabilitation Services, Topeka, Kan.
  Operation Link, Hays, Kan.
  Topeka Independent Living Resource Cntr., Topeka, Kan.
  Independence Inc., Lawrence, Kan.
- Neighborhood Alliance Network
  The Neighborhood Alliance Network is comprised of five agencies concerned with low and moderate income people in Kansas City, Missouri, in need of safe, affordable housing. The network will allow the agencies to take fuller advantage of the resources available in the community. They expect to be able to rehabilitate more houses, to process more low-interest weatherization loans and to negotiate more actively with suppliers, insurance companies, contractors, and housing judges.
  Blue Hills Home Corp., Kansas City, Mo.
  East Community Team, Inc., Kansas City, Mo.
  East Meyer Community Assoc., Kansas City, Mo.
  Kansas City Neighborhood Alliance, Kansas City, Mo.
  Neighborhood Housing Services, Kansas City, Mo.
- Youth Communication Network
  This network links five youth media projects (located in Oakland, Chicago, New York City, and Washington, D.C.) in order to establish a national network of youth-produced media. They will develop a national youth issues/youth news database and establish a news sharing program between network members.
  Youth Communication, Washington, D.C.
  New Youth Connections, New York, N.Y.
  Youth News, Oakland, Calif.
  New Expression, Chicago, Ill.
  Youth Policy Institute, Washington, D.C.
- Prisoner Support Network
  This network will propose to assist prisoners, parolees, and their families in California with information on needs such as pre-release counseling, and re-entry services such as job placement and housing.

OHDS FY1982 and FY1983 Discretionary Grants Summary Characteristics of Information System and Evaluation Projects
(see page 6, middle of column 1)

Grant Number, Grantee, and Project Title	• Grantee/ o Participants					Client Focus				Project Characteristics					
	Local Gov. Agency	State Agency	Private Service Agency	University/Research Org.	National Association	Aging	Development Disabilities	Native Americans	Children, Youth, Families	Case Management/Outcomes	Prog. Efficiency/Effectiveness	Analytic Integration of Infor.	Software Development	Systems/Network Development	Use of Microcomputers
FY1982 Grants															
1. 2601 Center for Human Services Management, New York, NY. Microcomputer Applications for Area Agencies on Aging and Head Start Agencies	•		•	•		•			•	•	•		•		•
2. 2892 Community Services Dept., County of San Mateo, Redwood City, CA. California Community Organization Program	•		•			•	•		•	•	•		•	•	•
3. 3013 Foster Grandparent Program, Lutheran Services, Pittsburgh, PA. Foster Grandparent Program Information and Data Retrieval Program			•			•						•	•		•
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8. 4684 University of Southern California, Los Angeles, CA. Assess Status of HDS System Development Strategy				•		•	•	•	•					•	
9. 4928 Research Triangle Institute, Research Triangle Park, NC. Service Efficiency Improvement Demonstration		•		•		•	•	•	•		•		•		
10. 8205 Michigan Evaluation Resource Center, Ann Arbor, MI. Distributed Processing Model for Automated Information Systems in Small Agencies				•			•		•			•	•		•
FY 1983 Grants															
1. 0010 Greater Essex Community Foundation, Orange, NJ. Essex Partnership and Union Consortium Information System			•			•					•	•			
2. 0339 Institute for Study of DD, University of Illinois, Chicago, IL. Using Accreditation Results to Improve Statewide Program Evaluation, Policymaking and Targeting of Resources	•	•		•			•				•	•		•	
3. 0353 United Way of America, Alexandria, VA. Flagship: A Ten-City United Way Data Base Monitoring Changes in Agency Support, Services, and Clients					•	•	•	•	•				•	•	•
4. 0415 Monroe County Human Services, Rochester, NY. Use of Management Information Systems: An Innovative Approach to Targeting Resources	•					•	•	•	•	•		•			
5. 0425 National Association of State Units on Aging, Washington, D.C. Using a Standard Service Taxonomy on Aging to Improve Compatibility of Computer Information Systems		•			•	•				•		•	•		
6. 0672 American Indian Law Center, Inc., Albuquerque, NM. Enhancing Tribal Child Welfare Programs Through Management Information Systems				•				•	•	•		•	•	•	•
7. 0956 Maricopa Association of Governments, Phoenix, AZ. Community Information Systems: A Shared Public/Private Human Services Data Bank	•		•			•	•	•	•			•		•	
8. 0965 Children's Services Foundation, Sacramento, CA. Information Management for Children's Services in the Private Sector			•						•	•	•			•	
9. 1029 Mecklenburg County Department of Human Services Planning, Charlotte, NC. Information Management: What Decision Makers Need to Know About Human Services	•		•		•	•	•		•		•	•		•	
10. 1212 Dept. of Family Services, San Juan, Puerto Rico. Automated Information for Management Systems	•								•	•	•		•		
11. 1523 Center of Gerontology Montana State Univ., Bozeman, MT. A Systematic Technique for Matching Aged Client Service Needs with Available Service Options	•	•	•	•		•				•		•	•	•	•
12. 2107 NH Social Welfare Council, Concord, NH. A Microcomputer Based Human Service Knowledge System to Support State and Local Decision-Makers		•				•	•	•	•	•		•	•	•	•
13. 2207 San Diego Community Foundation, Enhancing Cooperative Planning and Funding via a Regional Human Services Information System	•		•		•	•	•	•	•			•		•	
14. 2577 Florida DHRS, Tallahassee, FL. Office of Client Information Sytems, Improving Human Services Administration Through Greater Use of Client Information Systems	•	•				•	•	•	•			•		•	
15. 2845 John F. Kennedy Institute, Baltimore, MD. An Integrated Management Information Network for Developmental Disabilities				•			•					•		•	•
16. 0088 Northampton County Human Services, Easton, PA. A Four-County Consortium Human Services Evaluation Model	•					•	•	•	•	•				•	
17. SBIR72 Computer Consulting and Programming Associates, Portland, ME. A Microcomputer Based Human Services Decision Support Software System		•		•		•	•	•	•					•	•

Friends Outside, Salinas, Calif.
M-2 Re-Entry, Pasadena, Calif.
Centerforce, San Quentin, Calif.
M-2 Sponsors, Hayward, Calif.

- **CRESCENT Network**
  The purpose of this network linking three community groups in Southern California is to build a database to include information for preventing substance abuse, available facilities for detoxification throughout Los Angeles, training materials/resources in vocational education, and legal assistance.
  Casa de Harmandad, Los Angeles, Calif.
  East Long Beach Neighborhood Center, Long Beach, Calif.
  Institute for Career and Vocational Training, Culver City, Calif.
- **Child Abuse and Suicide Prevention Network**
  This network would improve the effectiveness of three programs in the Alameda County area; Parental Stress Hotline, Valley Volunteer Center, and Suicide Prevention and Crisis Intervention Service. It links child abuse, crisis intervention, suicide prevention, and volunteer services into a single system.
  Suicide Prevention, Berkeley, Calif.
  Valley Volunteer Center, Pleasanton, Calif.
  Parental Stress, Union City, Calif.
- **The Hospice Network**
  The network links five hospice agencies in Colorado, Michigan, Texas, Tennessee, and Florida which intend to develop standardized management information systems applicable to hospice programs nationwide. (Hospices are medically directed programs of care which provide medical, psycho-social, spiritual, and bereavement support to terminally ill patients and their families.)
  Boulder County Hospice, Boulder, Colo.
  Good Samaritan Hospice Care, Battle Creek, Mich.
  Hospice of S.E. Texas, Orange, Texas
  Hospice of Nashville, Nashville, Tenn.
  Hospice Foundation, Miami, Fla.
- **PeaceNet**
  PeaceNet is an education network that links member groups to share information on peace-related topics. They see the microcomputer as a tool of public participation in this topic area. PeaceNet does not support specific legislation nor candidates for office.
  Disarmament Resource Center, San Francisco, Calif.
  Resource Center for Nonviolence, Santa Cruz, Calif.
  San Jose Peace Center, San Jose, Calif.
  Physicians for Social Responsibility, Berkeley, Calif.
  Sacramento Peace Center, Sacremento, Calif.
- **Parent Resources Network**
  The network will provide parents in the San Francisco and East Bay area access to information on pregnancy, childbirth, childrearing, family activities, and other family services.
  Birthway (Childbirth Resource Center), Oakland, Ca.
  BANANAS (Child Care Information), Berkeley, Ca.
  Childcare Switchboard, San Francisco, Ca.
  Early Single Parenting Project, San Francisco, Ca.
- **The National Job Sharing Network**
  New ways of arranging work hours and working relationships is the subject of this network. The five organizations will exchange information on uses of flex time, shared jobs, phased retirement, and other work-related topics.
  New Ways to Work, San Francisco, Ca.
  The Phoenix Institute, Salt Lake City, Utah
  Center for Flexible Employment, Bensalem, Pa.
  CHART, Minneapolis, Minn.
  Austin Women's Center, Austin, Texas
- **IOWACT Network**
  As a network, it will be possible for four community theatres in Iowa to operate more cost effectively and efficiently by scheduling events collaboratively, sharing information and materials, and allowing group purchases.
  Iowa City Community Theatre, Iowa City, Iowa
  Cedar Rapids Community Theatre, Cedar Rapids, Iowa
  Des Moines Commuity Playhouse, Des Moines, Iowa
  Waterloo Community Playhouse, Waterloo, Iowa
- **Disabled Services Information Network**
  Centralization of information on available programs, services and resources for disabled adults, and ease of access to available services, will be provided by this network linking five groups serving the handicapped in Portland, Oregon.
  Tri-County Independent Living Program, Portland, Oregon
  Shard Outdoor Adventure Recreation, Portland, Oregon
  Westside Community Focus, Portland, Oregon
  Oregon Paralyzed Veterans Assoc., Portland, Oregon
  Volunteer Braille Service, Portland, Oregon
- **The Housing Information Network**
  The network will increase capacity to compare and analyze costs and development alternatives leading to the production of more cost effective housing and a greater number of affordable housing units for low and moderate income people in the Bay Area.
  Bay Area Residential Investment & Devel. Group., San Francisco, CA.
  Chinese Community Housing Corp., San Francsico, CA.
  Eden Housing, Inc., Hayward, CA.
  Ecumenical Assoc. for Housing, San Rafael, CA.
  Mid-Peninsula Coalition Housing Fund, Palo Alto, CA.
- **Neighborhood Development Network**
  The network, comprised of four groups in Baltimore and one in Philadelphia, will work with low-income communities to develop better and affordable housing, to assist job-creating small businesses, and develop other self-help projects enabling these community members to revitalize themselves.
  COIL Comm. Economic Develop. Corp., Baltimore, Md.
  Neighborhood Housing Service, Baltimore, Md.
  St. Ambrose Housing Aid Center, Baltimore, Md.
  Development Training Institute, Baltimore, Md.
  Open, Inc., Philadelphia, Pa.

Guidelines:

Step one - Meet our eligibility criteria

To qualify for an Apple Community Affairs Grant, your micro network or organization must fit certain criteria. It must be.

- small or medium in size, with an annual budget of $500,000 or less per organization; and
- nonprofit, with each organization holding 501 (c) 3 tax-exempt status; or
- nonprofit, and separately funded and administered from a 501 (c) 3 umbrella organization.

It must not be:

- an individual person,
- an educational institution or classroom situation,
- a governmental agency, unless it serves as a vital link in a network of private nonprofit groups; or
- a group seeking a grant for political or religious uses.

Step two - Determine your category

Grants are awarded for six different categories of organizations. Your group or network will fit into one of the following:

Citizen Action, offering such services as job development, housing improvement, environmental protection, or substance abuse assistance.

Research and Development, including medical, scientific, and social scientific investigation. In this category, your operating budget may exceed the $500,000 limit.

Support for the Handicapped, developing computer information systems or involved in research and development of computer applications for the handicapped or disabled.

The Arts, using computers for organizational information or artistic applications in either the performing or visual area.

Foundation Partnerships, for the development of computer literacy and access labs for use by nonprofit organizations. Foundations applying under this category must plan to operate such labs and agree to fund training. Operating budgets here may also exceed the $500,000 limit.

International, for U.S.-based organizations involved in health and development projects in other countries. Groups in this category must address special technical problems that may occur in their host country, and provide permission from that country for the importation of grant equipment.

Innovation Challenge, the category for your group if it doesn't fit into any of the other categories, but is highly innovative, useful, and a positive example for other such groups. To apply, send us two typewritten, double-spaced pages outlining your project. We'll invite you to submit a proposal if your project fits the bill.

Step three - Send us your proposal

Submit three copies of your network's or organization's proposal to Apple Community Affairs. It should be no more than 20 typewritten, double-spaced pages (counting any addendum), and should follow these official guidelines:

Cover sheet: Head this page with the title of your proposal and the category of your organization or network. Follow with the name,

street address, and telephone number of a project director or the person who'll have overall responsibility for directing the grant. If you're applying as a network, include names, street addresses, and telephone numbers for each organization's project director as well. *Introduction:* Next, give us a one-page summary of your objectives, plan of action, and the results you expect from the proposed grant. *Proposal text:* This section should demonstrate your readiness to accept a grant. The information you give us here will weigh heavily, in our decision, so be concise and thorough.

- Detail the rationale for your request, your expected results, and the potential benefits.
- Follow with key project milestones and scheduled completion dates. If yours is a network proposal, also describe how you plan to build a data base and what data communications you envision, as well as your development and maintenance plans and a projected timetable.
- State your group's equipment needs, referring to our enclosed addendum to determine if they can be met by this grant.
- Discuss staff resources for computer use, intergroup collaboration, and future funding support.
- Use two paragraphs to tell us where the computers will be located, and how they'd be used for any activities outside of your proposal.
- State your commitment to participate in our two-year evaluation. *Background information:* Supply a brief description of each organization applying for the grant and short resumes of key project personnel. Give us annual operating budget totals and IRS letters stating tax-exempt status for each group. Finally, include a letter of approval and/or recommendation from each organization's board of directors.

Our grants are comprised of equipment and software selected by Apple Computer, with portions co-contributed by other manufacturers and service providers. Below is a list of both specific and generic components of the grant. Please determine if this equipment and software can meet your needs before applying for the grant.

- Apple //e Computer System With Extended 80-Column Card & Manuals
- Two Disk II Drives
- Monochrome Video Monitor
- Apple Dot Matrix Printer With Parallel Interface Card & Cable
- Apple Writer 2.0 & Product Training Pak for the //e
- Quickfile // & Product Training Pak
- Blank Diskettes
- An electronic spread sheet software package
- A database management software package
- A datacommunication software package
- An electronic bulletin board software package
- A 30 baud modem

This equipment/software mix is current as of September 20, 1983.

Grant selection

We look at a number of factors in determining the merits and priorities of a grant request. Primary factors are community benefit, organizational need, sustainability, innovation, and potential use as a model. Also important is your adherence to the format we've outlined. We expect to receive hundreds of proposals, so only those conforming to our specific standards will be accepted. Attachments received separately will not be considered.

Grant proposal deadlines occur three times a year: March, July, and November. Yours must be **received** by the fifteenth of one of these months for consideration within the time period that follows. We acknowledge receipt of each proposal within three weeks, and make grant decisions within eight to ten weeks of the corresponding deadline.

Bioengineering for Mentally Retarded Persons: Increasing Independence Through New Technologies by Al Cavalier, Project Director, Association for Retarded Citizens of the U.S., 2501 Avenue J., Arlington, TX 76011.

The Bioengineering Program of ARC/US was initiated in 1982 to explore the potential contributions of advanced technology to serving some of the needs of persons who are mentally retarded. The program is intended to both highlight augmentative devices that are currently available and develop new or modified aids when appropriate.

The program is divided into three broad phases: (a) an Information Consolidation and Design Phase to identify promising technology, establish a centralized resource library on technological applications, and design adapted or new aids for high-priority needs, (b) a Construction, Application, and Evaluation Phase to construct or adapt the targeted aids, provide them to select mentally retarded persons, and evaluate their effectiveness through research designs, and (c) a Dissemination Phase to share information about the program and its findings with lay persons and professionals through a variety of media.

Martin Marietta Aerospace Corporation granted ARC/US over $110,000 to fully fund Phase I. McDonnell Douglas, IBM, Texas Instruments, the Zeta Tau Alpha Foundation, and Junior Civitan International have partially supported Phase II. To assist in the program, we established a consulting committee comprised of national authorities in the fields of augmentative communication, computer science, aerospace engineering, special education, and psychology, including top level scientists from NASA and Martin Marietta.

Phase I was recently completed. As a result of the collaboration of the headquarters staff with the consulting committee, over 25 designs for adapted or new technological aids were matched to some of the important needs of persons who are mentally retarded. Based on a number of design criteria, this number was reduced to the 12 most promising aids.

In the beginning stages of Phase II, we have been negotiating collaborative arrangements and partnerships with facilities with engineering manpower for the construction or adaptation of the targeted aids and with various educational and residential settings for their application and evaluation. The engineering interactions have been with such agencies as the Biomedical Engineering Program at Southern Methodist University, NASA's Biomedical Applications Team, and the Federal Rehabilitation Engineering Center of the Southwest Research Institute.

Also in Phase II we have been serving in a resource role for inquiries from around the country on the application of technology with persons who are mentally retarded. Numerous written and telephone requests from parents and teachers confirm that a real need exists for concerted research in this area and the ARC's role in helping to fill that need.

Examples of the kinds of technological aids that are currently available, are under research, or are being considered for development in the Bioengineering Program follow.

- The special education department at North Texas State University is collaborating with us to evaluate a design intended to provide some freedom of choice and environmental control for multihandicapped severely retarded persons who typically spend a large amount of time prone on mats or in wheelchairs. This aid involves a small computer which can recognize different client vocalizations and then activate appliances in the room. For example, by saying "radio on" a client could select music to play or by saying "warmer" raise the temperature in the room. If the client can make only gutteral sounds, the aid could function as a speech converter. For example, the sound "wah" could cause a voice synthesizer to say "Could I have a drink of water, please?" We believe such an aid will provide clients much more direct involvement with the environment and increased social interaction. It may also improve their general affect and cause others to view them more fully as human beings with feelings and desires.
- Biomedical engineers at Southern Methodist University are working on an aid designed in the Bioengineering Program to permit severely physically-involved retarded persons to feed themselves instead of depending on another person. The aid resembles a three-sectioned tray with a spoonlike projection emerging from each section. When a client moves her head forward and removes the food of her choice with her mouth, the corresponding lever pushes another portion of that food onto the spoon. The aid is intended to provide the client not only some independence in feeding but also some control over the choice of food and the pacing of the food intake.
- A wealth of research indicates that many persons who are mentally retarded appear to learn more slowly, not because of learning problems, but because of memory limitations. An educational aid has been outlined in the Bioengineering Program to improve a mildly or moderately mentally retarded student's encoding and retention of information presented to him orally by supplementing his cognitive rehearsal abilities.
- To strength muscles used in walking upright and improve coordination among severely physically involved retarded persons, an aid which uses NASA technology to reduce the pull of gravity on a person's body has been outlined in the Bioengineering Program. The aid would permit the amount of body weight supported by a person to be differentially measured and adjusted; as her strength and coordination increase, she would support more and more of her own weight. We believe that a room which incorporates this harness-and-suspension type system would permit some retarded persons to see the world in an upright position and move about in it possibly for the first time. It may also have additional benefits in helping other persons to more fully perceive clients with these severe handicaps as persons and break down some of the barriers to their direct interaction.

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- Some causes of mental retardation are diagnosable at birth or shortly thereafter. Through the use of computer components, a device could be constructed which when attached to a crib would present to the infant a variety of stimulating and educational information and promote developmentally-progressive actions. The crib would be outfitted with a miniature video screen upon which appeared videotapes of her mother, tape recordings of her mother's voice, distinctive sound effects, brightly colored grasping and teething knobs, and a gentle vibration pad. The crib would also be outfitted with a number of strategically placed sensors and would be programmed so that the infant could cause the crib to repeat certain types of stimulation by moving a certain part of her body or vocalizing certain sounds. The device would determine which types of stimulation the infant prefers and at which level of complexity she functions and then make adjustments to subsequent interactions. As the infant's intellectual functioning improves, the crib would respond with increasingly-sophisticated stimulation and promote increasingly-advanced patterns of behavior. We believe an infant's potential may be greatly increased if her parents' or nurses' care were augmented by such a stimulating learning environment.
- Biofeedback has been applied to a wide range of conditions but its use with persons who are mentally retarded has been very limited. Biofeedback could be used with some individuals to relax severely spastic muscles, eliminate or reduce the severity of epileptic seizures, train more appropriate voice modulation, and educate muscles to eliminate headdrop or footdrop.
- An orientation and navigational aid is in use with blind and deaf-blind nonretarded persons to provide basic information about their environment. The aid sends out inaudible beams of ultrasound which bounce back to the device upon striking an object in the environment such as a wall or a post. They are converted to a low tone if the object is 3-6 feet away and a high tone if it is within 3 feet. The aid also provides tactile feedback. We believe that if such an aid were used by deaf-blind mentally retarded children at a young age it may greatly improve their conception of their surroundings and their confidence in moving about.

We are very excited about these and other such technological aids as means to both enhance mentally retarded persons' basic human qualities and improve other persons' perception of them as fellow human beings. These aids are designed to be applied in any type of residential, educational, or vocational setting.

Ultimately, the collaborative interaction of state and local ARC units and ARC/US in bioengineering will result in both a number of innovative and effective service approaches for persons who are mentally retarded and heightened visibility for the ARC. The bottom line will be tremendous increases in mentally retarded persons' independence and personal satisfaction, and vivid illustrations that advanced technology can be an effective tool for retarded and nonretarded citizens alike. A by-product of the Bioengineering Program may be the identification of severely or profoundly retarded "imposters," in that once augmentative aids have been engineered into their environment, previously untapped skills may emerge. In any case, a technologically advanced environment in conjunction with the efforts of skilled teachers and parents should provide the best opportunity to date for persons who are mentally retarded to realize their potential and enjoy an overall improved quality of life. Since many mentally retarded persons have additional disabilities shared by other handicapped persons (e.g., those with cerebral palsy, epilepsy, senility, multiple sclerosis, stroke), the results should also have an impact on a significant segment of nonretarded American citizens.

Computer Resistance Among Professionals: Survey Findings

by George Sutton, Kay Eller and Dick Schoech, The University of Texas at Arlington, P.O. Box 19129, Arlington, TX 76019.

Areas of Resistance Surveyed and Related Statements.

Employment/Profession Related

- My overall attitude towards the use of computers in my profession is positive.
- Computers can offer many benefits to my profession.
- Computers may become a basic tool of my profession.
- The use of computers in my profession will free me to do more interesting & imaginative types of work.
- The introduction of computers into my field would dramatically change my career.
- Computers will increase the employment opportunities in my profession.
- The job skills I have acquired may become more important if my profession becomes highly computerized.
- Computerization may eliminate the type of career I hope to obtain.
- Learning or relearning the necessary skills to work with a computerized information system would be difficult for me.

Social Related

- Computerized Information Systems increase the flow of communications within an organizatin.
- Computerized Information Systems foster the sharing of information by people in an organization.
- Computerized Information Systems hinder the development of friendships among employees.

Contol Related

- Computer systems limit the flexibility that individual employees have within an organization
- Computer systems impose artificial precision and categorization in my profession.

Humanistic Related

- Computers are dehumanizing by nature.
- Computer specialists and information system designers are more concerned with the technical aspects of a computer system than with the human aspects.
- Computers should not be utilized to work directly with customers and/or clients.
- Computers help bring about a better way of life for the average man.

Privacy and Misuse

- Computerized information systems threaten the privacy of the customers and/or clients that my profession serves.
- Decision makers often trust information just because it is computerized.

Feedback Related

- Employees providing information for computerized information systems usually get little useful information back.

Overall Resistance

- Computers are very easy to work with.
- Computerized Information Systems are highly complex and difficult to understand.
- There is something exciting and fascinating about computers.

Demographics of Respondents

Profession/Date Surveyed	Sample Size	# Returned	% Returned
Masters Business Students/Spr-82	225	100	44
Masters Public Affairs Students/Spr-82	89	24	27
Masters Nursing Students/Spr-82	20	14	70
Masters Social Work Students/Spr-82	229	51	22
Identified as Direct Practice			
Identified as Planning/Administration			
Aging Personnel/Spring 83	401	153	38

Mean Responses on Attitude Survey by Profession

(Note: An (R) behind a question indicates the question was reversed for charting purposes; SD = strongly disagree, D = disagree, U = uncertain, A = agree, SA = strongly agree)

Employment/Professional related questions

My overall attitude towards the use of computers in my profession is positive.

	Mean Scores for Each Group				
Groups	SD	D	U	A	SA
All respondents	xxxxxxxxxx	xxxxxxxxxx	xxxxxxxxxx	xxxx	(4.26)
MBA students	xxxxxxxxxx	xxxxxxxxxx	xxxxxxxxxx	xxxxxxx	(4.63)
Public Affairs	xxxxxxxxxx	xxxxxxxxxx	xxxxxxxxxx	xxxxxxx	(4.63)
Nursing students	xxxxxxxxxx	xxxxxxxxxx	xxxxxxxxxx	xxxxxx	(4.50)
Social Work	xxxxxxxxxx	xxxxxxxxxx	xxxxxxxxxx	x	(4.04)
Direct Practice	xxxxxxxxxx	xxxxxxxxxx	xxxxxxxxxx	xx	(4.08)
Adm. & Planning	xxxxxxxxxx	xxxxxxxxxx	xxxxxxxxxx	x	(4.00)
Aging Agency	xxxxxxxxxx	xxxxxxxxxx	xxxxxxxxxx		(3.94)

Computers can offer many benefits to my profession

	Mean Scores for Each Group				
Groups	SD	D	U	A	SA
All respondents	xxxxxxxxxx	xxxxxxxxxx	xxxxxxxxxx	xxxx	(4.34)
MBA students	xxxxxxxxxx	xxxxxxxxxx	xxxxxxxxxx	xxxxxxx	(4.68)
Public Affairs	xxxxxxxxxx	xxxxxxxxxx	xxxxxxxxxx	xxxxxxxxx	(4.79)
Nursing students	xxxxxxxxxx	xxxxxxxxxx	xxxxxxxxxx	xxxxx	(4.50)
Social Work	xxxxxxxxxx	xxxxxxxxxx	xxxxxxxxxx	xxxx	(4.29)
Direct Practice	xxxxxxxxxx	xxxxxxxxxx	xxxxxxxxxx	xxxx	(4.29)
Adm. & Planning	xxxxxxxxxx	xxxxxxxxxx	xxxxxxxxxx	xxxx	(4.30)
Aging Agency	xxxxxxxxxx	xxxxxxxxxx	xxxxxxxxxx		(3.92)

Computers may become (are) a basic tool of my profession.

Mean Scores for Each Group

Groups	SD	D	U	A	SA
All respondents	xxxxxxxxx	xxxxxxxxx	xxxxxxxx		(3.75)
MBA students	xxxxxxxxx	xxxxxxxxx	xxxxxxxxx	xxx	(4.24)
Public Affairs	xxxxxxxxx	xxxxxxxxx	xxxxxxxxx	xx	(4.08)
Nursing students	xxxxxxxxx	xxxxxxxxx	xxxxx		(3.36)
Social Work	xxxxxxxxx	xxxxxxxxx	xxxx		(3.35)
Direct Practice	xxxxxxxxx	xxxxxxxxx	xxx		(3.24)
Adm. & Planning	xxxxxxxxx	xxxxxxxxx	xxxx		(3.30)
Aging Agency	xxxxxxxxx	xxxxxxxxx	xxxxxx		(3.49)

The use of computers in my profession will free me to do more interesting & imaginative types of work.

Mean Scores for Each Group

Groups	SD	D	U	A	SA
All respondents	xxxxxxxxx	xxxxxxxxx	xxxxxxxx		(3.68)
MBA students	xxxxxxxxx	xxxxxxxxx	xxxxxxxxx	xx	(4.07)
Public Affairs	xxxxxxxxx	xxxxxxxxx	xxxxxxxxx	x	(3.92)
Nursing students	xxxxxxxxx	xxxxxxxxx	xxxxxxxxx		(3.86)
Social Work	xxxxxxxxx	xxxxxxxxx	xxxxx		(3.39)
Direct Practice	xxxxxxxxx	xxxxxxxxx	xxxx		(3.33)
Adm. & Planning	xxxxxxxxx	xxxxxxxxx	xxxxxxx		(3.66)
Aging Agency	xxxxxxxxx	xxxxxxxxx	xxxxx		(3.41)

The introduction of computers into my field would not dramatically change my career. (R)

Mean Scores for Each Group

Groups	SD	D	U	A	SA
All respondents	xxxxxxxxx	xxxxxxxxx	xxxxxxx		(3.70)
MBA students	xxxxxxxxx	xxxxxxxxx	xxxxxxxxx	x	(3.98)
Public Affairs	xxxxxxxxx	xxxxxxxxx	xxxxxxx		(3.71)
Nursing students	xxxxxxxxx	xxxxxxxxx	xxxxxxxxx	xxxxx	(4.43)
Social Work	xxxxxxxxx	xxxxxxxxx	xxxxxxx		(3.66)
Direct Practice	xxxxxxxxx	xxxxxxxxx	xxxxxxx		(3.66)
Adm. & Planning	xxxxxxxxx	xxxxxxxxx	xxxxxxx		(3.70)
Aging Agency	xxxxxxxxx	xxxxxxxxx	xxxx		(3.32)

Computers will increase the employment opportunities in my profession.

Mean Scores for Each Group

Groups	SD	D	U	A	SA
All respondents	xxxxxxxxx	xxxxxxxxx	xx		(3.15)
MBA students	xxxxxxxxx	xxxxxxxxx	xxxxxx		(3.49)
Public Affairs	xxxxxxxxx	xxxxxxxxx	xxxxxx		(3.50)
Nursing students	xxxxxxxxx	xxxxxx			(2.50)
Social Work	xxxxxxxxx	xxxxxxxxx	x		(2.98)
Direct Practice	xxxxxxxxx	xxxxxxxxx			(2.92)
Adm. & Planning	xxxxxxxxx	xxxxxxxxx	xxx		(3.22)
Aging Agency	xxxxxxxxx	xxxxxxxxx			(2.90)

The job skills I have acquired may become more important if my profession becomes highly computerized.

Mean Scores for Each Group

Groups	SD	D	U	A	SA
All respondents	xxxxxxxxx	xxxxxxxxx	xxxxxxx		(3.65)
MBA students	xxxxxxxxx	xxxxxxxxx	xxxxxxxxx	x	(3.96)
Public Affairs	xxxxxxxxx	xxxxxxxxx	xxxxxxxxx	xxxxxx	(4.54)
Nursing students	xxxxxxxxx	xxxxxxxxx	xx		(3.07)
Social Work	xxxxxxxxx	xxxxxxxxx	xxx		(3.20)
Direct Practice	xxxxxxxxx	xxxxxxxxx	xxx		(3.18)
Adm. & Planning	xxxxxxxxx	xxxxxxxxx	xxxx		(3.30)
Aging Agency	xxxxxxxxx	xxxxxxxxx	xxxxx		(3.43)

Computerization may not eliminate the type of career I hope to obtain. (R)

Mean Scores for Each Group

Groups	SD	D	U	A	SA
All respondents	xxxxxxxxx	xxxxxxxxx	xxxxxxxxx	xxxx	(4.34)
MBA students	xxxxxxxxx	xxxxxxxxx	xxxxxxxxx	xxxxx	(4.43)
Public Affairs	xxxxxxxxx	xxxxxxxxx	xxxxxxxxx	xxxxxx	(4.50)
Nursing students	xxxxxxxxx	xxxxxxxxx	xxxxxxxxx	xxxxxxx	(4.64)
Social Work	xxxxxxxxx	xxxxxxxxx	xxxxxxxxx	xxxxx	(4.43)
Direct Practice	xxxxxxxxx	xxxxxxxxx	xxxxxxxxx	xxxxxx	(4.51)
Adm. & Planning	xxxxxxxxx	xxxxxxxxx	xxxxxxxxx	xx	(4.10)
Aging Agency	xxxxxxxxx	xxxxxxxxx	xxxxxxxxx	xxx	(4.18)

Learning or relearning the necessary skills to work with a computerized information system would not be difficult for me. (R)

Mean Scores for Each Group

Groups	SD	D	U	A	SA
All respondents	xxxxxxxxx	xxxxxxxxx	xxxxxxxx		(3.85)
MBA students	xxxxxxxxx	xxxxxxxxx	xxxxxxxxx	xx	(4.09)
Public Affairs	xxxxxxxxx	xxxxxxxxx	xxxxxxxx		(3.75)
Nursing students	xxxxxxxxx	xxxxxxxxx	xxxxxxxxx	xxxx	(4.29)
Social Work	xxxxxxxxx	xxxxxxxxx	xxxxx		(3.39)
Direct Practice	xxxxxxxxx	xxxxxxxxx	xxxx		(3.34)
Adm. & Planning	xxxxxxxxx	xxxxxxxxx	xxxxxx		(3.60)
Aging Agency	xxxxxxxxx	xxxxxxxxx	xxxxxxxx		(3.76)

Social related questions

Computerized Information Systems increase the flow of communications within an organization.

Mean Scores for Each Group

Groups	SD	D	U	A	SA
All respondents	xxxxxxxxx	xxxxxxxxx	xxxxxxxx		(3.68)
MBA students	xxxxxxxxx	xxxxxxxxx	xxxxxxxx		(3.82)
Public Affairs	xxxxxxxxx	xxxxxxxxx	xxxxx		(3.38)
Nursing students	xxxxxxxxx	xxxxxxxxx	xxxxxxxxx	x	(3.93)
Social Work	xxxxxxxxx	xxxxxxxxx	xxxxxx		(3.53)
Direct Practice	xxxxxxxxx	xxxxxxxxx	xxxxxx		(3.50)
Adm. & Planning	xxxxxxxxx	xxxxxxxxx	xxxxxxx		(3.67)
Aging Agency	xxxxxxxxx	xxxxxxxxx	xxxxxx		(3.61)

Computerized Information Systems foster the sharing of information by people in an organization.

Mean Scores for Each Group

Groups	SD	D	U	A	SA
All respondents	xxxxxxxxx	xxxxxxxxx	xxxxxxxxx		(3.87)
MBA students	xxxxxxxxx	xxxxxxxxx	xxxxxxxxx	x	(3.98)
Public Affairs	xxxxxxxxx	xxxxxxxxx	xxxxxxx		(3.58)
Nursing students	xxxxxxxxx	xxxxxxxxx	xxxxxxxxx	xxxxx	(4.43)
Social Work	xxxxxxxxx	xxxxxxxxx	xxxxxxxxx		(3.90)
Direct Practice	xxxxxxxxx	xxxxxxxxx	xxxxxxxxx		(3.85)
Adm. & Planning	xxxxxxxxx	xxxxxxxxx	xxxxxxxxx	xx	(4.10)
Aging Agency	xxxxxxxxx	xxxxxxxxx	xxxxxxxxx		(3.78)

Computerized Information Systems foster the development of friendships among employees. (R)

Mean Scores for Each Group

Groups	SD	D	U	A	SA
All respondents	xxxxxxxxx	xxxxxxxxx	xxxxxxxxx		(3.91)
MBA students	xxxxxxxxx	xxxxxxxxx	xxxxxxxxx		(3.92)
Public Affairs	xxxxxxxxx	xxxxxxxxx	xxxxxxxx		(3.67)
Nursing students	xxxxxxxxx	xxxxxxxxx	xxxxxxxxx	xxx	(4.23)
Social Work	xxxxxxxxx	xxxxxxxxx	xxxxxxxxx	x	(4.02)
Direct Practice	xxxxxxxxx	xxxxxxxxx	xxxxxxxxx	x	(4.02)
Adm. & Planning	xxxxxxxxx	xxxxxxxxx	xxxxxxxxx	x	(4.00)
Aging Agency	xxxxxxxxx	xxxxxxxxx	xxxxxxxxx		(3.77)

Control related questions

Computer systems increase the flexibility that individual employees have within an organization. (R)

Mean Scores for Each Group

Groups	SD	D	U	A	SA
All respondents	xxxxxxxxx	xxxxxxxxx	xxxxxxx		(3.60)
MBA students	xxxxxxxxx	xxxxxxxxx	xxxxxxx		(3.56)
Public Affairs	xxxxxxxxx	xxxxxxxxx	xxxxxxx		(3.63)
Nursing students	xxxxxxxxx	xxxxxxxxx	xxxxxxxxx		(3.85)
Social Work	xxxxxxxxx	xxxxxxxxx	xxxxxxx		(3.65)
Direct Practice	xxxxxxxxx	xxxxxxxxx	xxxxxxx		(3.60)
Adm. & Planning	xxxxxxxxx	xxxxxxxxx	xxxxxxxx		(3.80)
Aging Agency	xxxxxxxxx	xxxxxxxxx	xxxxx		(3.41)

Computer systems do not impose artificial precision and categorization in my profession. (R)

Mean Scores for Each Group

Groups	SD	D	U	A	SA
All respondents	xxxxxxxxx	xxxxxxxxx	xxxxx		(3.44)
MBA students	xxxxxxxxx	xxxxxxxxx	xxxxxx		(3.50)
Public Affairs	xxxxxxxxx	xxxxxxxxx	xx		(3.13)
Nursing students	xxxxxxxxx	xxxxxxxxx	xxxxxxx		(3.57)
Social Work	xxxxxxxxx	xxxxxxxxx	xx		(3.14)
Direct Practice	xxxxxxxxx	xxxxxxxxx	xx		(3.10)
Adm. & Planning	xxxxxxxxx	xxxxxxxxx	xxxx		(3.30)
Aging Agency	xxxxxxxxx	xxxxxxxxx	xxxxx		(3.41)

Humanistic related questions

Computers are not dehumanizing by nature. (R)

Mean Scores for Each Group

Groups	SD	D	U	A	SA
All respondents	xxxxxxxxxx	xxxxxxxxxx	xxxxx		(3.38)
MBA students	xxxxxxxxxx	xxxxxxxxxx	xxxxx		(3.43)
Public Affairs	xxxxxxxxxx	xxxxxxxxxx	xxxxxxx		(3.58)
Nursing students	xxxxxxxxxx	xxxxxxxxxx	xxxx		(3.35)
Social Work	xxxxxxxxxx	xxxxxxxxxx	xx		(3.12)
Direct Practice	xxxxxxxxxx	xxxxxxxxxx	xxx		(3.21)
Adm. & Planning	xxxxxxxxxx	xxxxxxxxxx	xx		(3.10)
Aging Agency	xxxxxxxxxx	xxxxxxxxxx	xxx		(3.19)

Computer specialists and information system designers are more concerned with the human aspects of a computer system than with the technical aspects. (R)

Mean Scores for Each Group

Groups	SD	D	U	A	SA
All respondents	xxxxxxxxxx	xxxxxxxx			(2.69)
MBA students	xxxxxxxxxx	xxxxxxx			(2.64)
Public Affairs	xxxxxxxxxx	xxxxxxxx			(2.71)
Nursing students	xxxxxxxxxx	xxxxxxx			(2.64)
Social Work	xxxxxxxxxx	xxxxx			(2.45)
Direct Practice	xxxxxxxxxx	xxxxxx			(2.46)
Adm. & Planning	xxxxxxxxxx	xxxxx			(2.40)
Aging Agency	xxxxxxxxxx	xxxxxxxx			(2.68)

Computers should be utilized to work directly with customers and/or clients. (R)

Mean Scores for Each Group

Groups	SD	D	U	A	SA
All respondents	xxxxxxxxxx	xxxxxxxxxx	xxxxxx		(3.56)
MBA students	xxxxxxxxxx	xxxxxxxxxx	xxxxxx		(3.57)
Public Affairs	xxxxxxxxxx	xxxxxxxxxx	xxxxxxxxxx	x	(3.92)
Nursing students	xxxxxxxxxx	xxxxxxxxxx	xxxxxx		(3.50)
Social Work	xxxxxxxxxx	xxxxxxxxxx	xx		(3.06)
Direct Practice	xxxxxxxxxx	xxxxxxxxxx	xx		(3.10)
Adm. & Planning	xxxxxxxxxx	xxxxxxxxxx			(2.90)
Aging Agency	xxxxxxxxxx	xxxxxxxxxx	x		(2.98)

Computers help bring about a better way of life for the average person.

Mean Scores for Each Group

Groups	SD	D	U	A	SA
All respondents	xxxxxxxxxx	xxxxxxxxxx	xxxxxx		(3.53)
MBA students	xxxxxxxxxx	xxxxxxxxxx	xxxxxxx		(3.70)
Public Affairs	xxxxxxxxxx	xxxxxxxxxx	xxxxxxxx		(3.79)
Nursing students	xxxxxxxxxx	xxxxxxxxxx	xxxxxxxx		(3.79)
Social Work	xxxxxxxxxx	xxxxxxxxxx	xxxx		(3.27)
Direct Practice	xxxxxxxxxx	xxxxxxxxxx	xxxx		(3.33)
Adm. & Planning	xxxxxxxxxx	xxxxxxxxxx	x		(3.00)
Aging Agency	xxxxxxxxxx	xxxxxxxxxx	xxxx		(3.31)

Privacy and misuse questions

Computerization information systems do not threaten the privacy of the customers and/or clients that my profession serves. (R)

Mean Scores for Each Group

Groups	SD	D	U	A	SA
All respondents	xxxxxxxxxx	xxxxxxxxxx	xxxx		(3.33)
MBA students	xxxxxxxxxx	xxxxxxxxxx	xxxxxx		(3.58)
Public Affairs	xxxxxxxxxx	xxxxxxxxxx	xxxx		(3.29)
Nursing students	xxxxxxxxxx	xxxxxxxxxx	xxx		(3.21)
Social Work	xxxxxxxxxx	xxxxxxxx			(2.78)
Direct Practice	xxxxxxxxxx	xxxxxxxx			(2.83)
Adm. & Planning	xxxxxxxxxx	xxxxxxx			(2.60)
Aging Agency	xxxxxxxxxx	xxxxxxxxxx	xxxx		(3.31)

Decision makers seldom trust information just because it is computerzied. (R)

Mean Scores for Each Group

Groups	SD	D	U	A	SA
All respondents	xxxxxxxxxx	xxxxxxxxxx	xxxxxxx		(2.63)
MBA students	xxxxxxxxxx	xxxxxxxxxx	xxxxxxx		(2.70)
Public Affairs	xxxxxxxxxx	xxxxxxxxxx	xxxx		(2.33)
Nursing students	xxxxxxxxxx	xxxxxxxxxx	xxxxxxx		(2.78)
Social Work	xxxxxxxxxx	xxxxxxxxxx	xxxx		(2.33)
Direct Practice	xxxxxxxxxx	xxxxxxxxxx	xxxx		(2.29)
Adm. & Planning	xxxxxxxxxx	xxxxxxxxxx	xxxxx		(2.50)
Aging Agency	xxxxxxxxxx	xxxxxxxxxx	xxxx		(2.33)

Feedback related questions

Employees providing information for computerized information systems usually get much useful information back. (R)

Mean Scores for Each Group

Groups	SD	D	U	A	SA
All respondents	xxxxxxxxxx	xxxxxxxxxx	xxxxxx		(3.64)
MBA students	xxxxxxxxxx	xxxxxxxxxx	xxxxxx		(3.55)
Public Affairs	xxxxxxxxxx	xxxxxxxxxx	xxxxxxx		(3.70)
Nursing students	xxxxxxxxxx	xxxxxxxxxx	xxxxxxx		(3.71)
Social Work	xxxxxxxxxx	xxxxxxxxx	xxxxxx		(3.57)
Direct Practice	xxxxxxxxxx	xxxxxxxxx	xxxxxx		(3.63)
Adm. & Planning	xxxxxxxxxx	xxxxxxxxxx	xxxx		(3.30)
Aging Agency	xxxxxxxxxx	xxxxxxxxx	xxxxxx		(3.63)

Overall resistance questions

Computers are very easy to work with.

Mean Scores for Each Group

Groups	SD	D	U	A	SA
All respondents	xxxxxxxxxx	xxxxxxxxxx	xx		(3.14)
MBA students	xxxxxxxxxx	xxxxxxxxxx	xxxxx		(3.55)
Public Affairs	xxxxxxxxxx	xxxxxxxxxx	xxxxx		(3.41)
Nursing students	xxxxxxxxxx	xxxxxxxxxx	xxxxxx		(3.57)
Social Work	xxxxxxxxxx	xxxxxxxx			(2.80)
Direct Practice	xxxxxxxxxx	xxxxxxx			(2.75)
Adm. & Planning	xxxxxxxxxx	xxxxxxxxx	x		(3.00)
Aging Agency	xxxxxxxxxx	xxxxxxxxx	x		(2.99)

Computerized Information Systems are not highly complex and difficult to understand. (R)

Mean Scores for Each Group

Groups	SD	D	U	A	SA
All respondents	xxxxxxxxxx	xxxxxxxxxx	xxxx		(3.30)
MBA students	xxxxxxxxxx	xxxxxxxxxx	xxxxx		(3.38)
Public Affairs	xxxxxxxxxx	xxxxxxxxxx	xxxxxx		(3.46)
Nursing students	xxxxxxxxxx	xxxxxxxxxx	xxxxx		(3.42)
Social Work	xxxxxxxxxx	xxxxxxxxx	xx		(3.14)
Direct Practice	xxxxxxxxxx	xxxxxxxxx	xx		(3.15)
Adm. & Planning	xxxxxxxxxx	xxxxxxxxx	xx		(3.11)
Aging Agency	xxxxxxxxxx	xxxxxxxxxx	xxx		(3.20)

There is something exciting and fascinating about computers.

Mean Scores for Each Group

Groups	SD	D	U	A	SA
All respondents	xxxxxxxxxx	xxxxxxxxxx	xxxxxxxx		(3.83)
MBA students	xxxxxxxxxx	xxxxxxxxxx	xxxxxxxxx		(3.89)
Public Affairs	xxxxxxxxxx	xxxxxxxxxx	xxxxxxxxx	x	(4.00)
Nursing students	xxxxxxxxxx	xxxxxxxxxx	xxxxxxxxx	xx	(4.07)
Social Work	xxxxxxxxxx	xxxxxxxxxx	xxxxxxxx		(3.78)
Direct Practice	xxxxxxxxxx	xxxxxxxxxx	xxxxxxx		(3.75)
Adm. & Planning	xxxxxxxxxx	xxxxxxxxxx	xxxxxxxxx		(3.88)
Aging Agency	xxxxxxxxxx	xxxxxxxxxx	xxxxxxx		(3.71)

Members Comments and Activities

International Activities

Computers as Decision Aids in Public Service (From Laurie Mosely, Computer Science, University College, Swansea, SA2 8PP, Great Britain)

I work in the Computer Science Department at University College, Swansea. I am interested in the uses of computers in public service, especially in their use as aids to decision-making. I would be glad to hear from anyone who is using machines (main-frame, mini, or especially micro) to provide not merely data, but data so purposefully selected and so systematically organized that it actually merits the appellation "information". All is grist to the mill, but mildly technical material (hardware, data-structures, etc), descriptions, and above all evaluations of the use to which such systems have been put and their effect (if any) upon substantive practice would all be welcome.

News from New Zealand (From Angie Barretta Herman, Massey U. Dept. of Sociology—Social Work Unit, Palmerston North, New Zealand).

The introduction of computer technology in New Zealand has been inhibited by several factors including cost, lack of computer personnel and interest. However, the pace has heightened recently as the inhibitors have lost their strength.

As part of my MBA studies I completed a project on the introduction of computer technology into the Department of Social Welfare (now in its seventh year). That project formed the basis of my publication "Computers in Social Services" which appeared in the N.Z.S.W. Journal, March 1982. As you might expect the main thrust of the development has been in the benefits and pensions divisions, although recent developments include a central index for the Social Work Division.

As an educator in New Zealand's major social work programme I am particularly interested in the inclusion of a measure of computer familiarity into the curriculum as essential for all social work graduates. Currently one module on computers which includes general knowledge and specific issues of application in the social services is included in the third year (the N.Z. BSW is a four year programme leading to a first professional degree and certification). I would be interested in corresponding with members of your network regarding innovative methods of including computer utilization in their existing curriculum.

I expect to be in Florida from September to December 1984 on a mini sabbatical with one objective to explore this issue in curriculum further.

Educational Activities

CUSSN Special Interest Group on Education, (From Wallace J. Gingerich, School of Social Welfare, P.O. Box 786, U. of Wisconsin-Milwaukee, Milwaukee, WI 53201)

I am teaching a new course in the School of Social Welfare called Computer Applications in the Human Services. The course is designed to acquaint social work students with the more common applications of microcomputers in human service agencies, and to give them beginning literacy in computer hardware and software.

I would be interested in exchanging ideas, experiences and course outlines with faculty teaching similar courses elsewhere. To get things started, please send me one copy of your course outline and any related materials that would be helpful. I will set up a list of names, addresses, phone numbers and course content areas, and will distribute it upon request. Interested people may contact each other directly to exchange materials.

Please send your name, address, phone number, course outline and related materials.

Micro workshop design for administrators (From Pat Coyle Jr., U. of TN, School of Social Work, P.O. Box 90440, Nashville, TN 37209).

This summer sixty-one administrators representing thirty-three human service organizations in the Nashville, Tennessee area received training in using microcomputers to strengthen agency management. The training was provided in a workshop session lasting sixteen hours and held over a three-day period. Originally, two workshops were scheduled but the response from area administrators was so great that it was necessary to hold a third session.

The workshop was developed by Dr. H. F. Coyle, Jr., Assistant Professor of Social Work at the Nashville Branch of The University of Tennessee School of Social Work. Sponsorship was by the Office of Educational Services of Peabody College, Vanderbilt University and the per person charge for the workshop was $128. Participants included administrators from both governmental (21%) and not-for-profit agencies (79%), with just over half of those attending from agencies affiliated with the local United Way.

The goal of the workshop was to give agency administrators a basic understanding of how microcomputers can be applied in human service organizations to strengthen management practice by providing administrators with "hands-on" computer experience using commercially available software. The workshop utilized ten IBM Personal Computers (IBM-PC) each equiped with a dual disk drive and a dot-matrix type printer. Workshop enrollment was limited in order to provide one computer station per two participants with approximately half the participants' time spent at the computers.

In designing the workshop Dr. Coyle was guided by three assumptions. First, what agency administrators need to know about computers is how to apply them in their agencies. The important thing for administrators to understand is what computers can do, not how they do it. Second, human service administrators do not need to learn computer programming since the application of microcomputers in HSO's will be based on using commerically available software. Custom-designed programs are so expensive as not to be cost effective for human service agencies. Third, the best way for an administrator to understand microcomputers is to actually operate one using the kinds of software that will aid decision making, and increase agency productivity.

The workshop was designed using four modules each requiring about four hours to complete. In the first module administrators received an introduction to the terminology and operation of a microcomputer system. Part of this instruction was provided at the computer through the use of an interactive tutorial program. This module also included a discussion of application software available for use by human service agencies. The second module introduced participants to word processing software and its application in HSO's. An exercise was developed that required participants to create and edit letters and correspondence. The use of a program for mailing list generation was demonstrated and a presentation made on the use of word processing programs to increase the effectiveness of agency fund raising.

The third module gave administrators the opportunity to use a simple data base management program in creating client record-keeping system. The exercise developed for this module demonstrated how client records can be accessed using preselected characteristics such as age, address, presenting problem, and staff assignment. The fourth module introduced participants to the use of an electronic spreadsheet program. This type of software can aid agency administrators in both budgeting and program service planning. An exercise was used which required participants to create and revise an agency budget document.

Participants rated the overall program as excellent, and agreed that the most beneficial feature was the opportunity to have a "hands-on" computer experience. One agency executive commented that the workshop provided her and the other members of her staff who participated with precisely the kind of information and exposure to microcomputers they needed.

An analysis of the fifty-three workshop evaluation forms revealed that 75 percent of those who participated had little or no previous computer experience. Nearly half (43%) of the administrators indicated they had either neutral or negative attitudes toward computers prior to the workshop. However, at the conclusion of the course, only one administrator had less than a positive attitude about computers.

Better than 90 percent of the administrators completing the workshop agreed that microcomputers would strengthen agency management. In addition 89 percent believed that their agency would have a microcomputer within three years. The positive response of the administrators toward small computers was further confirmed by the fact that 94 percent said they personally would like to use a microcomputer when their agency acquires one.

Computers for Teaching/Scholarship (From Angelica Robertson, Research & Development Center, School of Social Work, Smith College, Lilly Hall, Northhampton, MA 01063)

My colleague, Professor Jeane Anastas, has shared with me two recent issues of the CUSS Newsletter. I have found these to be most informative and useful as I am currently setting up a small micro computer center (IBM-PCs) to serve the needs of faculty and students at the Smith College School of Social Work.

I hope to be reading material in your Newsletter that relates to the use of computers for teaching and scholarship purposes. More specifically, I hope to make good use of our micros, as well as Smith College's mainframe (VAX 11/780), in teaching our Research Methods courses. Our faculty will also be using computers for their research, i.e., for word processing, data analysis, and bibliographic data files.

Computer Training for Undergraduates (From Wm. Lynn McKinney, U. of Rhode Island, Kingston, RI 02881)

My particular interest is in training undergraduate students in human

The Texas Planning Council for the Developmental Disabilities is seeking information on studies or specific computer applications where a client with a developmental disability interacts directly with the computer to overcome or lessen the disability. Anyone willing to provide information should write or call Dick Schoech (817) 273-3964 or Ken Bastin-Miller (817) 273-3963, The University of Texas at Arlington, Graduate School of Social Work, P.O. Box 19129, Arlington, TX 76019.

services programs to know now to use micros so as to give them an advantage in seeking jobs. At present, we have no way to do this. Can anyone help? Thank you.

Instruments to Measure Student Attitudes/Knowledge (From James G. McCullagh, U. of Northern Iowa, Social Work, Cedar Falls, IA 50614)

Are you familiar with any instruments that measure students' attitudes and knowledge about computers? For the first time, I am requiring that all students type their term paper using MUSE, a word processing package, on one of the terminals here at the University. It's a beginning effort to encourage students to become "computer literate." In other courses, we hope to involve them in further application. For example, they will learn how to use SPSS. We have just only begun, and I, for example, have much learning to do to explore the possibilities tying the use of the computer into the social work curriculum.

Small System Activities

IBM PC Use for Financial & Retarded/Handicapped Client Data Recording (From Ed. Goldman, Shoreline Association for Retarded and Handicapped Citizens, Inc. 55 Park St., Guilford, CT 06437)

Our agency will be installing a three station network IBM PC System for both financial and client data record keeping. I'd be pleased to learn what others are doing using personal computers, especially for data collection and client evaluation applications.

Micros in Elderly Nutrition Programs (From Susan L. Flynn, Pueblo Senior Citizens Resource Development & Coordinating Agency, 228 N. Union Ave., Pueblo, CO 81003)

I am interested in joining your network and would like information on membership. I would like to know whether anyone in the network could address the applications of microcomputers in meal programs such as the Elderly Nutrition Programs? I am interested in improving record-keeping methods (tracking) of Senior clients, many of whom are on special diets.

Micros for I & R (From Lynn Yellott, 1926 Willodale Rd., Skaneateles, NY 13152)

I am a reference librarian at a public library. Using Sci-Mate Personal Data Manager (Institute of Scientific Information). I created an information and referral data base consisting of local health-related agencies and resources. I am especially interested in knowing about others who have used micro for I & R.

Osborne for Elderly Evaluation Protocol (From Vivian Trotz, 425 Barton Dr., Orange CT 06477).

I am a DSW student at Fordham School of Social Work. I have been using an Osborne with a local psychiatrist in an attempt to program an evaluation protocol to use with the elderly.

Employment Bulletin Board for the Handicapped (reprinted from Healthcare Microcomputing Network Newsletter, Crown & Associaltes, 6600 France Ave., South, #520, Minneapolis, MN 55435)

Several California programs serving the handicapped have developed a microcomputer bulletin board which contains information on employment and training opportunities. The *Community Health Information Project* (CHIP) bulletin board is implemented in an Apple environment using *Communitree Software*. It can be accessed by computer on Mon., Wed., and Fri., at one of the following numbers: (415) 968-1126, 996-4957 or 326-0119.

Need Clinical Software for Workshop (From Louise R. Levy, School of Information Studies, Syracuse U., Syracuse, NY 13210).

As a graduate student in the School of Information Studies, Syracuse University, my main area of interest has been the use of computers in mental health care delivery. Professor Bill McPeak, School of Social Work, Syracuse University, and I are tentatively planning a one day seminar on "micros and mental health care-clinical applications". We need clinical software for demonstrations—please send us copies of your programs if you would like exposure. Normally, we would use the disk for a limited time only and then return. Also, if you have taught courses like this, we would greatly appreciate seeing your course outlines or materials. If our seminar goes, we will gladly share ours with you.

I have written "Computers and Mental Health Care Delivery: A Resources Guide to Federal Information". If network members would like a copy, it is available for $5.00.

Larger System Activities

Family Services Association System, (From James Smits, Family Service Association of Brown County, 131 S. Madison St., Green Bay, WI 54301).

Family Service Association of Brown County has designed and implemented a computerized management information system that has been operational since 1978. Essentially all of our statistical reports and bills (client and third party) are produced from only two source documents, an intake form and daily log. These forms are used for seven programs, Counseling, Home Health, Crisis Center, Family Life Education, Employee Assistance, Intensive In-Home and Outreach. Both forms are easily adaptable to new programs or other agencies with our flexible coding system.

MIS for Mental Health Programs using Data Flex—Needs Fund Accounting Software (From Carolyn Neve, Family Counseling Center, 161 St. Helens St., St. Helens, OR 97051)

With the help of a Federal Grant, the Oregon Mental Health Division is developing a Management Information System for small and medium sized community mental health programs which will cover service delivery information, staff activity, and client and third party billings in an integrated system. There are three demonstration sites, of which we are one, that are working with Oregon State University Computer Center in reprogramming Data flex to achieve a program that meets our goals better than what we could find on the software market that we could afford. Perhaps when we finish the programing, implement, and de-bug the system you, would be interested in the product. I would be interested in any general accounting system that could handle the multiple funding typical in community mental health systems.

Aging System using ADABASE & NATURAL (From Margaret-Mae Bouren Squire, Broome Co. Office for Aging, Broome Co. Office Bldg., Binghamton, NY 13901)

I am an Aging Services Coordinator of an Area Agency on Aging that serves a single county in Upstate New York. We are approximately 90 miles directly South of Syracuse, New York, and on the Pennsylvania border. We have both an urban core and a rural community. During the last year it has been my responsibility to develop a Computerized Management Information System for our office.

We are serving 25,000 meals a month to senior citizens in our community, and providing 3,000 to 6,000 units of transportation service a month. We also are involved with Homemaker Services, Information and Referral Services, Case Management, Foster Grandparent Program and an Employment Program, and we operate 13 Senior Citizen's Center Nutrition Sites throughout the County.

Broome County Government has made a decision to upgrade the Data Processing Department and services available to the rest of the units of County Government. As a result, Broome County Data Processing Department has required the Database Management System called ADABASE and the Query Language NATURAL, at this point we are in the process of putting up the client characteristics which were acquired through a questionnaire which is part of an I.D. card system established in our community. The I.D. card allows us to function as a central intake for the various services in our agency. If a person has an I.D. card, they have completed the basic essential information on our client questionnaire. We hope to be completing the development of additional client characteristic information which will be needed for specific programs, and to be developing the programs for recording transactions in the very near future. We have been working with the New York State Office for Aging in the development of this project, and are very interested in what is going on in other areas of the country.

Financial System using DEC PDP 1170 (From H.W. Matter, Business Services Division, Lutheran Social Services, 880 Lee St., Des Plaines, IL 60016).

We own a DEC PDP 1170 computer with 356K words internal storage, 600 meg disc storage, and the RSTS/E operating system. At the present time we are using if for our financial data. We are interested in expanding it's capabilities in the statistics area.

CMHC client, demographic and services data on Burroughs B-90 (From Douglas D. Buche, Grand Lake Mental Health Center, 105 W. Canadian, Vinita, OK 74301).

I represent a non-profit community mental health center which is in the midst of placing its Burroughs B-90 mini-computer on-line with a Burroughs 1985 mainframe at the state Department of Mental Health.

Currently, this center and numerous other service providers across

the state participate in the state's management information system mostly through on-line terminal entry. Client, demographic and services data are collected and summarized for M/S users.

The state plan calls for a shift to distributed processing in the near future. Business management applications such as accounts receivable will be available.

Persons interested in this system might contact Bill Hatch, Chief of Data Processing, Oklahoma State Department of Mental Health, Oklahoma City, OK.

Adoption Software Needed (From Kenneth R. Barnett, Smithlawn Maternity Home & Adoption Agency, P.O. Box 6451, Lubbock, TX 79413).

Do you know of any software being developed specifically for matching families with adoptable children—or networks using same?

Computerized I&R Developes Self Help Groups (From Edward Madara, New Jersey Self-Help Clearinghouse, St. Clare's Hospital CMHC, Pocono Rd., Danville, NJ 07834).

For the last two and a half years, we have been developing and expanding software for our IBM System 34 to keep track of some 3,200 self-help groups in New Jersey and another 200 national or model groups outside New Jersey. Most importantly, we are the only information and referral service in the world to actually use the computer to turn I&R inquiries into "resource building" consultees who, when networked with others, have created over 150 new self-help groups.

Of the forty-three self-help groups started over the last year, 3 were Emotions Anonymous chapters (note that those attending the Morris County chapter have almost all been former mental patients), 2 were groups for young women with anorexia nervosa (many of whom have received psychiatric hospitalization for their compulsion), 4 were bereavement groups (2 widowed - 2 bereaved parents), 1 was another Survivors of Suicide group, 2 were groups for incest victims, 1 for rape victims, 1 for drug abuse, 4 were for families caring for elderly frail parents at home, another for families of Alzheimer's patients, a student peer-counseling group, 1 men's rap group, 2 stepparent groups, 1 single parent group, 1 group for persons with phobias, and 1 Tough Love group for parents troubled by adolescent behavior. The remaining groups started were primarily for persons experiencing stressful health problems and disabilities (e.g., cancer, MS, stroke, heart disease, neurofibromatosis, etc.).

Other Activities

Studying the Impact of Computers (From John L. Hankins, 112 Worden, Ann Arbor, MI 48103).

I am in the beginning stages of defining a dissertation topic and I am primarily interested in the impact of computers on non-profit and/or public sector organizations. Two areas of specific interest are: (1) how is the use of computers, especially microcomputers, changing decision making processes at the individual level; (2) how is the rapidly developing technology of computer networks affecting both inter- and intra-organizational communication processes. I am wondering if anyone in the CUSS network knows of similar projects or existing data in this area?

Help with computers and telecommunications provided communities (From Steve Johnson, RAIN, 2270 NW Irving, Portland, OR 97210).

RAIN has been involved with computer and telecommunications issues since its beginning. In 1982 we co-published "Information and Communication Technology for the Community", and helped sponsor a regional conference on the same subject. We are also developing computerized information services to help community groups locate resources, especially in the computer and telecommunications fields.

Home library software (From Caroline Lawry, 4 Osborne St., Fairfield, ME 04937).

I am interested in hearing- if it is appropriate to entertain this topic- what your readers have to say about the various data base programs on the market and how they might best be used for HOME libraries. This is one of my most serious interests. What current, financially feasible software is most effective in cataloging home libraries? I have read about several things, including DB Master, PFS: File, Visifile, Sci-Mate Personal Data Manager (out of my price range at $540), Bookends (Sensible Software), and Quick-Search Librarian (Interactive Microwave). The last two sound almost too good to be true for the price- $125 and $75 respectively. I would like to know if anyone would be willing to share their opinions about any of these.

Network for childrens issues & health care for the poor (From Rhoda Kelly, Alabama Council on Human Relations, P.O. Box 409, Alburn, AL 36831).

The Alabama Council on Human Relations is interested in organizing a computer network of agencies in Alabama and Mississippi, that are involved in children's issue and health care for the poor.

Documenting the Information Revolution (From the Communications Era Task Force, P.O. Box 3623, Spokane, WA 99220).

A group of some 35 people came together in the Northwest in June to share ideas and models about how we can act to create rapid and fundamental change. There was agreement that a new basic vision is shared by many people in America and throughout the world, that this vision needs to be set out and communicated.

A document entitled ***The Triple Revolution*** was written almost 20 years ago. I argued that the impact of revolutions in computers/robots, weaponry and human rights would force fundamental changes in the world. This document helped to create much of the rhetoric on which claims for truly fundamental change are based.

The twentieth anniversary of this document provides an opportunity to reconsider these fundamental issues. Many of those at the Northwest meeting have committed themselves to taking this opportunity to state the changes that are urgently needed in North America and the world. Working with Robert Theobald, who has concentrated much of his energy in the Northwest, they will aim to produce a brief, clear summary of current realities.

A group of some twenty people in the Northwest are working together on the creation of the document. It will try to state the spirit of the overall movement which has seized the attention of so many. If you want to be involved, We'd like to hear from you as soon as possible.

Interested in technology, Buckminster Fuller, etc. (From Claude St. Jarre, Gruope Education, Pavillon J.S. Bourque, local 315, University of Sherbrooke, Sherbrooke, Quebec, J1K 2R1).

I am interested in networking with people who are in social work and study Buckminster Fuller's ideas. Buckminster Fuller ties in with CUSS in that he saw the computer as the antidote to man's overspecialization which is the cause of extinction of species rather than natural selection (in ***Operating Manual of Spaceship Earth***). He devoted his life (deceased in July 1983) to answer these questions: how to make the world work for everyone? how to reach "success of humanity" ecologically and peacefully? how to convert the resources of the earth to satisfy all needs of everybody?

He invented a global planning tool, called the "World Game" to use the known inventory of resources, needs, technology, and knowledge in simulations on a computer to find how to give a comfortable way of life to all human beings. By example, two books have been published after these workshops ***Food for Everyone*** and ***Energy for Everyone.***

I am doing a master's thesis in social work and am trying to connect cooking (natural foods), nutrition, ecology, peace, social work, science and technology, and the future. I am interested in connecting with people in the fields of: futurism in the world of work and careers; pscyhological support of the unemployed; entrepreneurship (social/personal); alternative ways to look for a job; and personal and societal transformation.

Resources and Materials

Organizations

TRANET, a transnational network for appropriate/alternative technology, is an organization very interested in computer networking and hearing of successful networks. Write Box 567, Rangeley ME 04970.

Baltimore Information Coop, Inc. is a group of people helping community, nonprofit and progressive organizations in the Baltimore area make use of the potentials of microcomputers. Write 1443 Gorsuch Ave., Baltimore MD 21218.

TIES (Technology Information Exchange Services) is a newly formed research and publishing organization dedicated to the exchange of information about nonprofit and public interest applications of a wide range of emerging technologies. Beginning in early 1984, we will be publishing a bi-monthly newsletter for U.S. nonprofit sector managers in which we will cover publications, conferences, projects of particular interest, grants, issues, etc. Write: Wallys W. Conhaim, TIES, P.O. Box 10268, Minneapolis, MN 55440.

Databases

AMA/NET includes data bases containing information on drugs, diseases, medical terminology and socioeconomic literature. For details, contact GTE Telenet Medical Information Network, 8229 Boone Blvd., Vienna, VI 22180)

Population Estimates Methodology Software from the U.S. Census Bureau. $50 for the Apple Computer version (32+K bytes of memory required). These interactive BASIC programs prompt the user to enter the correct inputs to use the regression (ratio-correlation) and the Bureau's Components Method II for estimating populations.

Newsletters, Magazines & Journals

NEXUS is a bimonthly newsletter for computer users in the public interest community published by the Public Interest Computer Association (PICA), 122 Maryland Ave., NE, Washington, D.C., 20002. Sample contents: Vol 1 (1) May-June 1983 contains an interview with the Legislative Director of the American Civil Liberties Union on the ACLU Privacy Group which assess the implications of technological changes on individual privacy.

Sharing (Special Issue on Microcomputers and Human Services) a bimonthly newsletter from Project Share, a DHHS clearinghouse for improving the management of human services, P.O. Box 2309, Rockville, MD 20852.

Computers & Medicine a monthly international newsletter dealing with automation in medical practice, education, research and health care administration. Write Box 38, Glencoe IL 60022.

Journal of Educational Computing Research is an international forum for interdisciplinary communication on research into the applications, effects and implications of computer-based education. Write Baywood Pub. Co., P.O. Box D, Farmingdale, NY 11735. (First issue in 1984)

The Nonprofit Executive is a monthly newsletter designed to bring timely and useful information to high-level communications, management, and fund raising personnel working within all areas of nonprofit enterprise. Taft Corp., 5125 MacArthur Blvd., N.W., Washington, D.C. 20016.

Window is an interactive "Magazine" on a disk for Apple owners. Write 469 Pleasant St., Suite 1234567, Watertown, MA 02172.

NETWORKING Newsletter is the quarterly newsletter of the Networking Institute, which helps support networks and is helping create the profession of networking. Write P.O. Box 66, West Newton, MA 02165.

Computers in Nursing, a bi-monthly newsletter from J.B. Lippincott Co., East Washington Square, Philadelphia, PA 19105.

Articles

Social Work Case Record Audit: A Program with Computer and/or Manual Audit, *Journal of Practical Approaches to Developmental Handicap,* 1983, Vol 7 (1), pp. 9-12.

International Council for Computers in Education, Policy Statement on Network and Multiple Machine Software, from ICCE, U. of Oregon, 1787 Agate St., Eugene, OR 97403.

Psychology and the PC: The Computer comes to the Clinic, PC World, Vol 1 (5). p. 274.

Computer Security: A Manager's Guide for a free copy send a business-size self addressed envelope with 20 cents postage affixed to Computer Security Institute, Dept. AV, 43 Boston Post Rd., Northborough, MA 01532.

Child Welfare Information Systems—Potent New tools Coming Into Hands of Service Providers, by Bob Elkin, U. of Maryland School of Social Work, 525 Redwood, Baltimore, MD 21201. Some quotes:

- *The National Council of Juvenile Family Court Judges* operates the JISRA Transfer/Technical Assistance Project. The project assists in implementation of the Juvenile Information System and Record Access (JISRA), developed as a model juvenile court information system by the Council with support from the federal Office of Juvenile Justice and Delinquency Prevention.
- *Child Welfare Information Systems Profiles,* DHHS Office of Human Development Services, Office of Management Services, prepared by Lawrence Johnson & Associates, Inc., October 1981. Contact Robert Neilson at 202-472-4415; this may be hard to find. This is the best description of child welfare systems that has been prepared to date. It profiles six selected automated information systems in considerable detail, including examples of input forms, output reports and other exhibits. This report is for those who are serious about close study of these systems: Michigan, New York, South Carolina, Utah, Virginia, and Summit County, Ohio.

Books & Reports Received

Administrator's Guide to Computers in the Classroom, ERIC Clearinghouse on Educational Management, College of Education, U. of Oregon, Eugene, OR 97403.

Your First Business Computer by P. & R. Luedtke, Digital Press, DEC. Crosby Drive, Bedford, MA 01730.

PC Clearinghouse Software Directory (7th Edition), a cross referenced yellow pages to 21,042 software applications for over 200 microcomputers. Write PC Clearinghouse, 11781 Lee Jackson Highway, Fairfax, VA 22033.

Software Catalogues

Sunburst microcomputer education catalog, Sunburst Communications, Rm G-7, 39 Washington Ave., Pleasantville, NY 10570.

Call for Papers, Manuscripts, Software, etc.

Computers in Human Services is a journal devoted to exploring the potentials of computer and related technologies in mental health, developmental disability, welfare and other human services.

The quarterly journal invites articles of the following types:

- **Program Descriptions:** documentation and analysis of unique and effective teaching procedures, service delivery models, personnel preparation approaches, technological advances, or other innovative practices and policies
- **Case Studies:** reports of unusual or exemplary applications of computer-based technologies in human service settings
- **Research Reports:** empirically based surveys and studies
- **Review Papers:** critical literature reviews that raise pertinent issues, provide directions for new research and policy, synthesize theoretical and applied practices, and result in important conclusions for the field
- **Position Papers:** practical or theoretical statements that attempt to clarify, reinterpret, or further define existing approaches and practices or offer directions for the future
- **Software and Book Reviews:** reviews of commercially available software and reviews of books and documents of interest to practitioners (write for software review guidelines)

Content areas of the journal include:

- Software theory, design, and development, including computer programs and accompanying documentation in policy planning, research management, and direct service areas, such as interviewing, testing, case management, and therapy
- Current developments in hardware which have implications for the human services
- Stages in the life cycle of computer applications, from acquisition to enhancement or replacement
- Systems analysis, design, and implementation, including analysis of human service decision making, information requirements, and knowledge acquisitions and use
- Information resource management in human service agencies
- The impacts of computer-based technologies on human service individuals, groups, and organizations
- Computer-related issues facing direct service practitioners, managers, policy makers, and clients, such as confidentiality and job displacement
- Education, training, rehabilitation, and computers as instructional tools

Two series of articles will be offered to bridge the gap between those experienced in computers and their application and those relatively new to the field. **The Computer Literacy Series** will present articles of a

tutorial nature that define a hardware, software, or application area; explain basic concepts and terminology; illustrate potential applications; and develop a glossary and a list of basic readings. **The State of the Art Series** will present articles that describe applications and offer examples and selected readings in a human service practice area such as psychological testing, computerized instruction for the mentally retarded, and protective services.

Prospective authors should submit papers between 12 and 18 double-spaced pages in length to Dick Schoech, PhD, Editor, **Computer in Human Services,** The University of Texas at Arlington, P.O. Box 19129, Arlington, Texas 76019-0129.

Call for Papers, June 1984 Conference on the Social Effects of Computers.

What are the social effects of computers? Papers on this question are being solicited for a three-day conference to be held in Rochester in June of 1984. Emphasis will be given to those papers that have some empirical content, but theoretical essays will also be considered. For further information contact Dean Harper, Department of Sociology, University of Rochester, Rochester, New York, 14627.

Call for Papers from ***Physical & Occupational Therapy in Geratrics,*** a quarterly journal of clinical practice.

Abstracts of proposed papers are invited for a 1984 special issue of PHYSICAL & OCCUPATIONAL THERAPY IN GERIATRICS, entitled "Small Computers in Geriatric Physical & Occupational Therapy." The special issue would focus on the clinical use of microcomputers of physical and occupational therapist. However, papers on the administrative, educational, recreational, and research uses of microcomputers in geriatrics are also welcome.

Two powerful forces, the increasing proportion of elderly persons in our society and the growing use of microcomputers, each with the power to change our society in fundamental ways, are influencing and will continue to influence each other. The special issue will examine this mutual interaction from the vantage point of the therapist.

The average paper would be roughly 5000 words. Please send abstracts, approximately 500 words in length, of proposed papers to Michael P. Weber, OTR, 206 North Green Street, Tuckerton, New Jersey 08087.

Wanted: Manuscripts focusing on the use of computers by family clinicians.

Microcomputers are beginning to revolutionize our lives at home and at work. Some forecasters predict by 1985 all major businesses and over half of all American homes will have computers. Psychotherapists working with families must be aware of this "computer revolution." They must be knowledgeable not only because the home computer is another, albeit non-human, member of the family system, but also because of its powerful potential as a clinical resource. Clinicians, for example, are beginning to use computers to (1) teach families about human sexuality, communication, and interpersonal skills; (2) construct family genograms; (3) administer and score various psychometric scales; (4) use the data from these programs to assign diagnosis and suggest methods of intervention; (5) set up office management and billing systems; (6) train and evaluate clinicians in family interventions by using programs which simulate family systems reactions; and many other uses.

The purpose of this volume is to map out the territory of this new information age for the psychotherapist working with family systems. Sections will provide general introductions to computer usage in four broad areas. (1) clinical assessment, data gathering, and analysis; (2) office and client file management; (3) client education and skill building; (4) training clinicians; and (5) as a therapeutic resources.

The editors are interested in reviewing manuscripts that address the use of microcomputers in all facets of clinical practice. This would include but is not limited to all the usages stated above. The editors in addition encourage software vendors to submit software with documentation to be listed in an annotated bibliography of software that would be useful for the family therapy practitioners. Deadline for submission is March 1, 1984.

Write to: John A. Constantine, Ph.D., 317-494-2965 or Charles R. Figley, Ph.D., 317-494-2949, Computers and Family Therapy, Family Research Institute, 525 Russell St., Purdue University, W. Lafayette, IN 47906.

Upcoming Events, Conferences and Meetings

New tech times, The PBS Series on High Technology will run another season. For details, write c/o 821 University Ave., Madison, WI 53706.

1983-84 Schedule of Management Training Institutes of the National Easter Seal Society are listed below. For more information, contact Cheryl Van Zandt, National Easter Seal Society, 2023 West Ogden Ave., Chicago, IL 60612.

Dallas, TX, Apr 16-18, 1984, ***The Microcomputer:: An Effective Tool in Managing Rehabilitation Services*** by Touche Ross & Co.
Chicago, IL, May 21-23, 1984, ***Financial Management for Non-profit Rehabilitation Agencies.***
Orlando, FL, June 25-27, 1984, ***Strategic Planning*** by McDonald Management Training Group.

Council on Social Work Education, 1984 Annual Program Meeting, March 11-14, 1984, Detroit Renaissance Ctr., MI. Pre-APM Symposium on Community Organization and Administration scheduled for March 10. Write CSWE, 111 Eighth Ave., Suite 501, New York, NY 10011.

Computers in Aging Western Gerontological Society, March 18-20, Anaheim, CA. Contact Birute Skurdenis, WGS, 833 Market St., #516, San Francisco, CA 94103.

In connection with "Computers in Aging", a special section of the Exhibit Hall will be set aside for computer-oriented vendors. At the end of the day of workshops, we will be holding a cocktail hour in the exhibit area to enable participants to look at equipment, software packages and technical assistance services which have been discussed during the day. Besides the opportunity to show wares and services in this relaxed atmosphere. WGS also will compile a list of exhibitors and workshop presenters, their equipment and applications and how they can be reached after the Conference. This list will be given to Conference attendees and will also be used to respond to follow-up requests for information on "Computers in Aging".

Computer Applications in Medicine (AAMSI), May 21-23, 1984, San Francisco. Contact AAMSI, 4405 East-West Highway, Suite 402, Bethesda, MD 20814.

1984 National Council of Community Mental Health Centers Annual Meeting, May 30-June 2, 1984, New Orleans, LA. For details, write NCCMHC, 6101 Montrose Rd., #360, Rockville, MD., 20852.

The theme of this years conference is **"1984: Visions Toward 2001".**

This is the conference where vendors interested in selling systems to CMHCs demonstrate their systems.

6th Annual National Educational Computing Conference, June 13-15, 1984, Dayton, Ohio. Write L.A. Jehn, Computer Science Dept., U. of Dayton, Dayton, OH 45469.

World Conference on Computers in Education/85, July 29-Aug 2, 1985 Norfolk, VA. Paper deadline is 1 August 1984. Write John McGregor, Computer Science Dept., Christopher Newport College, Newport News, VA 23606.

22nd Annual Conference of the Urban and Regional Information Systems Assn. (URISH) August 12-15, Seattle, WA. Write URISA, 1340 Old Chain Bridge, Suite 300, McClean, VA 22101.

Computer Technology for the Handicapped, September 13-16, 1984, Minneapolis, MN. Contact c/o Closing the GAP, P.O. Box 68, Henderson, MN 56044. Papers due April 1, 1984.

Symposium on Computer Applications in Medical CARE (SCAMC) November 4-7, 1984, Washington, D.C. Hilton. Papers due March 1, 1984. Write AAMSI, Suite 4021, 4405 East West Highway, Bethesda, MD 20814.

Aliance of Information & Referral Systems, April 23-26, 1984. Asilomar, CA. A hardware/software exhibit area is planned. Write Carol W. Bryant, c/o California State Library, P.O. Box 2037, Sacramento, CA 95809.

Note: The date of your last paid issues is On Your Mailing Label. Check it to make sure your membership is current. Other codes are as follows:

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In Australia, send to Floyd Bolitho, La Trobe U, Social Work, Bundoora, Victoria, Australia 3083.
In England, send to Peter Marsh, U. of Sheffield, Dept. of Sociological Studies, Sheffield England, S10 2TN.

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