

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

### Greetings:

The CUSS Network continues to gain support and impetus. Where it is headed is uncertain, but a need definitely exists for a mechanism for sharing information about computers and their use in the health and human service area. The low cost of microcomputer hardware combined with their flexibility has spurned substantial interest.

The CUSS Network has been gaining about 100 members each issue. This is the fourth newsletter, and we presently have about 450 members. The report by Dennis Barkley and the Chicago survey (last issue) were well received, so I will continue to seek such pieces for future issues. If you're doing something that might interest others, send it along. You may be surprised at the response you get.

Human Services Computing, the advertiser in the last issue, reported a better than expected response to their advertisement. That's encouraging since it indicates that many readers are not just curious, but serious about developing computer applications.

Spreading information about the network is where every member can help. Instead of throwing this issue away when you're finished, send it to a friend. Or, send me the names of friends who should receive a free copy. If you're delivering a paper at a conference where perspective CUSS Network members may be, write for free copies to take along. I placed 100 copies on a table in the registration area at the last conference I attended, and they all disappeared before the conference was over. I will provide copies for those teaching courses or workshops related to computers and information systems. Also, I am printing a one page announcement on CUSS which can be included in any routine mailing to agencies or individuals who might be interested. The informal method of distribution has worked well so far. I printed 1000 issues of the last newsletter and I have less than 100 left. I am printing 1500 of this issue.

### Table of Contents

<b>General Information</b>	
Introduction .....	1
Finances .....	3
<b>Reports from Members</b>	
Survey of Computer Systems in the Aging Network .....	3
Lessons in Implementing on MIS .....	3
Report of Minnesota Task Force .....	3
Evaluation of CAI for Teaching Statistics .....	4
Report on CSWE Conference .....	4
<b>Members Activities</b> .....	4
<b>Network Members</b> (new members & address changes) .....	6
<b>Resources and Materials</b> .....	8
<b>Upcoming Events, Conferences, etc.</b> .....	9

### Local Activities

Lynn H. Vogel is planning a meeting of CUSS members in the Chicago area. We look forward to his report. The report in this issue by Hoshino and Reinoehl shows how quickly things can get going on a local level.

### Skills Bank

The skills bank by Gunther Geiss is designed for those wanting to share or obtain specific knowledge, skills and experiences. The skills bank permits searches by geographic area, state, information system/computer experience and by application. Gunther can be contacted at Adelphi U. School of Social Work, Garden City, NY 11530 (516) 489-2000 ext. 8083.

**Computer Use in Social Services (CUSS)** is a network of professionals interested in exchanging information and experiences on using computers in the social services. The Network's newsletter is published 4 times each year. Those interested in joining the network and receiving the newsletter should write to Dick Schoech, Editor/Coordinator. Information on your interests, needs, experiences, hardware/software familiarity, etc., are welcomed. To cover expenses of postage and printing, a \$5 contribution is recommended for students and the poor, \$10 for individuals and \$10+ for institutions and those willing to provide additional support. Back issues are available for \$2.50 each.

I wish to join the network. (Send to: Dick Schoech, UTA GSSW, Box 19129, Arlington, TX 76019)

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

Organization: \_\_\_\_\_

Address \_\_\_\_\_

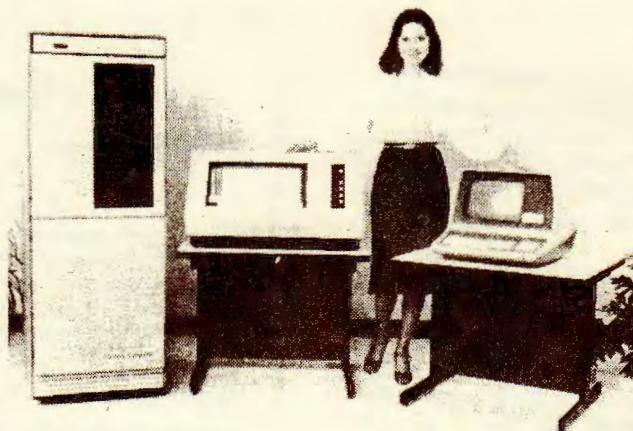
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Contribution: I enclose \_\_\_\_\_ . Make checks payable to CUSS Network.



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## Finances

CUSS is still solvent, thanks to advertisers and contributors. I have devised 3 codes to indicate your financial relationship with CUSS. A \$ behind your name indicates I have not received anything from you and a contribution is expected. What about getting your library or agency to order CUSS in your name? A date behind your name indicates the date you contributed. The letters "EX" (for EXchange) indicates you are a member who receives CUSS in exchange for your expertise, connections, or due to the position you are in, e.g., journal editors. A contribution would still be nice. Presently, 32% of CUSS members contribute to the network.

## Reports

**Survey of Computer Systems in the Aging Network** Provided by Fred DeJong, National Assn. of State Units on Aging, 600 Maryland Ave. S.W. #208, Washington, D.C. 20024.

### 1. Introduction

This report is a summary analysis of the responses to a survey on the use of computer information systems among state units and area agencies on aging. A questionnaire was mailed to every area agency and state unit. The questionnaire was structured to provide an overview of systems used by network units. The overview sets the context for the detailed investigation of individual systems conducted by NASUA.

The questions asked were simple in order to encourage the maximum response. At the time this report was prepared, replies had been received from 40 state units and 366 area agencies or, a better than 60% total response.

### 2. Summary of Findings

#### 1. Computer Systems in Use

Seventy-five percent of the state units and 54% of the area agencies reported using a computerized information system for at least one of their programmatic or administrative functions.

Of these systems, the most common applications by state and area agency use were as follows:

Application	% of Units Using Computer Systems	
	State Units	Area Agencies
Fiscal Administration	80%	68%
Personnel	87%	80%
Grantee Budget and Expenditure	50%	50%
Client and Service Delivery of Titles III B and III C	30%	30%
Client and Service Delivery of Title XX	40%	20%

Of the computerized Fiscal Administration and Personnel Systems, 94% of the state units and 79% of the area agencies make use of a system operated by another agency.

Of the computerized Grantee Budget and Client Service Systems, 70% of the state units and 67% of the area agencies make use of a system operated by another agency.

Fifty-two percent of the Grantee Budget and Expenditure Computer Systems collect detailed expenditure data; 58% of the Client Service Computer Systems collect data by individual client; almost all these "detailed" Client Service Systems are also used for Title XX services.

#### 2. Utility of Computer Systems

Agencies were asked in what areas they would find a computer system most useful, irrespective of whether they were using such a system. The responses were as follows:

	State Units	Area Agencies
Internal Fiscal	48%	45%
Personnel	38%	36%
Grantee Budget and Expenditure	53%	46%
Client/Service Delivery	60%	57%

### 3. Analysis and Commentary

Only two percent of the agencies surveyed report having a detailed client/service information system (i.e., a system recording service delivery for individual clients) operated by the agency itself. About the same percentage have their own detailed grantee expenditure systems. The majority of client service systems were developed for use in another program area (usually Title XX) and operated on the computer owned by the department responsible for that program. This probably diminishes the utility and responsiveness of these client service systems to the aging network's needs. There are about the same number of computerized summary systems as detailed systems, and these summary systems are almost exclusively in use in agencies which do not administer any Title XX funds.

In all, some 16% of respondents make use of some kind of computer system in recording and reporting Title III B and III C client and service data. Twenty-nine percent of respondents make use of a computer system for recording and reporting Title III B and III C budget and expenditure data.

In general, the actual use, by functional area, of computer systems is exactly the reverse of the areas in which agencies would find them most useful. Thus, 57% of all respondents would find a client service system useful while only 16% possess such a system. On the other hand, 65% of respondents used a computerized personnel system which only 47% felt it to be useful.

This and the other data would seem to indicate that computer systems' utilization in the aging network has been typically opportunistic — making use of existing systems available from other government agencies — and that there has been relatively little development of "purpose built" systems for the network which meet its real needs. (January 29, 1980)

**Lessons That Have Been Reinforced in Implementing a Computerized MIS.** Provided by Jim Newkham, Heart of Texas MHMR Center, Box 1277, Waco, TX 76703

1. Don't pioneer. If a "canned" program is available, **use it**. Careful reading of Western history indicates that statistically the pioneer lost his scalp more frequently than the settlers following him. So if you get the pioneering spirit, check the statistics on who loses their scalp.
2. If your manual system is not working, don't try to go up on a computer. It will only compound your problems.
3. If you don't have the full backing and support of the Executive and Board, you won't survive.
4. Feedback is essential. Upload the information which will be most beneficial to staff first so that it can be fed back to them.
5. Simplify rather than sophisticate. K.I.S.S. (Keep It Sweet & Simple)
6. Don't put other demands on your staff when trying to put up the system.
7. Always assume hardware and software will be LATE - LATE - LATE - LATE - LATE - LATE.
8. Never assume that the programmer knows more about your finances and management, than you do. He should do no more than write the programs and run the hardware.
9. Train clerks and secretaries first and involve them from day one. A stable support staff, and we mean down to the last clerk, are the heart of the agency.
10. Be prepared during the implementation stage to work seven days a week, fourteen hours a day to get the system running. Our experience is that the staff are more than willing to make this kind of commitment if they understand how the system will work for them.
11. In a parallel, you will always assume that your tried and trusted manual system is correct and the computer has errored. It takes experience to learn that the manual system has its errors too.
12. Don't expect any help from your peers or funding agencies. They are more likely to be placing bets on your losing your scalp than succeeding.

**Report and Recommendations of The Task Force on Computers to The Minnesota NASW Board of Directors** Provided by George Hoshino and Richard Reinoehl, Co-Chairmen, Task Force on the Use of Computers in Social Work Practice

The Task Force on the Use of Computers in Social Work Practice was authorized by the Board of Directors on 26 March 1980 to:

1. Identify the implications for professional social workers of the use of computers in practice.



2. Identify ways in which computers can be used to improve delivery of services while maintaining professional standards.
3. Develop continuing education opportunities for practice advancement.

The Task Force was organized and has met regularly to discuss the issues with which it was charged by the Board, to hear speakers address various aspects of computerization and their implications for social work practice, and to draft recommendations to the Board.

Our discussions indicate clearly that within the next few years virtually all human service agencies will employ computers to process much if not most of their data. Indeed, many agencies, both large and small, private and public, in Minnesota and elsewhere already use computers. This development stems from several factors: (1) the rapid advances in computer technology with concomitant decreasing costs, (2) the widespread use of computers in all levels of public service and private business, (3) the need for increased accountability to funding sources, and (4) the need to meet federal and state reporting requirements.

We heard from speakers from both the public and private sectors. Currently, most computer use is by management for reporting, accounting, and other administrative purposes. However, we find that computers increasingly are seen as tools for providing direct services. For example: computers are being used to train CETA employees in job seeking skills; child welfare workers in St. Louis County interact directly with the computerized Child History in Placement System (CHIPS) for storage and retrieval of information; in a Minneapolis settlement house, all staff members are involved in extensive computer use. As the current generation of children grow up with computers as familiar as the TV set, it seems likely that social service clients will interact directly with the computer, not only for simple data taking, but also as an information source and possibly even for some counseling services.

Meanwhile it is evident that staff social workers should be directly involved in the computer system design, implementation and use. Computers can free staff from repetitive paperwork, and at the same time increase the availability of information necessary for providing services to clients. If the social worker is not involved in the system, concerns such as dehumanization of service and lack of confidentiality, coupled with resentment to new procedures, may result in anything from a lack of enthusiasm by staff to outright sabotage.

Most fears of computerization result from lack of knowledge. Computerized information can be more secure than if stored in a file cabinet; systems, if properly designed and implemented, need not be impersonal, dehumanizing or restrictive. The way to quiet these fears is through education and the intelligent use of computer resources.

Thus, since computerization of many aspects of human service delivery is inevitable, the issue becomes whether or not social workers have impact and control over computers and the computerization process. This means that social workers rather than resisting, need to discover how computers can become a useful tool for social work practice. To that end, the following recommendations are made:

1. That NASW sponsor workshops on computerization throughout the state of Minnesota that are aimed at (1) educating social work staff and administrators as to what computers can and cannot do, and (2) how a computer system can be implemented which meets the holistic needs of an organization.
2. That NASW invite funding agencies to become co-sponsors of these workshops.
3. That NASW approach computer companies who may be willing to donate equipment or expertise to aid in the educational process.
4. That NASW develop and maintain a list of qualified consultants that would be available to individuals or organizations interested in computer use.
5. That the Executive Director or NASW work with a newly reformed committee for the implementation of these recommendations.

**An Evaluation of CAI for Teaching Statistics** (Dissertation abstract) by Forrest C. Hansen, School of Social Work, U. of Windsor, Ontario, Canada N9B 3P4.

Computer Assisted Instruction (CAI) for teaching descriptive statistics to social work students and the effect of learner control as an instructional strategy were evaluated using a four-hour CAI course developed with the CAN-7 authoring language.

A volunteer sample was randomly assigned to two control modes, 20 under computer control and 40 under learner control. The degree of usage of the learner control choice options was subsequently analyzed.

It was found that there was no attrition, that the students met the expectations for the activity time on the terminal, that the achievement of

the number of unit objectives and the achievement on the statistics post-test were appropriate for the study design. Attitudes were favorable both toward research in general and toward CAI. Learner control was effective for students who had above average scores on the mathematics pre-test, but computer control was more appropriate for those who had below average scores on the pre-test.

It was concluded that CAI could be used for teaching statistics to social work students and that further development of CAI in social work education would be appropriate.

## **Report on the Council of Social Work Education Conference, New York, March 1982** by Dick Schoech.

Approximately 5 sessions of the conference concerned information systems or computers. It seems the number of schools offering computer or information system related courses are increasing, but not as rapidly as the need. It was reported that for one student, 3 out of 5 job interviewers asked about knowledge of computers and information systems. Another comment was that faculty are more resistant than students to computers and their use. There was some concern that computers are seen as a research or management tool and not a direct service tool. The U. of Michigan at Ann Arbor is in the process of integrating research and computer use through its entire curriculum.

The need for good reliable software for the human services was also expressed.

## **Member Activities**

### **My Activities** (From Dick Schoech, Newsletter coordinator/editor)

Since October 1981, I have been working 1/2 time on an Administration on Aging sponsored grant to develop a Texas microcomputer distributed information system. I would like to have great things to report, but we have had difficulty getting official approval from Washington to purchase the hardware stated in the initial grant application. We're not a victim of budget cuts, but of confusion and procrastination. Maybe next issue?

### **Notes From Down Under** (From Floyd Bolitho, La Trobe U., Dept. of Social Work, Bundoora, Victoria, Australia 3083).

I'm in the process of obtaining mailing lists of human service agencies and professionals in the metropolitan Melbourne area and mailing them out CUSS. I'll also pass out a flyer and copies of CUSS at the up-coming workshop titled "Small Computers in Human Services" which Norm Smith (a CUSS member) and I plan to do in May. From all reports, this will be the first workshop focused on computers and human service professionals ever done in Australia. I have already acquired partial attendance records — professional types range from social workers, psychologists, physicians to rehabilitation counselors. Most are researchers — administration or management types. Enrollment is being held to a maximum of 30. Currently 25 have signed up. I will keep you posted as to the outcome. I plan to use the contents from CUSS to describe current trends and applications of computers in the human services. I'll request brief comments from the participants regarding their use of automation and send this off to you.

I have just completed negotiations for a CPT 8100 micro system for the department. Quite a system, all \$23,000 worth of it. It's primarily for word processing, but offers considerably more because it has CP/M (operating system) and can be programmed in C BASIC, FORTRAN, COBOL, etc. Also, it has a standard accounting system and a powerful file management system. I plan to use the system for instructional purposes. We have restrictions on the type of systems we can buy here. Only selected vendors are approved by the University, thus the CPT system. It was the best of the lot in my opinion.

### **TRS 80 - For Demographic/Clinical/Outcome Processing in a Mental Health Centre** (From Dan Crocco, Mental Health Centre, Drawer 698, Penetanguishene, Ontario, Canada L0K-1P0).

We are using a TRS-80 Model 1 Micro with 48 RAM, with 2 single density disc drives and a serial printer.

Essentially the computer is used for dealing with demographic/clinical/outcome data of our outpatients in order to generate year-end aggregate and cross-tabulation tables. The programme can deal with 125 (2 digit variables) per patient and approximately 500 patients can be contained on one disk. Only numeric patient data is acceptable. A "convert" subprogram will categorize continuous data (e.g., age). The largest cross-tab matrix possible is 24 x 24. The programme has several versatile EDIT features for both system set-up and data entry.

(From Arline Prigoff, 1908 Filbert St., San Francisco, CA 94123)

I have a digital Decmate at home to produce my doctoral dissertation, with a letter quality Diablo Printer and Communications option to log in at the University of Illinois at Chicago Circle. It's great!



**Microcomputer use in Filing, Record Keeping, and Addressing** (From Lee Stookey, United Parents Assn., 95 Madison Ave, NY, NY 10016).

We're just beginning to explore a microcomputer for UPA - the federation of public school parent associations in New York City. Interested in hearing how others deal with filing/record keeping/addressing problems similar to ours but don't have enough experience to contribute anything at this point.

**Social Worker, Administrator, and Consultant for a Large Software Firm** (From Richard G. Lacombe, 1217 Bolton St., Baltimore, MD 21217).

I came across some old (Summer 1981) information on the CUSS Network and am wondering whether it has flourished. I'd appreciate any recent information on the network and would be interested in joining.

As a social worker, administrator, and consultant for a large software firm, I think the issues being addressed by the network concept are most important.

Looking forward to hearing from you.

**Information from The U.K.** (From T. D. Wilson, Dept. of Information Studies, U. of Sheffield, Sheffield, England S10 2TN).

As there seem to be few UK members in the network, let me describe my interests for the next issue.

**Research:** my interest in social services generally has been pursued through a five-year research project called Project INISS — Information Needs and Information Services in Social Services Departments. One of the papers arising out of that work was reprinted in the US DHHS publication: Selected readings on the enhancement of social services management systems. DHHS Publication No. (OHDS) 80-30273. August 1980.

Taking up Raymond Carlson's point I'll be happy to let any enquirer have a copy of the original and the follow papers. The research related to fundamental communication and information transfer processes and might be said to be concerned with the human and organizational context of information use; a necessary preliminary to computer applications, but one which has been overlooked too often in the past.

Our work was extended in the later phase to introducing various innovations in information provision into social services departments. In one case, a training course in information handling, we used this Department's on-line search terminals to provide bibliographic references for interested course members and, in another case, developed a computer-based 'index to personal expertise' for an area office. The system used the FAMULUS package on an ICL 1906S. I'm interested in the use of micros and 'electronic office' systems for similar applications.

**Teaching:** I teach information management and survey research courses, so I'm interested in computer applications in these areas. My experience in the latter area has been with SPSS. The information management field is a new responsibility and I'm interested in the application of data base management systems (both mainframe and micro) and other management applications of computers. We have a couple of Apple II micros in the Department and terminals on-line to the University's ICL and Prime computers.

**Other:** Network members who are looking for publication outlets may be interested in a journal I edit called *Social science information studies*. Published by Butterworth & Co., and with an international editorial board, it's just entered its second year. Anyone interested can write to me for a publicity leaflet or a specimen copy.

Good luck with CUSSN — I'll be using it myself to make contacts.

**Software Needed** (from Bruce B. Burson, United Methodist Childrens Home, P.O. Box 859, Selma, AL 36701).

I have seen a short paragraph in the Child Welfare League Journal that tells of a newsletter which you edit entitled *Computer Use In Social Services Network*. I believe the newsletter may be of help to us in our search for social service software to be used in a computer application.

**Immigrant Resettlement Tracking System** (From Baila Miller, Jewish Federation of Metropolitan Chicago, One S. Franklin St. #606, Chicago, IL 60606).

I'm pleased that the Network is taking off so well. I'm working with Lynn Vogel in planning a meeting of CUSS members and other interested social service computer folk in the Chicago area. In my new position, I'm working with a client tracking system of Soviet immigrant Jews, coordinating the reports from different agencies that provide services to this client group. I'm also exploring how to develop a simple reporting system with minimal computer resources for twelve agencies providing resettlement services for other immigrant groups. Anyone have experience devising reporting systems that cut across agency boundaries?

**U.S. Systems are Australian Dream** (From Jerry Moller, Child, Adolescent & Family Health Service, 285-295 S. Terrace, Adelaide, South Australia 5000).

I have recently become aware of the C.U.S.S. Network. Australia is well behind in the development and application of Human Service information systems but there is a growing interest. Many of the applications discussed in the newsletter are operating versions of our paper dreams. We are on the verge of implementing our first system in a child psychiatric service and are studying the feasibility of other larger systems for child health service scheduling and monitoring.

I have met Floyd Bolitho at La Trobe and found him to be a kindred spirit. Hopefully we can get an Australian interest group going.

**Putting a Micro to Work in a Mental Health Center** (From Tim O'Brien, Gary Health Assistance Corp., P.O. Box 653, Gary IN).

Gary Community Mental Health Center currently uses microcomputer based systems for a number of management and administrative functions. The systems were developed by the Gary Health Assistance Corporation and are currently being marketed to other not-for-profit agencies. The system consists of an Apple II/Corvus based computer system. Software developed or purchased and modified to date includes a billing and accounts receivable-MIS package and a general ledger-accounts payablepayroll package. The twenty Megabyte Corvus hard disk allows the payable system to handle 5,000 clients with 80,000 activities.

The staff has also been doing a considerable amount of budgeting and modeling with the commercial Visicalc, Visiplot/Visitrend programs. The Center has found that a network of user friendly microcomputers can assist in the administration of the social service agency while causing a minimum amount of disruption to the mission of the agency.

Gary Community Mental Health Center presented a paper, "Strategic Planning for Community Mental Health Centers: Classical Marketing and Computer Models," at the National Council of Community Mental Health Centers Annual Meeting in New York on March 12th. The Center also discussed "Microcomputers and Community Mental Health Center's — A report of Eighteen Months of Experience" at a Roundtable.

(Editors Note: Can anyone give a report on the computer related activities at the NCCMHC Conference?).

**CAI and Grass Roots Computing** (From David Kandel, 1323 W. Lombard St., Baltimore, MD 21223).

I am glad to see that someone in social work has started a network for people interested in computers; we are so far behind everyone else already. I quite accidentally found myself with a job in computer assisted education in the public schools, and love computer works. I am a social worker/community organizer and am most interested in using computers in organizing, grass roots works, grass roots administrations, fundraising, and so on. If you have come across references to such uses, I would appreciate it if you could let me know.

**Making Computers Useful and Friendly Tools** (From John F. Yeaman, 9400 Hunters Trace, Austin, TX 78758).

I have been a user of SPSS and System 2000 Data Base on the University of Texas at Austin Cyber 170/750, and more recently on the Univacs of DHR, for which I am a Systems Control Specialist. Two years ago I bought an Apple II with one disk drive, and used a television for the monitor. I now have a black and white monitor, two disk drives, and an Epson MX-80 printer. Primarily, I use DB Master, Visicalc, and Super Text II, plus developing my own software. I recently started a business, Data Personae, to provide services to agencies and organizations, and consult in how to make computers useful and friendly tools.

My major computer interest is to help agencies and organizations find how useful a tool computers can be as well as cost effective, and how to avoid the many ways in which they can eat up agency resources.

**Use Computers to Help Teach Research and MIS** (From Lawrence S. Root, School of Social Work, U. of Michigan, Ann Arbor, MI 48109).

I have been using the computer for a variety of graduate courses in research and management information system. Despite continued trepidation, there is a growing realization among students that a familiarity with computers is an essential component of competent practice in the human services.

**Change CUSS to Computer Relevance to Agency Programs (CRAP)** (From George Hoshino, School of Social Work, U of Minnesota, 224 Church St. S.E., Minneapolis, MN 55455).

You might use the acronym CRAP (Computer Relevance to Agency Programs). So far as I'm concerned, it's more appropriate, as I'm



getting out of the computer business.

I'm sort of a victim of Reagan's madness. I was nominated for a Fullbright research award to Japan by the Fullbright Commission, but it couldn't make a final decision until the appropriations issue was settled in Congress and until the administration decides whether to continue International Exchange of Scholars or to put the money into propaganda. If I get to Japan, I'll hook up with Mitsubishi or whoever in that country produces the better mousetrap.

**Computer Simulation in Social Welfare Management** (From Jim Gripton, School of Social Welfare, U of Calgary, Alberta, Canada T2N 1N4).

Jim Gripton teaches a course on applications of computer simulations to the administration of social welfare services. The course is an introduction to systems analyses and computer simulations for M.S.W. students specializing in administration. The course is built around the simulation of a computer simulation related to a hypothetical child welfare agency experiencing a number of problems. The simulation is intended to test the efficacy of alternative program solutions, and is designed by the students. For a copy of the paper describing the course, write Jim.

**CAI for Licensing Staff** (From John P. Flynn, School of Social Work, Western Michigan U., Kalamazoo, MI 49008).

We are in the middle of a modest pilot project with our State Bureau of Regulatory Services, the agency which licenses out-of-home care for adults and children. The pilot is aimed at determining the feasibility and generating the process and logistical questions in using computer assisted instruction with staff of the Bureau and professional staff in child placing agencies. So far, we have created three demonstration modules on: 1. investigating licensing complaints, 2. coordinating licensing investigations with child protective services and Michigan's Freedom of Information Act, and 3. a lesson discussing a paper by Norris Class on the relationship between social work and regulatory administration. We are using WMU's mainframe computer and the GNOSIS authoring language but our evaluation will also explore the use of distributed microcomputing.

We would really appreciate hearing from anyone else that's involved in the substantive area of licensing or the more general area of computer assisted instruction. I get the feeling from the CUSS Network newsletter that there is a definite emphasis upon MIS.

**Researching New Technology in Managing British Social Services** (From Nigel Robinson, 141 Rupert St., Norwich, England NR2 2AX).

I plan to carry out research into the use of new technology in the management of information resources in the social services in Britain. I was recommended to CUSS by T.D. Wilson of Sheffield University.

**Case Studies for Teaching Information Systems** (From H. F. Coyle, Jr., School of Social Work, U. of Tenn., P.O. Box 90440, Nashville, TN 37209).

The Intercollegiate Case Clearing House (ICCH) has a case study (9-378-536) that appears to fit very well in a course of Information Systems. Its entitled "Computers, People, and the Delivery of Services, The Implementation of a Management Information System". It deals with the people-problems associated with introducing a centralized MIS for use by several social service agencies. While I have not used it in the classroom yet, I've reviewed a copy and will incorporate it into my course next Spring. For information on this and other public policy and management cases, write ICCH, Soldiers Field Post Office, Boston, MA,

02103. This particular case is 33 pages, and costs about \$1.40 per copy.

**Help Needed in Choosing a System** (From Donald T. Gorsica, Odyssey Institute, Inc., 656 Avenue of the Americas, N.Y., N.Y. 10010).

Being the Assistant Controller for a human services agency that is international in its scope and is currently giving serious thought to a conversion to a mechanized system, I would like to join the "Network". Evaluating all of the options currently available can be a mind-boggling task at times, and I would appreciate any and all assistance and information.

**Hospital Social Service Information System and Handicapped Applications** (From Fred Romero, Scott & White Hospital, Social Services Dept., 2401 S. 31st Street, Temple, Texas 76508)

At the present time I'm employed at a voluntary, non-profit, hospital. The hospital has a 500 bed capacity. The Social Services Dept. has a total of 12 full-time social workers. My primary role in the hospital is with a thirty bed in-patient service, providing comprehensive multidisciplinary rehabilitation. Therefore my interests are two-fold in relation to computers.

One, I am in the process in writing a proposal to obtain a micro-computer for use in the social services dept. At the present time I am doing a modified "systems analysis" to determine the needs of a hospital based social work information system.

Two, I am interested in computer applications by and for the handicapped. If anybody in the network has knowledge or information on either of the above topics, I would gladly welcome the opportunity to correspond and share information.

Also I'm enclosing a check for the CUSS. It has been very interesting to read about and obtain information thru the CUSS Network.

(Editor's Note: The Applied Physics Lab at John Hopkins U. has had National Science Foundation and Tandy Support to search for applications of personal computers to aid the handicapped. For information, write Paul Hazan, Program Director, Personal Computing to Aid the Handicapped, John Hopkins U P.O. Box 670, Laurel, MD 20810).

**Fundraising, Fiscal and Personnel Software Needed** (From Walter Huger, Jamaica Service Program for Older Adults, Inc., 163-18 Jamaica Ave., Jamaica, N.Y. 11432).

Our agency is a Non-profit Organization serving elderly clients. We operate a Data General CS40 with Interactive Cobol. Our system has the ability to record Demographic and Service information for approx. 10,000 clients and produce several reports, such as client individual service history, provider, client profile, group service information, etc.

What we would like to do is to utilize our system for Fund Raising, Fiscal generation and Personnel recording. Any information you can provide would be appreciated.

**Low Cost Teleconference Demonstration** (From Michael J. Goro-dezky, Human Services Computing, Inc., 2020 U. Ave., Madison, WI 53705).

We have recently conducted a successful demonstration of our systems using standard telephone lines, terminals, modems, and conference telephones. We demonstrated an Ob-Gyn patient information system operating at the University of Wisconsin to a group of researchers and physicians in Vancouver, British Columbia. We had a low cost meeting and we are sold on teleconference/demonstrations.

## Network Members (new members and address changes)

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## South Australia

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## Resources and Materials

### Newsletters, Journals and Networks:

**Medical Computer Journal** is a bi-monthly newsletter which reports on the use of computers in medicine. For a free sample copy, write MCJ, 42 East High St., East Hampton, CT 06424.

**Data Base Newsletter** is a bi-monthly newsletter which provides information on data base, data base administration, organizational modeling, information engineering and relational generators. Write Performance Development Corp, 1101 N State Rd., Princeton, N.J. 08540.

**Resource Development Journal** is a bi-monthly newsletter for those who develop and use modeling strategies, digital mapping, remote sensing and other tools for resource decision making. Write P.O. Box 12161, Boulder, CO 80303.

**CM News** is a newsletter from the Center for Management Development and Organizational Research whose purpose is to disseminate information and provide a forum on the latest developments in the field of management. The center has a special interest in training for non profit organizational information systems. Write David Bresnick, Baruch College, CUNY, 17 Lexington Ave, P.O. Box 520, NY, NY 10010.

**Computer Law Reporter** is a bi-monthly newsletter which reviews federal and state computer law cases. Write Suite #535, 1346 Connecticut Ave. N.W., Washington, D.C. 20036.

**Planners Network** is a occasional newsletter of the Planners network, a group of planners who share experiences and skills. The format of the CUSS network is based in large part on this network.

### Government Documents:

**Planning and Implementing Social Service Information Systems: A Guide for Management and Users.** Project Share Human Services Monograph #25, available from NTIS, P.O. Box 1553, Springfield, VA 22151, order # SHR-0103210, cost = \$16.50, 193 pp.

From Fred J. De Jong, National Association of State Units On Aging (NASUA), 600 Maryland Ave. S.W., #208, Washington, D.C., 20024. Three new documents are available free from NASUA while the supply lasts. They are:

**Information Systems for the Human Services**, project Share Human Services Bibliography Series, July 1981. Write Project Share, P.O. Box 2309, Rockville, MD 20852.

**Technology Transfer and the Management of Human Services**, project Share Human Services Bibliography Series, August 1981.

**Human Services Information Systems: A Selected Bibliography — 1970 to Present** provides a comprehensive listing of sources related to human service information systems. References are grouped by human service disciplines including aging, child welfare and mental health.

**Manual I: An Information Systems Specialist's Guide to Older Americans Act Programs** designed to provide information systems specialists with a conceptual framework in which to understand how State and Area Agency programs on aging operate. Especially helpful for data processing personnel in state and local government, universities and community colleges, and management consultant organizations who may have extensive knowledge of information systems but limited familiarity with human services for older persons.

**Manual IV: Information Systems Applications in Programs on Aging — Case Studies of Good Practice** for specialists on aging whose responsibilities include information systems. Provides case studies of successfully operating information systems. Also discusses information systems problems and solutions, and demonstrates how the case study systems address areas of special concern to aging units. Topics include: external versus internal reporting needs; summary versus detailed information; multiple funding sources; unduplicated client counts; use of standards; unit costing; and information system development and operation costs.

### System Description and Documentation:

**Personal Computers for the Physically Disabled: A Resource Guide**, available free from Apple Computer Inc. 10260 Bandley Drive, Cupertino, California 95014.

**Computers, People, and the Delivery of Services: How to Manage the Management Information System**, (a case study and teaching guide) available from SUNY, School of Social Welfare, Continuing Education Program, Richardson Hall, 135 Western Ave. Albany, N.Y. 12222.

**Computer Assisted Instruction for Teaching Social Work Research: a Design Project Report**, available from F. C. Hansen, Assoc. Prof., School of Social Work, U of Windsor, Windsor, Ontario, N9B 3P4.

The following papers are related to a five year research project on Information Needs and Information Services in Social Service Departments (called Project INISS). They are available from T. D. Wilson, U of Sheffield, Dept. of Information Studies, Sheffield, England S10 2TN.

Mann, M. G. and Wilson, T. D. (eds) *Forum on social welfare library/information research . . . : report of proceedings . . .* Sheffield: University of Sheffield, Postgraduate School of Librarianship and Information Science, 1974.

Wilson, T. D. 'Research priorities in social welfare library and information work' *Journal of Librarianship*, 7, 252-261, 1975.

Wilson, T. D. and Dunn, A. C. 'Library/information services in local authority social services departments: results of two surveys', *Journal of Librarianship*, 8, 166-174, 1976.

Streatfield, D. R. 'Information in social services departments', *Social Services Quarterly*, 51, 5-9, 1977.

Wilson, T. D. 'Information needs in local authority social services departments' in: *Eurim II: a European conference on the application of research in information services and libraries*. London: Aslib, 1977.

Wilson, T. D. and Streatfield, D. R. 'Information needs in local authority social services departments: an interim report on Project INISS' *Journal of Documentation*, 33, 277-293, 1977.

Streatfield, D. R. and Wilson, T. D. 'We have ways of making you . . . read,' *Library Association Record*, 80, 62-64, 1978 (Brief report on the evaluation of the *Social Work Information Bulletin*)

Streatfield, D. R. and Wilson, T. D. 'Social work reading', *New Society*, 44, (11 May 1978) 306.

Streatfield, D. R. 'Information services in local authority social services departments: preliminary review,' *Journal of Librarianship*, 10, 1-18, 1978.

Wilson, T. D., Streatfield, D. R. Mullings, C., Lowndes-Smith, V., and Pendleton, B. *Information needs and information services in local authority social services departments (Project INISS). Final report to the British Library R & D Department on stages 1 and 2. October 1975 - December 1977*. London: British Library R & D Department. (BLRDD Report No. 5453), 1978.

Wilson, T. D., Streatfield, D. R. and Mullings, C. 'Information needs in local authority social services departments: a second report on Project INISS', *Journal of Documentation*, 35, 120-136, 1979.

Streatfield, D. R. 'Information: making the system work', *Social Work Today*, 10, no. 39 (12 June 1979) 10-12.

Pritchard, J. H., Streatfield, D. R. and Wilson, T. D. 'An illuminative evaluation programme for assessing information services', *Aslib Proceedings*, 31, 245-250, 1979.

Streatfield, D. R. 'Training courses on communication', *CRU News*, No. 6 (March, 1979) 19-20.

Streatfield, D. R. and Mullings, C. 'Communicating information in social services departments', *Social Work Service*, No. 20 (June, 1979) 1-7.

Streatfield, D. R. and Wilson, T. D. 'Organizing office information', *Community Care*, No. 275 (August 2, 1979) 16-18.

Streatfield, D. R., Clark, D. and Hill, H. 'Training social services staff to make better use of information: an account of two practitioner-training courses and their implications', *Aslib Proceedings*, 32, 134-144, 1980.

Streatfield, D. R. and Messenger, V. 'Dear Sir, would any of your readers . . . ?', *Community Care*, No. 304 (February 28, 1980) 26-27.

Streatfield, D. R. and Wilson, T. D. 'Information services in English social services departments: implications of Project INISS', *Behavioral and Social Sciences Librarian*, 1, 189-199, 1980.

Streatfield, D. R. and Wilson, T. D. 'Disseminating research results', *Library and Information Research News*, 3, No. 9 (March, 1980) 9-12.

Wilson, T. D. and Streatfield, D. R. *Information training for local government staff: a case-study in social work*. Paper presented at the F.I.D. Education and Training Seminar, Copenhagen, 13-15 August, 1980.

Streatfield, D. R. 'The vital link', *Community Care*, No. 332 (October 23, 1980) 22-24.

Streatfield, D. R. and Wilson, T. D. *The vital link: information in social services departments*. London: Community Care and the Joint Unit for Social Services Research, 1980.

Wilson, T. D. and Streatfield, D. R. *You can observe a lot . . . A study of information use in local authority social services departments conducted by Project INISS*. Sheffield: Sheffield University, Department of Information Studies. (Occasional paper no. 12), 1980.

Goldie, J. and Pritchard, J. H. 'Interviewing methodology - comparison of three types of interview: one-to-one, group and telephone interviews', *Aslib Proceedings*, 33, 62-66, 1981.

Wilson, T. D. and Streatfield, D. R. 'Structured observation in the investigation of information needs', *Social Science Information studies*, 1, 173-184, 1981.

Streatfield, D. R., Pritchard, J. H. and Wilson, T. D. 'Assessment of an illuminative evaluation programme for information services', *Aslib Proceedings*, 33, 67-70, 1981.



Streatfield, D. R., Wilson, T. D. and Clark, D. 'A problem-based training approach to information for practitioners,' *Libri*, 31, 243-257, 1981.

Streatfield, D. R. and Pritchard, J. H. 'Putting information on tap', *Social Work Today*, 12 (49), 8-10, 1981.

#### **Magazines:**

**Government Data Systems** is a bi-monthly magazine on information systems in government. Write United Business Publications, Inc., 475 Park Ave. South, New York, NY 10016.

**Mini-Micro Systems** is a monthly publication on the mini-Micro world of computers. Write Cahners Publication, 221 Columbus Ave., Boston, MA 02116.

#### **Articles:**

"Information in Organizations as Signal and Symbol," by M. S. Feldman and J. G. March, *Administrative Science Quarterly*, 26, (1981) 171-186.

"Managerial Information Processing, A Research Review," by G. Rivera, et. al., *Administrative Science Quarterly*, 26 (1981) 117-139.

"Technology of Management and Management of Technology," by Gunther Geiss, et. al. available from G. Geiss, (see page 1 for address).

"A Typology for Human Service Information Systems: A Basis for Developing Course Content," available from H. F. Coyle, U of Tenn., Box 90440, Nashville, TN 37209.

The following were provided by Fred Romero, Scott and White Hospital, Temple, TX 76508.

"Types and Uses of Hospital Information Systems Expand," by G. A. Necklenburg, *Hospitals*, April 1981, 112-119.

"Development of an Information System: A Means for Improving Social Work Practice in Health Care," by P. A. Volland & P. S. German, *American Journal of Public Health*, 69 (4) April 1979, 335-339.

"Special Issue on Computerization," *Hospitals*, 55 (20) Oct. 16, 1981.

"Incentive Systems for Mental Health Organizations," by A. Gurnack and D. Schoech, *Administration in Mental Health*, 9 (2), Winter 1981, 79-80.

*Society*, (Special issue on Computing), 17 (2), January/February 1980.

#### **Books**

*Applying Computers in Social Service & Mental Health Agencies: A Guide to Selected Equipment, Procedures and Strategies*, (Ed.) by Simon Slavin, N.Y.: Haworth Press, 1982.

*Young Children in a Computerized Environment*, (Ed.) by Mary Frank, N.Y.: Haworth Press, 1982.

### **Upcoming Events, Conferences and Meetings:**

**Conference on Management Information Systems in the Human Services**, October 25 - 26, 1982, New York City.

**Privacy, Confidentiality and Access of Information** will be the theme of the 1982 Conference on Management Information Systems in the Human Services sponsored by the Center for Management at Baruch College, City University of New York. The Conference will be held on October 25-26 at the Roosevelt Hotel in New York City and will be followed by three days of workshops on various aspects of EDP planning and implementation.

The Conference will confront the privacy/access issue as it relates to the expanding use of large-scale, integrated computer-based information systems in the human services. Protection of individual privacy while achieving greater efficiency and control of service delivery will be the primary focus of the two-day schedule of panels and concurrent sessions. Attention will be given to the technical, social, legal and legislative questions which have triggered the debate about funda-

mental rights of privacy on the one hand and societal benefit on the other.

The Conference will provide an open forum to learn more about the technical and managerial aspects of preserving data integrity, consider the advantages and pitfalls of large integrated systems that are already in place, become familiar with the laws and legislative safeguards related to information gathering and usage, and air and exchange views.

Representation is expected from the areas of Mental Health, Health Care, Family and Children's Services, Education, Probation and Corrections, Services for the Aging, and general Social Services. The Conference is designed for human service administrators, directors, managers and practitioners, including data processing unit staff.

For more information on the Conference and Post-Conference Workshops, contact Professor Rod Monger or Ellen Goldner at (212) 725-3156, or write to Center for Management, Baruch College, Box 520, 17 Lexington Avenue, New York, NY 10010.

**Seventh Annual MSIS National Users Conference**, October 25-27, 1982, Orangeburg, N.Y. (rescheduled from May 3-5, 1982)

The Executive Committee of the MSIS National Users Group and the Information Sciences Division of the Rockland Research Institute wish to announce a joint decision to reschedule the 1982 Annual Conference. The change to a fall schedule has been considered in the past for reasons of heavy spring work activity for both MSIS Users and staff, as well as conflicts with other conferences. At this particular time, several additional factors contributed to the decision. This fall marks the celebration of Rockland Research Institute's 30th Anniversary as well as the 50th Anniversary of Rockland Psychiatric Center. As both of these organizations have played significant roles in the pioneering and continued development of MSIS we would like to hold our conference concurrent with these occasions.

In addition, by October, MSIS 2, our new interactive Information System, will have been fully operational for several months. This will allow time for a more extensive evaluation of the system at the pilot sites prior to the conference. Attendees will have an opportunity to investigate the new system through demonstrations and contacts with the first users of MSIS 2.

For further information, contact Linda J. Kline, Director, Liaison Dept, Information Sciences Division, Rockland Research Institute, Orangeburg, N.Y. 10962 (914) 359-1050 Ext 2376.

**Annual Meeting of The Evaluation Research Society**, October 27-30, Baltimore, MD.

Evaluation Research Society (ERS) Annual Meeting, *Evaluation '82*, October 27-30, Baltimore, MD. The major theme — Evaluation at a Time of Social Change — acknowledges the important link between political decisions, budgetary processes, and evaluations at the Federal, state, and local levels. Papers, panels and poster sessions on this theme, on international or comparative evaluations, and on major developments in evaluation across disciplines and across substantive areas may be proposed by researchers, evaluators, administrators and others who conduct evaluations. Proposals must include a 2-3 page summary and a short abstract. Deadline for submissions is June 30. Submit proposed presentations to (or request Call for Papers from) Dr. Joyce L. Epstein, ERS Program Chair, The Johns Hopkins University-CSOS, 3505 N. Charles Street, Baltimore, MD 21218.

**Urban and Regional Information Systems Association 20th Annual Conference**, Hyatt Regency Hotel, Minneapolis, MN, August 22-25, 1982. The conference theme is "Practical Applications of Computers in Government."



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