

## 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; 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.
- Distributing Newsletters 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 (below) work in Australia offers a model to follow.

**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.

**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, all for 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) 288-7915

**The CUSSN Software Clearinghouse** offers a computerized inventory of commercial and public domain available human service software, a software review file, and a software exchange (see article). For more information, write Walter LaMendola, Professor, School of Social Work, U. of Denver, Denver, CO 80208

**Special Interest Group (SIGs)** are subgroups of network members where significant networking is occurring on a special topic. For a description of the Educators SIG, see Vol. 314, the description under "Member Activities—Educational" by Wallace Gingerich, U. of Wisconsin-Milwaukee School of Social Welfare, Milwaukee, WI 53201

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## Notes from the Coordinator/Editors

The word is spreading about the CUSS Network, but often not as intended. I returned one call and after several minutes of miscommunication discovered he wanted the anger control clinic, not the CUSS Network.

The Fall issue of the CUSSN Newsletter was delayed in order for the UTA printshop to obtain the equipment for accepting electronic text. Thus, the CUSS membership list was a direct output from the data base which handles the membership information. Since the CUSS Network has grown, typesetting the names would have been an expensive task. The delay, however, caused Fall and Winter issues to run together. Our apologies if this causes any inconvenience.

Good News for the CUSS Network. The Department of Health and

Human Services, Office of Program Development has provided support for establishing an electronic CUSS Network. You will be receiving a survey shortly which will request your opinions on an electronic network. Dick Schoech (817/273-3964) would appreciate hearing from anyone with experience in setting up and operating an electronic network using a micro or minicomputer or using an information utility such as the Source or CompuServe.

Other good news is a one year loan of an Apple Computer, printer, 10MB hard disk and networking software. The Community Affairs Division of Apple Computer Corp. donated the equipment in order to help CUSS explore electronic networking. The process now is to determine the best possible electronic networking arrangement that will meet CUSS member needs at an acceptable cost.

Dick Schoech & Lynn Vogel Nov 84

## Services Available

Vendor/Consultant	Contact Person	Services
<b>California</b>		
Applied Humanomics 1421 Chapala Santa Barbara, CA 93101	Mike Herron (805) 965-0555	A computer telecommunication system, called neXus, which can be custom designed for networking nonprofits, human service organizations, and individuals; fund accounting software developed especially for nonprofits for use on micros; other software for nonprofits.
<b>Illinois</b>		
E&P Associates, Inc. 664 N. Michigan Ave. Chicago, IL 60611	Lynn Harold Vogel, Ph.D. (312) 962-1429 or 984-1815	Specialists in the provision of consulting and data processing services to the human services, health care, and insurance industries; Staff has average of over 14 years experience in assisting Fortune 500 & small organizations in addressing computer related & other managerial needs.

**Services Available, cont.**

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, ACSE, (312) 949-0100	Full-service vendor to human service agencies; consultation, systems analysis, training, hardware, software, and services.

**Iowa**

Human Services Computer Systems 14 S. Dubuque Iowa City, Iowa 52240	Lucy Luxenburg, MSW Human Services Consultant (319) 354-7327/351-3956	Consultation for Human Service and other nonprofit organizations; software customized to meet individual needs.
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**Maryland**

KBL Group, Inc. 'Knowledge Based Living' 808 Pershing Drive, -100	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.
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**New York**

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.
King Associates 215 Shoreward Drive Great Neck, NY 11021	Michael A. King, D.S.W. (516) 487-5995	Microcomputer applications for social work and hospital discharge planning—customizing available—IBM, Apple.

**New York/New Jersey**

RFM/Associates, Inc. One Bridge Plaza, Suite 400 Ft. Lee, NJ 07024	Rod Monger, PhD, (201) 592-5895	A consulting and training firm whose associates are academics and experienced professionals. Services include programming, management development and training, systems design, technical writing, planning, security audits, and personnel searches. Write for brochure with full description of services. No charge for initial consultation. Micro specialization.
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**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.
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**Washington (District of Columbia)**

Gibson-Hunt Associates Suite 700 1331 H St., NW Washington, DC 20005	Gail Gibson Hunt, President (202) 737-5008	Planning and implementation support to health and human services organizations in the areas of program and project management, program evaluation, delivery system design and the application of information systems and computer technology.
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**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.
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The above paid advertisements represent no endorsement or favorable review by CUSS. When choosing a consultant, remember the standard advice (1) talk to more than one consultant, (2) obtain several comparable bids, and (3) ask for several recent clients and talk to them about their satisfaction.

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.

## Articles, Reviews and Reports

### Selecting a Micro-System for the Health and Human Services, Part One: Buying for the Future

by Thomas E. Neudecker, Director of Continuing Education, U. of Pittsburgh School of Social Work, 2225 Cathedral of Learning, Pittsburgh, PA 15240.

**Note:** This is the first of several columns on the selection of micro-computers for the Health and Human Services. The next column will explore the issue of computer clones, compatible, and look-a-likes. Upcoming columns will discuss staff training, compare the major operating systems and applications, and suggest strategies for soliciting bids from vendors.

#### Durability

One of the first goals in establishing a micro-computer system for Health and Human Services settings is to select a machine for the future, that is, a micro that will have a long and useful life span. Several factors impinge upon the life of a micro. The first is mechanical and electrical durability. Subjecting any piece of equipment to the rigors of the office setting is a challenge. Corporate American attempts to select micros that will perform with minimum maintenance for five years (coincidentally, IRS regulations allow for a five year depreciation schedule for micro-computers used in the business setting although this maybe changing).

It is possible to reduce many of the causes of mechanical failures by controlling the environment where the micro will be used. Such things as coffee cup rings next to typewriters, heavy smoking in the office in which the micro will be located, the possibility that many people will use the equipment or that it will be frequently transported to other sites are indicators of stresses that may cause failures.

Training, supervision, and basic support to the users will help to reduce mechanical problems. With these issues in mind, one should review the past performance of the machines currently on the market. Demand that vendors provide lists of similar settings where their micro-computers are in place. Check these references, and ask for data on mean time of failure and average cost of repairs. Have the vendors' bid include on-site and carry-in repair costs estimates. Obviously, machines with a history of few failures and a good service record from the vendor should be considered for selection. Service contracts promise to insure agencies against costly repairs of computer equipment. Electrical equipment, including micro-computers, goes through a break in period called the "Burn-in", this period is considered to be the first 90 days of use. If a micro's electronics doesn't fail then, it most likely will not fail due to normal use during its five year life span. Most manufacturers warrant their equipment for the burn-in time.

Before purchasing a service contract, evaluate the cost of normal non-warranty repair on equipment carried into the service center. A good repair center should be able to complete most repairs in an hour or less by just swapping boards. Current bench costs for such repairs is about fifty dollars per hour plus the part exchange cost. Mechanical components such as disk drives and printers have a higher failure rate. Check to see if service contracts can cover only these I/O devices and also determine if a service contract can be initiated after the machine is two or more years old. A general recommendation is to wait until the end of the warranty period before purchasing a service contract. If the selected micro has not had major problems during the warranty and the machine has a good service record in other installations, a service contract will probably not be economical during the first three years of operation. Service contracts on mechanical devices should be purchased if their annual cost is 70% or less than the repair cost of the most expensive mechanical component.

#### Technological Life

Equally as important as the durability of the selected micro is the issue of its technological life. The advancing technology and the subsequent cost reductions in other components makes it difficult to determine the technological life of any micro. Only one micro-computer currently on the market has been available for five or more years and its eight bit processor and limited direct addressable RAM (Random Access Memory) limits its currently utility in business settings. Selecting a micro with a long technological life is not as simple as buying the newest machine on the market. The newest machines don't always survive the competition in the market place. Furthermore, micros that truly introduce new technology generally face a nine to twelve month lag while third parties develop software to make them useful. Selecting a machine with an adequate software library is essential. Realizing the problems of introducing new hardware and software, companies have started to pre-announce future product releases. Pundits have coined the term *Vaporware* to identify pre-announce products. Purchasing *Vaporware* is very risky business because much of it never reaches the market. For ex-

ample, Osborne Computers pre-announced an upgrade to its popular computer. However, this resulted in a dramatic drop in sales of the old micro as buyers waited for the new machine. When its introduction was delayed, the company incurred cash flow problems and was forced to file for bankruptcy. Similarly, VisiCorp, the distributor of the popular software product Visicalc pre-announced their new windowing software called Visi-On. When they missed delivery dates by several months, the company found it has lost its market share to Micro Softs' Multiplan and to Lotus's 1, 2-3.

Health and Human Service agencies should determine what they want a micro to do. Once this is determined, they must select a micro that can perform these tasks with existing software. If the purchase price and other associated costs can be justified through a cost benefit analysis, then purchase. Don't worry about short term advanced in technology and software. Expect to identify new tasks that one would want the micro to perform. But if software and technology does not continue to support your micro, wait until the new desired tasks justify the purchase of an additional micro. Don't expect any one machine to have the software library necessary to perform all the tasks you wish. Software houses write applications for the most popular processors. For example, it is not economical to write a client billing system for a machine that has a small base of installed processors. If a particular program is successful, one can expect the programmer to transfer (also called porting, that is sending a source code version of the program to the other micro and making system specific changes to the code) to the other popular micros. It takes time for versions of the popular software to reach all of the different micro systems. In many cases, third party developers will supply similar products for other micros if the principle vendor can't expand its support base. In any event, look for software that takes advantage of the special features of your micro.

Here are some general suggestions for Health and Human Service agencies when selecting micro-computers. Very good prices can be obtained for the past generation of micros, but these machines generally can not take advantage of new and advanced software or peripherals. If the applications you desire are a set that the older machine can perform, then the price is right, but don't buy more than you need. Do be aware, however, that new needs for the computer will be found every time you introduce a new service. Realize that there will always be a newer and better version of whatever system you select. Don't jump to new technology until it is proven in the marketplace because it is the volume of units installed that will determine the amount of software developed for any particular micro. And always be cautious of buying *vaporware*. Given these warnings, if you select a machine that does a defined task at an acceptable speed, then stay with it. You don't need to buy any new hardware until the application demands it.

**Computotherapy Mind** by Neil Frude, (reprint from the November 83 issue of *Omni*. Article copyright by *Omni Publications International, Ltd.*, reprinted with permission.

Once I had a brain and a heart also; having tried them both, I should much rather have a heart." So spoke the Tin Man in L. Frank Baum's *The Wizard of Oz*. In the end this proto-robot did not have to choose. He kept his brains and the silk-and-sawdust heart the Wizard gave him.

Currently there are researchers who are facing something like the Tin Man's dilemma. They are attempting to devise computer programs that will practice the delicate art of dealing with human emotional problems, a computerized version of psychotherapy. There is an obvious problem here. In their dealings with patients, human psychotherapists use both intelligence and empathy. There is no question computers have a formidable intelligence. But would it be possible for them to simulate human concern and empathy convincingly enough to become useful therapists? Some scientists believe so, and they feel that beneath the impersonal exterior of a metal-skinned micro there may someday lurk a sensitive, caring, programmed heart.

Psychologists have come to recognize that the therapeutic benefits of intimacy need not involve a fellow human. Telling even your pet dog about a problem can help. A trouble shared may be a trouble halved, even if it involves only a machine. In a procedure pioneered by two brothers, Harvard psychotherapists Charles and Warner Slack, a person tape-records his unstructured self-talk for an hour or two, plays it back once, and then types significant parts of the "conversation" into a computer terminal. The computer program, modeled closely on the Slacks' own interview style as therapists, is designed to recognize emotionally charged words or phrases and responds by interrupting the self-analysis at appropriate points to ask, "Would you like to talk more about this?" If the reply is "Yes," the client is instructed to continue talking into the tape recorder, which is automatically switched on. The program was written to be especially warm and lifelike. When the per-

son speaks of a sadness, for example, the video monitor displays the message, GOOD, WE ARE LISTENING TO YOU TALK ABOUT YOUR SADNESS.

In one of the Slacks' studies patients received half of their therapy from one of the brothers and half from the computer. In comparing the two experiences several people actually preferred the computer to a human therapist, and most reacted quite favorably to the machine. They spoke to it about their problems with frankness and emotion, and many felt that it had helped them. Two patients who had recently lost someone close to them even confided this fact to the computer . . . but not to its human counterpart.

Not all computer-based psychotherapy depends solely on the healing power of listening. Just as some human therapists provide direction and suggest realistic solutions to problems, some computer systems are designed to tackle psychotherapy as a problem-solving exercise. They bring their brainpower to bear on human emotional problems, and they present rational solutions. Morton Wagman, a University of Illinois psychologist, has developed a program for dilemma counseling. It is based on the idea that most of the problems people face can be stated in the form of a conflict among two or more different courses of action. The computer elicits such alternatives and then computes several ways in which the problem might be resolved.

Nine out of ten of the students who used this system reported that it helped them, and half said they were more at ease with the computer than they would have been with a person. There was also evidence from a follow-up study that the machine helped reduce the number and severity of the students' problems.

The various programs tend to represent therapists in different ways. In some, they will have active and challenging personas; in others, pensive and quietly sympathetic ones. As well as reflecting different methods and schools of psychotherapy, the computer therapists may be said to imply different philosophies of life. Psychologist Russell Cassel has designed the Computerized Pastoral Counseling System, which has a theoretical basis in the Christian tradition. Patients may eventually be able to choose from a variety of therapeutic approaches, an option that few clinics can provide.

Uses of the computer in psychological therapy are not limited to counseling. Computers are also helping people with such health-related behavior problems as smoking and poor diet habits. A program developed by Dr. Sid J. Schneider, of the Montrose Veterans Administration Hospital, in New York, enables a computer to maintain a dialogue through the mail with would-be tobacco quitters. Clients send in a detailed log of the circumstances surrounding each cigarette smoked, and a computer identifies each individual's occasions of special tempta-

tion. It then suggests individually tailored help strategies to overcome temptation. Preliminary results suggest that over one third of the participants are helped significantly. The method offers cheap, personalized antismoking guidance and holds forth the promise of help for millions of tobacco addicts. A similar approach might help in other health-behavior areas—dieting and fitness training, for example—or in dealing with such psychological problems as aggressiveness, underassertiveness, and anxiety.

Physicians are often surprised at the readiness with which patients accept interviews by, and advice from, a computer. The astonishing truth is that people frequently prefer machines to human consultants—especially when asked about highly sensitive areas. Patients will answer a machine's questions about sexual problems, gynecological health, and alcohol intake, for example, without embarrassment and with more accuracy than they would in personal interviews. Responding to a program specially written for a hospital in Glasgow, Scotland, for instance, alcoholics admitted to drinking 50 percent more alcohol than they had reported to human therapists.

Another highly sensitive area where computers excel is in forecasting suicide. John Greist, a psychiatrist at the University of Wisconsin, has written an interview program that helps to identify people likely to take their own lives. The computer often provides a more accurate picture than that obtained during a live interview.

Advances in computer technology suggest that therapeutic systems will become increasingly sophisticated. Computers now merely *simulate* understanding, but they may soon be able to really understand the subtleties of human emotions. And whereas patients currently have to type in their messages to get replies printed on a screen, research in voice recognition and voice synthesis will mean that someday there will be real conversations between humans and machines. It could also be possible to provide optional therapeutic voices, allowing the client to choose between a "male" or a "female" therapist, or between an all-American or an Eastern European accent. Such refinements seem sure to make the therapeutic interview even more effective.

Should we welcome such an intrusion of mere mechanical systems into our emotional lives, or is this a domain machines should not enter? There is certainly something a little bizarre about a suffering human being confiding dark secrets to a metal box. But judging from the millions of self-help books sold each year, self-help programs are likely to find a huge market. The evidence so far suggests that people will accept "the intimate machine," and we should be prepared for momentous developments along these lines. The Tin Man eventually gained his heart; hard technology is about to gain a soft core.

## Member Comments and Activities

### Network Activities

Report on the Baltimore CUSSN Group from Bob Elkin, Convenor, U of MD School of Social Work & Community Planning, 525 W. Redwood St., Baltimore, MD 21201

Over the Summer months, the following individuals agreed to serve as the CUSS Steering Committee for the Maryland Regional Group and have assumed responsibility for planning the year's program:

Rose Adams	United Way Community Services
Gary Bowers	Human Services Systems Consultant
Charlie Cooper	Foster Care Review Board
Robert Elkin	School of Social Work and Comm. Pl.
James Gabriel	Associated Catholic Charities
Gail Hunt	Human Services Consultant
Steven Mandel	Systems Analyst, JFK Institute
Rosetta Mayo	Baltimore City DSS
Bob Pollard	BIC
Karen Rossow	Family and Children's Society
Carol Shreter	Assc. Jewish Charities and BIC
Sandra Skolnick	Maryland Children's Committee
Chris Tetrault	St. Luke's House, Inc.

The School of Social Work and Community Planning along with Baltimore Information Center (BIC) will continue to sponsor our activities.

Please mark you calendars for the following meetings during the year. Members of the Steering Committee have taken responsibility for planning the meetings. Contact the individuals named below if you have some ideas for the meetings. (All meetings will be held at the School of Social Work and Community Planning in Baltimore on Tuesday mor-

nings from 9:00 to Noon except for the February National CUSS meeting.)

December 4	Public Domain Software (Gary Bowers)
February 18	Open Meeting of National CUSS Board, Sheraton National Hotel, Washington, 5:00 to 7:00 p.m. (Bob Elkin)
March 12 or 26	Microcomputer Financial Systems for Non-profit Organizations (S. Skolnick)

We look forward to an interesting year of exchanging facts and experiences about computer applications in the social services. Please get in touch with me if you have any suggestions.

Job Move and Update from H.F. Coyle, United Way of Nashville, POB 24667, Nashville, TN 37202.

I've left academia and returned to the real world. On July 2nd I became Deputy Executive for Planning and Allocations of the United Way of Nashville and Middle Tennessee.

This is a new position which involves coordinating the work of about 150 volunteers involved in the decision making process which determines the allocations of about ten million dollars to our 58 United Way agencies in Middle Tennessee. I'm also responsible for gearing up United Way's community planning effort and working with both governmental and volunteer agencies to identify and participate in collaborative efforts to more effectively address the human service needs of area residents. I guess after five years of teaching social welfare planning and administration I needed the challenge to go out and see if I could still do it.

I remain interested in application of micro-computers in human ser-

## Members Comments and Activities, cont.

vice organizations and will remain loyal to the CUSS Network. United Way has a NEC mini and two NEC micros, one with two 8¼" floppies and one with a hard disc and a floppy. The agency uses Super Calc II extensively for campaign reporting and financial analysis. I am also using it in analyzing approximately 150 social service programs we fund in order to better understand how much we are putting into various types of services in what agencies and with what resulting units of services delivered. The data from United Way agencies is the beginning of what I hope will be a comprehensive, computerized community planning data base.

I've not had much experience with the NEC equipment and was somewhat dismayed to find that according to our local rep, none of the integrated software packages are available. Has anyone had experience in working with the NEC equipment or been able to find integrated software such as Lotus 1 2 3, Ovation or Symphony to use with it.

## International Activities

**Applications in the Field from Allen Poling, Supervisor, Social Services, Ministry of Community and Social Services, NW Regional Centre, Box 3270, Thunder Bay P, Ontario P7B 5J8 Canada.**

Presently I am interested in seeing what is being done in the Social Service field, or in working with the developmentally disabled.

**Information Needed on Computerized Diagnosis and Assessment from Ted Cardwell, President, Cardwell Human Resources Dev., Inc., 416 Regent Plaza, 115 3rd Ave., Saskatoon, Sk S7K 1L7 Canada.**

I am a Clinical Social Worker in a private practice. Our company has an apple macintosh computer. We are still in the formative stages of finding applications for the computer in our practice.

Can anyone brief me on any work in the use of computers for diagnosis of individual, family and relationship problems. Also, have you come across any good computer-based protocols for assessment of children?

**Training for Adults with DD from Randy J. Tighe, Research Associate, The Vocational and Rehabilitation Research Institute, 3304 St N.W., Calgary Alberta T2L 2A6 Canada.**

The Vocational and Rehabilitation Research Institute has, for the past thirteen years, made use of computers to augment their training program for developmentally handicapped adults. The initial development was done in conjunction with the Computer Applications Unit of the University of Calgary. Terminals connected to a mainframe computer provided drill and practice in number and money concepts to our clients. Various visual output and input systems were developed to facilitate use of the equipment by a wide range of our client population. A number of studies were completed by Master's and Doctoral students. I could furnish you with these references if you are interested.

More recent developments make use of several microcomputers at the Institute. Developments in Blissymbolics, Basic Concepts and number skills have taken place using various input and output modes. Results of studies by myself and others are presently being written up for dissemination.

## Research Projects and Reports

**Disabled involved in R&D, from Martha Ross Redden & Virginia Stern, AAAS Project on the Handicapped in Science, AAAS, 1515 Massachusetts Ave., N.W., Washington, D.C., 20005.**

The American Association for the Advancement of Science (AAAS) Project on the Handicapped in Science is beginning a new program, funded by the National Science Foundation (NSF), to bridge the gap between the researchers and developers of technologies and the disabled people who are potential users of technologies.

To create a more useful system of information exchange, during the next two years the AAAS Project on the Handicapped in Science will be working closely with consumer and other groups that serve disabled persons or research disability issues. The project also will draw heavily on the expertise provided by over 1,000 disabled scientists and engineers who are members of the AAAS Resource Group.

As a first step, the project will review completed and ongoing research and development work to aid handicapped persons. This will include identifying research projects funded by NSF and other federal agencies, searching scientific literature to locate other disability related R&D projects, and organizing information from disabled user groups and individuals.

Disabled persons or groups are encouraged to share individual case experiences of working with a scientist or engineer who helped in the design, modification, or repair of assistance devices or other technologies. Of interest also are identification of projects at universities, Independent Living Centers, or other locations where research and development is occurring.

The project hopes to call attention to the field of disability research and to expand the benefits it offers to disabled individuals by more widely involving the scientific and engineering community in disability research, including disabled individuals in the R&D process, and increasing the public's awareness of these issues. The project will be directed by Martha Ross Redden and Virginia Stern of the AAAS Project on the Handicapped in Science.

Individuals or groups who have information which might have application to the project should write or call.

**Comments About the Future Needed from Claude St. Jarre, 1755 Prospect #9, Sherbrooke, D.Q., J1J 1k6 Canada.**

I am doing a radio program about the Future, on our local community radio, CFLY-MF, 98.1. I offer anyone to answer these questions, on a cassette or through a letter:

- 1) What kind of future do you desire?
- 2) What is lacking to get it?
- 3) What is the role of the person to get it?
- 4) Do you have hope to reach it?

## Education/Training

**CBI Software, Videodisk and LAN Use from Sally Dodds, U of Miami, National Center for Faculty Development, School of Medicine, 1320 S. Dixie Highway, Miami FL 33146**

I am involved with two federally funded programs at the University of Miami. One is the National Center for Faculty Development in the Health Professions, headed by Dr. Hilliard Jason; the other is the Family Practice Learning Resource Center under the direction of D. Jane Westberg. Both of these projects are actively developing software for computer based instruction, and are gearing up for the integration of videodisc players in the presentation of patient management problems to health care personnel. In addition, the National Center uses a computerized LAN in 8 Family Practice residencies in Florida to facilitate resident training and communication.

**Teaching Software Needed from Roland Wagner, Assoc. Prof., Social Work, San Jose State U., San Jose, CA 95192.**

We are in the process of ordering three IBM-PC's for the School of Social Work, in a rush to make sure things get here by late August before the opening of Fall semester. I have been playing catch-up on some software to try to be ready.

The new Prentice-Hall apprentice series looks very interesting to me, and at this point I am planning to use it. Probably I will select D.B.-II and Easywriter. I don't know how practical it is to expect the students to master more than two packages in a one-semester, two-hour course, so I am playing it a bit conservative the first time through.

If you know of other software that is popular among computer instructors in the social services, I would appreciate the tip. Acquainting the students with some of the diagnostic software, such as administering tests of mental health in various capacities, or education in communication skills, family functioning, etc. look interesting and would fit closely with a social work orientation, but as usual there is the problem of cost and accessibility by a group of 40 or more students. If you have any suggestions on social work software that is public domain, running on IBM-DOS, I would appreciate the information.

**Editor's note:** Both the CUSSN Software Clearinghouse and Education Special Interest Group Coordinator (see cover) have listings of educational software and public domain software. Anyone responding to Roland should send a copy to both Walter Lamendola (Software Clearinghouse) and Wallace Gingerich (Education SIG).

**Anyone Using Micro SPSS from Norma Teinberg, Sociology Dept., Duquesne U. Pittsburg, PA 15282.**

I would like to hear from anyone who is using the computer (micro or maxi) for social policy courses, evaluation, research, or group work. I use SPSS now on a UNIVAC maxi frame. I need information on data bases and other new software. How about SPSS for the micro? Has anyone used it?

## Members Comments and Activities, cont.

### Health and Mental Health

Psychosynthesis from Raul Wuinones-Rosado, 149 Boulay Circle, Chicopee, MA 01020.

I work at The Holyoke Street School, an urban alternative high school that serves students from working class families. There, I teach Spanish, History or Puerto Rico, Inner Works (a Psych course), and I do counseling.

I'm currently involved in a training program in Psychosynthesis, a wholistic counseling approach, as well as in intensive work with Jean Houston, concerning the transpersonal field.

While I have been only marginally active in networking, I plan to use my newly acquired Apple IIc to establish a database that would be available to clients, colleagues and friends. It will include resources primarily in the areas of psychology, spirituality, and peace.

Also, I am exploring the viability of a local resource network to provide people with information regarding these areas. Perhaps, someone might be able to suggest ideas regarding computer hardware and software, and more important, possible funding sources.

And if you know of anyone else in this part of the country with similar interests, I'd appreciate a name and phone number.

Women's Center Using Computer in Many Ways from Bexar Co. Womens Ctr., 2300 W. Commerce St., - 201, San Antonio, TX 78207.

The Bexar County Women's Center is a non-profit comprehensive social service agency whose mission is to assist individuals toward personal and economic self-sufficiency. BCWC began as an information and referral service for women in September, 1977 and has since grown to include personal counseling, employment and training programs, volunteer training and placement, the Mi Carrera Youth Program, a Men's Group for batterers, and a variety of adult education workshops. All fees are based on ability to pay.

The Bexar County Women's Center uses computers in virtually all of its daily activities. Budgeting and forecasting using the Visicalc spreadsheet is one of the major applications of computer usage. There is a large database of names and addresses which comprises the mailing list.

Most correspondence and grant writing is made possible by a word processing program. There are also lists containing special information such as fundraising, public relations, and a current database being developed for employment information. These lists are accessible through Visidex which also functions as a mailing list and has calendar capabilities.

Each department and program has its own special databases which are used frequently for purposes of information and form retrieval. Some departments have a database of clients, although no privileged information which could be gathered by counselors is kept on disk.

The Bexar County Women's Center is now also online and uses the modem to transfer data to its Northside branch. The modem is also used to access other databases for research purposes, information retrieval and transference, and grant searching. A database is currently being developed for transference and use by other women's centers across the country.

In the Dark on Networking from Dorothy Litersky, One Kenmore Ln, Boynton Beach, FL 33435.

I am undertaking the establishment of a computer network for The National Alliance for the Mentally Ill. We have about 30,000 members in the States, and many inquiries coming in every day, swamping the office and the facilities there. It was my thought that a computer might help relieve the paperwork and telephone burdens of the main office.

Without having the vaguest notion how to proceed, with only a TRS80 Four at my disposal, with no modem as yet, I am totally in the dark as what would be the best method of procedure to establish some kind of nationwide bank of data that could be tapped, possibly, through an 800 number. Suggestions I am looking into so far are bulletin boards, a network of personal computers, or possibly piggy-backing on a larger system - either non-profit system within the mental health field, or something like Source.

I would appreciate any advice or other sources of information I might tap that could help solve my problem.

### Disabilities

Software for the MacIntosh from Richard Pfoutz, Family Resources Center Coord., Washtenaw Assn. for Retarded Citizens, 290 S. Wagner Rd., Ann Arbor, MI 48103.

We have just acquired a MacIntosh computer and I am seeking all the ideas and help that I can get to develop systems that will give me clinical information.

I operate an advocacy program which employs five full-time staff providing services to several hundred clients in a year's time. The first application that I will put on the computer is a Client Information Record using PFS File and PFS Report. After I get that into operation I want to attempt to get a handle on our effectiveness and efficiency. As a neophyte in this electronic maze I am looking for ideas for other benefits that we could derive from the use of this fascinating contraption. I would appreciate it if in the next issue you could print some sort of outreach to other agencies who might network with us.

Interactive Videodisc etc from Lucille Kantor, Special Education Center, Old Wyomissing Rd & Parkside Dr. S., Reading PA 19611.

We built an extended keyboard of our own to interact with an Apple IIe. We also used an interactive system consisting of a Pioneer videodisc system, an Apple IIe, an IIAT touch screen, Echo II speech synthesizer, light pen system, silentype printer, Kaola pad, adaptive firmware card with joystick control, a cacti expanded keyboard, Express I and other types of keyboards. We produced a 30 minute slide show showing the work done with our students.

Technology for the Physically Disabled from Dan Pechtoll, Interface Project Director, Lower Hudson Regional Computer Ctr., (914) 693-7576.

The Interface Project (TIP) is a research project sponsored by Southern Westchester BOCES as a response to the perceived needs of physically disabled students. Based at the Lower Hudson Regional Computer Center the goals of the project are threefold:

- 1) Identify, demonstrate and field test various interface devices allowing all individuals access to technology.
- 2) Pinpoint and purchase software in the area of Special Education with particular emphasis on the integrated use of hardware/software with orthopedically handicapped.
- 3) Aid in the identification and design of specific devices for the physically disabled computer user.

High Technology to Foster Communication Skills from Anita Kreit, Board of Cooperative Ed. Services, 61 Parrott Rd., West Nyack, NY 10994.

During the past year, we have attempted to utilize high technology in the form of the Apple II micro-computer to foster the growth of communication skills with a variety of handicapped populations. We have found that the computer offers an opportunity for children who are non-vocal and/or severely physically handicapped to engage in communication at basic levels and to learn language concepts. Even the most severely impaired child has been able to operate a microcomputer through a variety of adaptive switches/interfaces tailored to his/her individual needs. The interfaces that we employ range from simple pedals or wobble switches to complex electronic communication boards which bypass the conventional keyboard.

Custom input devices such as the expanded, Gibson light pen and built-up joysticks are also in development. For the severely impaired student, the computer has been utilized to develop such pre-linguistic abilities as visual attending/tracking, and recognition of cause and effect through the use of student activated changes in the output of the micro.

For the trainable or educably mentally retarded, the computer has been most useful in providing a means of learning which can be modified for delayed response time and/or inability to read. The Adaptive Firmware card will adjust the speed at which a program is presented. We have graphic displays and speech synthesized presentation to access many learning/communication programs to the child who cannot read. We have found the Votrax and Echo II speech digitizers to be very effective. Software programs, both commercially available and developed under this grant exploit these features so that the retarded and/or non-reading language impaired child can learn basic concepts such as "over/under" and "more/less", expand vocabulary and syntax comprehension and improve attending/sequencing skills. These, of course, represent but the tip of the iceberg.

We have also utilized the microcomputer with autistic and hearing impaired children targeted under one grant. For the autistic child, we have found that the computer's flexibility provides a perfect extension for the child who is not flexible. For the autistic children with whom we have worked, there has developed an apparent "bonding" between the child and machine. Learning occurs naturally as the computer presents information to a modality of strength (generally visual), and

## Members Comments and Activities, cont.

remains ever consistent in its demands. The motivational factor is enormous.

Our hearing impaired children have emphasized the more subtle, but equally valuable potential of the microcomputer. Watching these students interact with a well prepared program has been a study in the potential development of independent thinking skills, logical sequencing and group dynamics. These skills emerge in conjunction with the curriculum-based objectives of learning specific language form and meaning.

In conclusion, our initial experiences with the microcomputer in special education have been very promising. We have accessed the Apple II to populations that have heretofore been unable to affect any change upon or interaction with their environment. The changes that take place on a child's face or in his/her communicating when a computer is introduced is enough to encourage additional efforts in this area of endeavor. The possibilities are endless.

**Apple Switching Devices for students with CP** from Carole Handwerker, UCP Assn of Westchester Co., POB 555, Purchase, NY 10577.

I am a teacher at the Cerebral Palsy School in Westchester County, New York.

We have two Apple computer systems and have made several switching adaptations so as to enable our multi-handicapped population to have direct access and interaction with the computer. We are working on developing computer assisted visual and perceptual motor therapeutic program, as well as traditional conceptual academic computer assisted programs.

**Computer as a Working Tool for Persons with DD** from Thomas Saka, U.. of Hawaii at Manoa, College of Education, Mist Hall Annex2, -222, 1776 U. Ave., Honolulu HI 96822.

I was recently the trainer in a project sponsored by the Hawaii Planning Council on Developmental Disabilities in which five developmentally disabled adults were trained to use the computer as the main work tool. Three of the students were placed in paid employment using a computer and the fourth is doing volunteer data entry at a military installation.

A training manual of the project was developed and is available through the Hawaii Council on Developmental Disabilities. The software used in the training was developed specifically for the project and is available through me. I also wrote my master's thesis on the project.

**Handicap Awareness Program** from Michael Warshawsky, GRA-8 Raytheon Co., Bedford, MA 01730.

As per a recent edition of Project on Handicapped in Science newsletter, I write to request information concerning CUSS.

I am a severely disabled software engineer and am also functioning as coordinator of handicap awareness programs for our Bedford facility. I am involved with the Equal Employment Opportunity Committee, serving as chairman of its ACCESS subcommittee. I also sit on the boards of directors of the Massachusetts Association of Paraplegics, Northeast Independent Living Program, National Spinal Cord Injury Association, and Massachusetts Easter Seals Society. I sue a power wheelchair for mobility.

## Child Welfare

**Suggestions Needed for Computerization of Advocacy Program** from Barbara Sanchez Smart, Program Specialist, The Superior Court Child Advocates Office, 210 W. Temple St., Dept 200, LA, CA, 90012.

We are exploring the possibility of computerizing our data on child abuse victims under the Court's jurisdiction and our volunteer advocacy services. Any information you can provide would be helpful.

**Matching Foster Parents with Foster Children** from Dean Braley, Braley & Thompson, Inc., 51 Main St., St. Albans, WV 25177

Braley & Thompson, Inc. is currently using computers to sophisticate the process of matching foster parents with foster children. Enclosed you will find a copy of the *Specialized Foster Care Manual* written by Braley & Thompson staff who will be utilizing this system in the placement of foster children within our Agency.

## General

**Software for North Star Horizon** from Kathleen Wells, Director of Research, Bellefaire, 22001 Fairmount Blvd., Cleveland, OH 44118.

We are a residential treatment center serving approximately 150

children in one location. We want to obtain a software package for our North Star Horizon micro-computer to allow us to answer some basic questions regarding our client population and their progress in care.

To date, we have summarized the information currently being collected at the agency for client descriptive purposes. And we are now seeking information on approaches to conceptualizing and measuring client progress in treatment that have been used in non-behaviorally-oriented residential settings.

Any information regarding existing software packages for settings such as ours would be helpful.

**Information for Black Liberation** from Mario Drummonds, 118 Clifton Pl., Brooklyn, NY 11238.

My name is Mario Drummonds and I am a social worker and a activist within the high-tech information revolution. However I am trying to use this technology for community service and social change. I am a member of *Information for Black Liberation*, a network of Black community activists who have a variety of experiences within the Black Liberation Movement over the past ten years. We also span a variety of occupations and class locations. We are all interested in this new information age and it's affect on the Black Community. Presently I am completing a paper on this theme that will give guidance to political forces in our community in dealing with this new information thrust. Presently, we are doing free typesetting, flyers, needs assessments, resumes and mailing lists for groups and organizations within the Black Movement here in New York City.

Presently we are using the computer to set up a self-defense program in Bedford Stuyvesant, Brooklyn. The name of this program is the *Community Self-Defense Program*. We wrote the proposal, developed a data base to recruit staff and participants and developed all our outreach data on the computer. I have enclosed a few flyers we developed on our computer.

**Sex Offender Software** from Philip H. Witt, Dept of Corrections, Adult Diagnostic and Treatment Center, 8 Production way, POB 190, Avenel NJ 07001

As Director of Research at the Adult Diagnostic and Treatment Center, New Jersey's facility for the treatment and assessment of convicted sex offenders, I have computer automated:

1. All in-house objective psychological testing,
2. a database of resident background and offense characteristics, and
3. penile plethysmograph assessment of offender sexual arousal patterns.

**Comprehensive Community Data Base** from Raymond Schweighofer, Atlantic Co. Dept. of Social Services, 1601 Atlantic Ave., 5th Floor, Atlantic City, NJ 08401.

Information Atlantic is a comprehensive data base that services the following in Atlantic County.

- Information & Referral, Ombudsman Centers
- County, State and Private Funding Allocation Committees
- Human Resource Planning Committees
- Social Svc. Client Tracking Systems
- Health Case Management Systems
- Coordinated Emergency Response Systems
- Service and Distribution Agencies

Information Atlantic has been under design for the past two years. It is currently in the heart of the implementation Stage and is expanding at a rapid rate.

**Self-Administered Systems Analysis Software, etc.** from David Lansky, Director, Information Technology, 0245 SW Bancroft, Portland, OR 97201

I am now working at the Center for Urban Education in Portland, launching an "Information Technology Institute." The mission of the Institute is to make computers and other new technologies available to the non-profit sector. Our focus is on effective management of information, rather than on computers per se.

The Institute works with several technologies, including cable television, telecommunications (including telephone equipment and services), and computers. We are interested in the development of community data bases (e.g., on-line information and referral, community events calendaring, inter-agency data sharing, neighborhood information systems) as well as such direct services as technical assistance to non-profits, classes in computer use and applications, and the formation of a local (Portland-area) non-profits' users group. We also hopw to focus public attention on new social issues arising out of the informa-

## Members Comments and Activities, cont.

tion technologies: telephone deregulation, cable franchising, computer data privacy and security, etc. I hope that CUSSN members in our area (and others will parallel interests) will communicate with us about their activities.

There are several specific items I would welcome responses on:

- Do people have good or bad experiences with particular fund accounting packages for small to medium-sized agencies (IBM PC or other small systems.)
- We have been working on an inter-agency data sharing project among large state welfare agencies, private non-profits, and juvenile courts. Do others have similar experiences to share regarding the politics or technical difficulties they have encountered?
- A number of the agencies we work with are moving to a new, and more complex, level of computer use. They have mastered the canned applications - word processing, general ledger, list management - but are struggling with integration of other data resources. Can they link client records to reimbursement to agency accounting? Can they automate client clinical records? In general, the answer is yes, with custom (expensive) programming and database design. Do CUSSN members have some packaged solutions to these kinds of problems which are flexible enough for general use (with modest tailoring)?
- We are developing two support "packages" for non-profit agencies, and I know that much work has been done by others in these areas. I would appreciate it if any CUSSN members would share materials they've developed for:
  - a) self-administered "systems analysis" for agency information systems (especially sensitive to client record-keeping issues);
  - b) successful curriculum materials for introductory and intermediate classes for non-profit agencies interested in computing.

**Data Base Management in adolescent pregnancy, alcoholism, drug abuse and employment programs** from Morgan Lyons, California Research Center, 1052 West 6th St., -700, LA, CA, 90017

California Research Center has become absorbed with the Microcomputer Revolution. A great portion of our activities these days is devoted to developing, implementing and otherwise working with small computer systems in nonprofit and government agencies. Some of what we are experiencing finds its way into our newsletter, *Small Computers for Nonprofits*, a recent issue of which we have enclosed.

As most of our work is with social service agencies, we find CUSS a tremendous resource for ideas and contacts. We are especially interested in exchanges with people working in the area of data base management for programs in adolescent pregnancy, alcoholism, drug abuse, and employment. One of our current struggles is with dBASE III and we would love to trade approaches and solutions using that software in particular.

**Community Organizing Applications Needed** from David Friedlander, 1781 Riverside Dr., NY, NY 10034.

I am a community activist who has become a hacker.

I own an Osborne I computer, which I use for word processing, telecommunications and database applications. I have applied the com-

puter to a data system which tracks repairs in our building for our tenants' association, and I am planning to do some spreadsheet applications concerning social statistics that are commonly available.

I am very much interested to be in touch with others using computers for community organizing and activist applications.

**Nutrition & Family Finance Software** from Gail G. Fonosch, Professor, Dept. of Home Economics, CA State U., Northridge, Northridge, CA 91330.

I have been working with software related to nutrition and family finance.

**Educational Microcomputer Software Teleconference** from Connie Lawry, Teleconference Coordinator, College of Ed., Oklahoma St. U., 108 Gundersen, Stillwater, OK 74078. (405) 624-6254.

On April 13, 1985, Oklahoma State University will broadcast nationwide a satellite teleconference focusing on educational microcomputer software. The teleconference, titled "Educational Microcomputer Software: Identification, Evaluation, and Integration," will examine the resources which are available to assist teachers in identifying software for their subjects and grade levels and in finding objective evaluations of the quality of that software. In addition, the teleconference will demonstrate some of the ways in which educational microcomputer software can be integrated into the curriculum.

The 3½-hour video teleconference will feature nationally known figures in the area of educational software review; it is intended for elementary, secondary, and vocational-technical teachers and administrators as well as teacher-educators at institutions of higher education.

The teleconference will be offered in cooperation with the National University Teleconference Network (NUTN), which is housed on the Oklahoma State University campus. Institutions which are members of NUTN, as well as other institutions of higher education, will be able to receive the broadcast live and re-market it as a conference for area teachers and administrators. The teleconference will feature a live interactive component, through which questions from receiving sites throughout the United States can be phoned in to the studio and asked live on the air.

Oklahoma State University, with its newly installed satellite uplink, its multi-million-dollar Telecommunications Center, and its role as headquarters for the 110-member National University Teleconference Network, has pioneered the delivery of several national, educational teleconferences over the past two years, including ones co-sponsored by AT&T Information Systems and the American Marketing Association.

The teleconference on "Educational Microcomputer Software: Identification, Evaluation, and Integration" will be coordinated by the College of Education on the OSU campus. As part of the services it will provide in advance of the teleconference, OSU will furnish receiving sites with detailed marketing and programming packages for use in their own re-marketing of the teleconference and in designing their own local programs to "wrap around" the national broadcast.

By special arrangement, the teleconference can also be received by school districts, state departments of education, and other organizations with satellite receiving capabilities.

Contact me for information on how to receive the teleconference, for a list of other institutions scheduled to receive it, or for additional details on the program and speakers as they are finalized.

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## Membership Roster

**Membership listed by state and city alphabetically as of 15 Oct 84. Foreign listings follow. Complimentary memberships included.**

### AK (Alaska)

Gene E Carnicom, Alaska Native Medical Ctr, Box 7-741, Anchorage, AK 99510  
Wandal W Winn, Physician, 6101 Moose Meadow Lane, Anchorage, AK 99516  
Tundra Coalition, BOX 1537, BETHEL, AK 99559  
Jack Flood, Program Director, Phillips Alcoholism Tmt. Ctr, POB 388, Bethel, AK 99559  
Liz Illg, Director, Tundra Women's Coalition, Box 1537, Bethel, AK 99559  
U OF ALASKA FAIRBANKS, BUSINESS OFF BUNNELL 106, 303 TANANA DR., FAIRBANKS, AK 99701  
John V Hawk, Diagnostician-Hospitality Hse, 1401 Kellum, Fairbanks, AK 99701

Miguel Holganza, Clerk 111, Div/Fam. & Youth Serv./DHSS, Pouch H-05, Juneau, AK 99811

### AL (Alabama)

Harry L Brown, ASSOC. PLANNING DIRECTOR, UNITED WAY-COMMUNITY CHEST, 3600 8TH AVE. SOUTH, BIRMINGHAM, AL 35222  
Fred George, PSYCHOLOGIST, 106 S CONNER, ENTERPRISE, AL 36330  
Terry T Schansman, Rt -2, box 300, Lacey Spring, AL 35754  
Tom Wyatt, POB 4237, University, AL 35486-4237

### AR (Arkansas)

Robert L Akridge, ARKANSAS REHAB RES & TRNG CNTR, PO BOX 1358, HOT SPRINGS, AR 71901

## Membership Roster, cont.

### AZ (Arizona)

J K Applegate, Center Director, Casa Grande Activity Ctr, 209 W. First St., Casa Grande, AZ 85222  
Phoenix S. Community MH Ctr, 1424 S. 7th Ave., Phoenix, AZ 85007  
Carl E Brown, Ed. AENET: The Missing Link, Phoenix South CMHC, 1424 S. 7th Ave., Phoenix, AZ 85007  
Data HS Network, Maricopa Assn of Govts, 1820 West Washington, Phoenix, AZ 85007  
Jesse McClure, 5416 Light House Lane, Tempe, AZ 85283  
Pamela D Mayhall, Pima Community College AJS/YCA, 2202 W. Anklam Rd, Tucson, AZ 85709

### CA (California)

Joe Bavonese, Student, 951-A Stannage Ave., Albany, CA 94706  
Saul Feldman, Editor, Admin in Mental Health, 828 San Pablo Ave., Albany, CA 94706  
David Collins, Food & Nutrition Ser. Inc, 236 Santa Cruz Ave., Aptos, CA 95003  
Thayer Douglass, Dir Specl Serv, Placer Union HS District, 275 Orange St, Auburn, CA 95603  
Barbara G Davis, Editor, Evaluation News, T.I.E.S. U. of Calif, 262 Stephens Hall, Berkeley, CA 94720  
Alexandra Enders, P.O. Box 796, Berkeley, CA 94701  
Michael J Gorodezky, Private Consultant, 1401 Grizzly Peak, Berkeley, CA 94708  
Leonard S Miller, 545 SANTA CLARA AVE, BERKELEY, CA 94707  
Mitch Allen, Editor, Sage Publications, Inc, 275 S. Beverly Dr., Beverly Hills, CA 90212  
Walter R McDonald, President, W. R. McDonald & Assoc. Inc, POB 834, Carmichael, CA 95608  
James Gardner, Psychologist, Fairview Developmental Ctr, 2501 Harbor Blvd, Costa Mesa, CA 92626  
Mark Vermillion, Apple Computer, Comm Affairs, 20525 Mariani Ave., Cupertino, CA 95014  
Nancy Fanning, San Anselmo Children's Ctr., 199 Porteous Ave., Fairfax, CA 94930  
CAPH Independent Livg Ctr, 605 W. Home, Fresno, CA 93728  
Nadina Cole, Student, 404 E. Cambridge Ave, Fresno, CA 93704  
Anthony R Folcarelli, EXECUTIVE DIRECTOR, UNITED WAY OF FRESNO COUNTY, P.O. BOX 5177, FRESNO, CA 93755  
Fresno Co Free Library, Information Dept, 2420 Mariposa, Fresno, CA 93721  
Charles Griggs, ASS'T SUPERVISOR, FRESNO COUNTY FREE LIBRARY, 2420 MARIPOSA ST., FRESNO, CA 93721  
Robert L Hatmaker, Professor, CSU, Fresno, Social Work, 1442 E. Mesa, Fresno, CA 93710  
Chauncey A Alexander, Consultant-social worker, Alexander Associates, 8072 Driftwood Dr., Huntington Beach, CA 92646  
John King, Professor, U of Calif. at Irvine, ICS Dept., Irvine, CA 92717  
June I Kailas, EXEC DIRECTOR, WCIL, 12901 VENICE BLVD, LOS ANGELES, CA 90066  
Lawrence Y Loe, State Dir, Research/MIS, Children's Home Society of CA, 2727 W. 6th St., Los Angeles, CA 90057-3111  
James E Lubben, ASS'T PROFESSOR, UCLA SCHOOL OF SOCIAL WELFARE, 276A DODD HALL, LOS ANGELES, CA 90024  
Morgan Lyons, Executive Director, Calif Research Ctr, 1052 W.6th-700, Los Angeles, CA 90017  
Gene Rothman, SOCIAL WORK RESEARCHER, VA MEDICAL CENTER WEST, 10832 CHARNOCK RD. -3, LOS ANGELES, CA 90034  
Dale Silverman, Fiscal Director, Jewish Family Service of LA, 6505 Wilshire Blvd., Los Angeles, CA 90048  
Kathy Chin, Staff Writer, InfoWorld, POB 3108, Menlo Park, CA 94026-3108  
Linda L Remy, President, Loring Associates, POB 5402, Mill Valley, CA 94941  
Jim Masters, Project Director, Center for Local & Como Res, 6048 Claremont Ave., Oakland, CA 94618  
Marge Watson, PROGRAM DEVELOPER, STEPPING STONES, 1720 ADELIN, OAKLAND, CA 94607  
Joan M Cummerton, PROFESSOR OF SOCIAL WORK ED., SOCWRK. SAN FRANCISCO STATE U., 171 ANGELITA AVE., PACIFICA, CA 94044  
Barb Denny, Research Associate, Ctr Health & Soc Ser Research, 155 South El Molino -202, Pasadena, CA 91101  
CAL ST. POLYTECHNIC U, 3801 W TEMPLE, POMONA, CA 91768  
Sharron R Bentley, PROJECT DIRECTOR, SCAMP, PO BOX 660, POMONA, CA 91769  
Mark A Boyer, Behavior Scientist-Sp ed, 445 E. Scott St. -7, Port Hueneme, CA 93041  
Vivian Hayes, Student-masters, 13894 Putney Rd, Poway, CA 92064  
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## Resources and Materials

### Funding Sources

The Small Business Innovation Research Grant Program of the Public Health Service has been used successfully to obtain funding for mental health hardware and software development. It is designed to stimulate technological innovation, use small business to meet federal research and development needs, increase private sector commercialization of innovations derived from federal research and development, and foster and encourage participation by minority and disadvantaged persons in technological innovation. Grants are due April 15, 1985. For further information, contact J. Moynihan, NIMH, Parklawn Bldg. Rm 10-99, Rockville, MD 20857 (301) 443-3107.

### Electronic Information Utilities and Networks

DEAFNET: A computer communications network for deaf people to communicate with each other. The network offers direct talk, electronic mail, bulletin boards, conferencing, and a resource data base. Deaf Communications Institute, Bethany Hill, Framingham, MA 01701.

PI-Net (Psychologists Infor-Network) is an electronic bulletin board system for Psychologists using microcomputers. Write Academic Applications, 2815 Kilkierane Dr., Tallahassee, FL 32308

SIEC (Suicide Information and Education Centre), contains an inventory or present research on suicide, bibliographic listings, teaching materials and other resources. Write SIEC, 103, 723 14th St., N.W., Calgary, Alberta, Canada T2N 2A4.

Software registry of programs for the handicapped: Trace Center, U of WI, 1500 Highland Ave., Madison, WI 53706. (608) 262-6966. (Information on expressive communication aids, techniques, applications and software for the handicapped).

### Newsletters, Magazines & Journals

ADCIS News, published by the Association for the Development of Computer-based Instructional Systems, Western Washington U. Bellingham, WA 98225

Classroom Computer Learning, Pitman Learning Inc., 19 Davis Dr., Belmont CA 94002.

COPH-2, a newspaper about computer technology for the physically handicapped, 2030 Irving Park Rd., Chicago, IL 60618, \$8.

Data Training, A monthly newspaper for information trainers, write 38 Chauncy St., Boston, MA 02111.

Education Computer News, 1300 N. 17th St., Arlington, VA 22209

Educational Computer, POB 535, Cupertino, CA 95015

Electronic Learning, Scholastic Inc., 730 Broadway, NY, NY 10003.

Expectations, A quarterly Publication of the National Association for Computer Literacy and Training (NACLT), POB 36259, Dallas, TX 75235, \$6 per year. NACLT is sponsoring a project on access to technology for special populations.

Journal of Special Education Technology is published jointly by Utah State University in cooperation with the Association for Special Education Technology, Exceptional Child Center UMC-68, Utah State U., Logan, UT 84322.

Journal of Technology in Addiction & Recovery, Quarterly from Person Centered Consulting, POB 64, Mpls, MN 55415, \$18.

Micropsych Network: The Psychology and Behavioral Science quarterly Computer Newsletter, from Professional Resource Exchange, POB 15560, Sarasota, FL 34277-1560, \$14.

RESNA Newsletter, (Rehabilitation Engineering Society of North America), 4405 E.W. Highway - 210, Bethesda, MD 20814.

Road MAHP, from Microcomputer Applications in Highway Project, Transportation Systems Center, Kendall Sq., Cambridge, MA 02142.

Sensory Aids Technology Update, Sensory Aids Foundation, 399 Sherman Ave -12, Palo Alto, CA 94306.

Small Computers for Nonprofits, a monthly newsletter from Morgan Lyons, POB 92131, Pasadena CA 91109. \$18.

The Interconnector, University Center. for International Rehabilitation., College of Ed., 513 Erickson Hall, Michigan St. University, East Lansing, MI 48824.

Teaching and Computers, Scholastic Inc., 730 Broadway, NY, NY 10003.

Turtle News, Young Peoples Logo Association, POB 855067, Richardson, TX 75085.

Webwork, A networking newsletter for information industry professionals, POB 7541, Trenton, NJ 08628.

## Articles

For an excellent 7 part series of articles evaluating data bases, see *PC Magazine*, June 12 1984-Sep 4, 1984.

*Survey of the nonspeaking population and the use of augmentative communication in Texas*, by G. H. Salzman, *TEJAS: The Journal of Audiology and Speech Pathology* 9(2), Fall 1983, 20-23.

*Social Work Online*, by H. Mendelsohn, *DATABASE*, (August 84) pp. 36-49. Reprints from the author, 614 Myrtle Ave., Albany, NY 12208

*Teaching Social Work Students about Computers: Outline of a Course*, by N. J. Smith, *J. of Education for Social Work*, 20(2), Spring 1984 65-70.

**Curb cuts and computers: Providing access to computers and information systems for disabled individuals**, by G. Vanderheiden, Indiana Governor's Conference, Indianapolis, IN. October 13, 1983. The following is an interesting quote from the article.

So, where do the curb cuts come in? Let's imagine for a moment a town where there are only roads, and no sidewalks of any kind. Individuals in wheelchairs are not allowed on the road, and are therefore trundling their wheelchairs across the grass. This of course is a very difficult activity, so they greet with great anticipation and joy discussions about putting little concrete runways along the side of all the roads, on which people can walk. Although it's clear that these walkways aren't being put in for the specific benefit of handicapped individuals, it also appears that it will be a tremendous boon to them. In all the celebration, though, people don't notice that along with the sidewalks come curbs. Thus, when the whole system is installed, the handicapped individuals find that they are now able to move very swiftly around on their own block, but for the most part are unable to access these nice pathways that have been laid throughout the society. Moreover, putting in the paths increased everybody else's ability to get around, thus making the difference between their mobility that much greater. They could put ramps on the sidewalks near their homes, or in the places that they go to a lot, but they really need to be able to access all of the little pathways if they are to be able to get around and about.

Today, we find ourselves in exactly the same situation with regard to the area computers and information systems. Very rapidly, our society is moving toward electronic assisted everything. In the process, electronic pathways are being laid throughout our society—pathways which could tremendously increase the functional mobility and capabilities of individuals with physical and sensory disabilities. All of these electronic information pathways will be of little use, however, if unrestricted access is not available. Patching one or two access points is not sufficient, in the same manner that providing curb ramps or curb cuts for some of the sidewalks is not sufficient. My message to you today is, let's not wait until all of the sidewalks have been laid and the curbs poured before we begin talking about curb cuts. It's incredibly expensive to go back and tear everything up to install the curb cuts later. Let's identify the problem and move now so that we can pour the curb cuts and provide unrestricted transparent access while we are laying these electronic pathways.

## Books and Reports

**Addressing Organizational Issues: Selected Readings Volume 3 of UMTA/FHWA's Microcomputers in Transportation Selected Reading Series**, (Ed.) D.L. Damm-Luhr, U.S. DOT, Transportation Systems Center, Kendall Sq., Cambridge, MA 02142. Sept 1984.

**Aids for the 80s: What they are and what they do**, by Mellor, C.M. NY: American Foundation for the Blind, 1981, 36pp.

**Computer Technology for the Handicapped in Special Education and Rehabilitation: A Resource Guide**, by Nave, G., Browning, P. & Carter, J. Eugene OR: U. of Oregon, International Council for Computers in Education, 135 Education, 97403. (January, 1983) (An annotated bibliography on 191 resources).

**Directory of Services and Specialized Equipment for the Physically Impaired**, IBM Corp. Dept. 63C/028, Kingston N.Y. 12401, November 1982.

**Directory of Computer Systems and Software for Medical Office Administrators**, (2000 products and services) from Burgess Communications, 2455 Bennett Valley Rd., -212A, Santa Rosa, CA 95404. (March 1985) 320pp., \$30.

**High Technology and Its Benefits for an Aging Population**, Testimony from the May 22 1984 hearing of the Select Committee on Aging, U.S. House of Representatives.

**Improving the Quality of Life for People with Disabilities: Potential Uses of Technology**, Policy Analysis Series -22, April 84, 31pp. from DD Program, Minnesota State Planning Agency, 201 Capital Sq. Bldg., 550 Cedar St., St. Paul, MN, 55101. (An excellent overview of the literature)

**Microcomputer Applications to developmentally disabled persons**, a 9 page bibliography from Planet Press, 115 29th St., Newport Beach, CA 92663. \$2.

**Microcomputers and Exceptional Children**, a special (Fall 1984 7(1)) edition of *Special Services in the School*, NY: Haworth Press,

**Microcomputer Use in Human Services: Surveying the Past, Charting the Future for OHDS Research and Development Grants**, by M. Payton & M. Kotulak, CAL-COMP, 602 Middlefield Rd., Redwood City, CA 94063, 46pp.

**Microcomputer Utilization in Private Practice**, (April 84) a survey of the needs and current computer status of 500+ practitioners, recent technology and product availability. Executive summary 12pp \$15. Full report \$30 from KBL Group Inc., 808 Pershing Dr. -100, Silver Springs, MD 20910.

**Microcomputers in Special Education: An introduction to instructional Applications**, by Budoff, M. Thormann, J. and Gras, A. Cambridge, MA: Brookline Books, 1984.

**Microcomputers in the Schools—Implementation In Special Education**, by Hanley, T. V. SRA Technologies, 901 S. Highland St., Arlington, VA. 22204, October 1983.

**Microcomputer Resource Book for Special Education**, Hagen, D. Reston VA: Council for Exceptional Children, 1984.

**Microtechnology in Special Education**, by Rostron, A. & Sewell, D. Baltimore, MD: John Hopkins University Press, 1983.

**New Information Technologies for the Nonprofit Sector: Report of a Joint Conference of The Foundation Center and The Aspen Institute held at the Wye Plantation, Queenstown, MD., Nov 16-17, 1981.** by J. Wilson, N.Y.: The Foundation Center, 888 7th Ave., 10106. 1982 42pp, \$5.

**RFP (Request for Proposal) methodology for human service agencies wishing to purchase or upgrade their computer facilities and sample RFP (58pp)** is available for \$6 from Denise Bronson, 1065 Frieze Bldg., U. of MI, School of Social Work, Ann Arbor, MI 48109.

**Software and Source Book** (contains information on microcomputer references and training, along with descriptions of software in the areas of transit operations, transportation planning, traffic engineering, and paratransit planning and operations). Send self-addressed label to Microcomputer Reports, Price, Williams & Associates, Inc., 962 Wayne Ave., -500, Silver Springs, MD. 20910.

**SpecialWare Directory**, from LINC Associates, (1983) 1875 Morse Road, Suite 215, Columbus, OH 43229. (A list of instructional, administrative, professional, and evaluation/testing materials and software for special education).

**Technology and Handicapped People**, U. S. Congress, Office of Technology Assessment, Washington, D.C.: U.S. Government Printing Office, 1982.

**Technology for independent living Sourcebook**, by A. Anders (1984) Rehabilitation Engineering Society of North America, Suite 402 4405 East-West Highway, Bethesda MD 20814, 265pp, \$25. (A very comprehensive listing of resources).

**Information Support to Mental Health Programs: An International Perspective** (Eds) E.M. Laska, W.H. Gulbinat, & D. Regier, N.Y.: Human Sciences Press, 1983 310pp. Contents follow:

- Part I: Quantitative Information in Mental Health Program Management
- 1. Epidemiological Information for Mental Health Programs
- 2. Mental Health Components of a National Information Service
- 3. Uses of Statistics Derived from Mental Health Services
- 4. Information Needs for Mental Health Planning

**Resources and Materials, cont.**

- 5. Technological Alternatives for Mental Health Information Systems
- 6. Technology Transfer: The Multi-State Information System  
Part II: Models
- 7. Achievement and Shortcomings in Collecting Data for Mental Health Planning: The Example of Panama
- 8. Utilization of Mental Health Data Systems for Health Planning: The Example of Indonesia (1971-1978)
- 9. Guidelines for Development of a Mental Health Information System in a Developing Nation: Iran's Experience
- 10. Strategies for Mental Health Data Collection: Israel's Experience
- 11. Information Needs for Mental Health Program Planning: The Experience in Thailand
- 12. Establishment and Utilization of a Data Base for Mental Health Planning and Management in a Society with Decentralized Health Services: An Example in the Federal Republic of Germany
- 13. A National Psychiatric Case Register as a Tool for Mental Health Planning, Research and Administration: The Danish Model
- Part III: Conference Recommendations
- Part IV: Computer Processing of Mental Health Information: A Bibliography

**Software Announcements and Catalogues**

**Survey Analyst.** Software to process and analyze the responses to a survey, questionnaire or poll. The Alternate Source, 704 N. Pennsylvania Ave., Lansing MI 48906, \$195.

**Test and Questionnaire Construction Kit.** Allows up to 600 items and 4 types of formats. Psychware Consultants, 1215 W. Freeman, Carbondale, IL, \$125

**Scheduler and Medical Insurance Form Writer.** Andent Inc., 1000 North Ave., Waukegan, IL 80085, \$100.

**Functional Skills Screening Inventory.** A behavioral checklist software designed to assist teachers, trainers, parents, evaluators and rehabilitation counselors in assessing the current functioning of deaf-blind and other severely handicapped individuals. It highlights strengths and needs

for training in 8 skill areas: basic skills and concepts, communication, personal care, homemaking, community living, work skills and concepts, social awareness, and problem behaviors.

**Family Data Base Manager & Family Therapy Simulator.** The Family Data Base Manager software program is a computerized family data base for providing genograms, graphic illustrations of current and historical relationships and listing family historical events. The Family Therapy Simulator provides a computerized simulation for teaching family therapy. Applied Innovations, S. Kingstown Office Park, Wakefield RI 02879 ph. 800 272-2250.

**Visible Speech Aid** (for the Apple II plus or Apple IIe Microcomputer). The Visible Speech Aid consists of an interface card, and a microphone, one program diskette and one data diskette, and an extensive Teacher Manual with operating instructions and lesson guides. Software Research Corporation, 3939 Quadra Street, Victoria, B.C. Canada V8X 1J5.

**DSM III Automated.** Aid in teaching and learning the DSM III, the current standard of psychiatric diagnosis. For the Apple II computer. Sensera Medical, P.O. box 774, Lake Forest, IL 60045.

**Computer Aids Corporation,** Summer Catalogue, 4929 South Lafayette Street, Fort Wayne, Indiana 46806 (software for the blind).

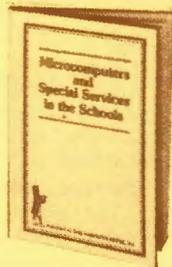
**Career Publishing Corp,** Microcomputer Courseware catalogue (computer literacy and vocational software) POB 5486, Orange, CA 92667. (800 854-4014)(in CA 800-821-0543).

**JSI/MIS.** A comprehensive, modular medical software package that includes billing, insurance claim preparation, BCRR reporting, practice analysis, appointment scheduling and medical records functions. It runs on UNIX (XENIX). Write c/o 210 Lincoln St., Boston, MA 02111,

**Its All in One.** A communication system for the visually impaired, write Maryland Computer Service, Inc., 2010 Rock Spring Rd., Forest Hill, MD 21050.

**Fund Accounting Software.** Executive Data Systems, 290 Interstate N #116, Atlanta 30339

A demographic and service data information system for foster care, juvenile delinquency and residential services for children and adults which runs on CP/M or MP/M using CONDOR data base is available from Deborah Zinn, POB 4042, Ann Arbor, MI 48106.



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(A monograph also published as the *Journal of Psychotherapy and the Family*, Vol. 1, No. 1.)  
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## Upcoming Events, Conferences and Meetings

**Independent Living through Computer Technology for Persons with Developmental Disabilities**, February 14-16, 1985, Austin, TX. Write Dick Schoech, UTA GSSW, POB 19129, Arlington TX 76019-0129

**CUSS members informal gathering** on Monday, Feb 18, 5-7 pm, at the CSWE Annual Program Meeting, February 17-20, 1985, Washington D.C., Sheraton Hotel. Check the agenda for room number or check the bulletin board near the registration desk. For more information, write Bob Elkin, U of MD, School of Social Work & Community Planning, 525 Redwood St., Baltimore, MD 21201.

**FutureCare**, A Symposium on Clinical Applications of Technology to Rehabilitation, Mar 4-6, 1985, San Antonio, TX. Write Medical School Continuing Ed. Services, UT Health Science Ctr., 7703 Floyd Curl Dr., San Antonio, TX 78284.

**Computer Projects Display Session**, MSSA Spring Training Conference, March 13, 1-5 pm, Contact Sharon Gander, Minnesota Social Service Assn. 614 Portland Ave., St. Paul, MN 55102.

**CUSS member informal gathering** at the Western Psychological Association Meeting, April 18-21, 1985, at San Jose, CA. Contact James Gardner, Fairview State Hospital, 2501 Harbor Blvd., Costa Mesa, CA 92626 for information and with any suggestions about the type of activities which should occur.

**National Conference on Special Education Software**, May 2-3, 1985, at Alexandria, VA. Contact Elizabeth Glassman, Council for Exceptional Children, 1920 Association Dr., Reston, VA 22091 (703) 620-3660.

**American Association for Medical Systems and Informatics (AAMSI)**, May 20-22, 1985, San Francisco, CA. Write AAMSI, Suite #402, 4405 East-West Highway, Bethesda, MD 20814.

**National Association for Welfare Research and Statistics Workshop**, July 21-24, 1985, Lincoln, Nebraska. Contact State Dept. of Social Services, 301 Centennial Mall South, 5th Floor, Lincoln, NE 68509.

**Urban and Regional Information Systems Annual Conference**, July 28-August 1, 1985, Ottawa, Ontario, Canada. Contact URISA, 1340 Old Chain Bridge., #300, McClean, VA 22101.

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

**Conference on Engineering in Medicine and Biology**, Sept. 30-Oct 2, 1985, Chicago, IL. Contact ACEMB, 4405 East-West Highway #402, Bethesda, MD 20814.



HSS was developed with funding provided by the federal government's Department of Health and Human Services specifically for nonprofit human service organizations. The HSS system includes the following seven interactive modules: \*HSS General Ledger/Budgetary Accounting Module \*HSS Payroll Module \*HSS Accounts Payable Module \*HSS Accounts Receivable/Client Billing Module \*HSS Development and Fund Raising Module \*HSS Client Data Management Module \*HSS Revenue and Expense Management Module  
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### Software Reviewers Needed

Anyone willing to review human service software for the new journal **Computers in Human Services** should send their name, address, equipment available and software areas of interest to Walter LaMendola, U. of Denver, GSSE, Denver, CO 80208. Suggestions for software to review are also welcome.

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In France, send to Alain Mazart, 10, Boulevard Gambretta, 87000 Limoges, France

In Israel, send to Menachem Monnickendam, Deputy Director, Dept. of Development of Local Social Services, Ministry of Labor and Social Affairs, POB 1260, Jerusalem, Israel 9100.

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