

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

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### About the Network

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

- Sending materials for the 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.
- Participating in the skills bank, software clearinghouse and SIGs.
- 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's (see back cover) work in Australia offers a model to follow.

**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. All prices are in U.S. dollars. Back issues of the newsletter are available for \$5.00 each. Volume 1 has 2 issues; all remaining volumes have 4 issues. The newsletter is edited by Dick Schoech.

**The CUSSN 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. 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. 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.

**Educators SIG**, write Wallace Gingerich, School of Social Welfare, U of Wisconsin-Milwaukee, Milwaukee, WI 53201.

**Hospital Social Services SIG**, write Mike King, Director, Social Work Services, The Staten Island Hospital, 475 Seaview Avenue, Staten Island, NY 10305

**Area Groups:** (addresses on this issue, see advisory board list).

**Baltimore, MD**, contact Bob Elkin  
**California**, contact James Gardner

**Network Dues:** See back cover.

Vendor/Consultant	Contact Person	Services
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Berkeley System Design 1708 Shattuck Ave. Berkeley, CA 94709	Lawrence H. Boyd, Ph.D. (415) 540-5535	BSD designs microcomputer-based information systems for human services organizations. We offer advanced technologies in form generation and form-based decision support systems for the administration and evaluation of service programs. Where necessary, strategies allow for the integration of these easy to use systems with existing information systems.
<b>Illinois</b>		
OUTP ST, Inc. Drawer CNC5 119 Wilson St., Park Forest, IL 60466	F. Dean Luse, Ph.D., CSW, President (312) 748-3854	Consultation on feasibility and information system planning. Provides help with accountability, forms & report design, decision support systems, database development, software selection & evaluation, training your staff to use computer systems Extensive micro and mainframe computer experience.
SPSS, Inc. 444 North Michigan Ave. Chicago, Illinois 60611	John Gayton, Marketing, (312) 329-3500	SPSS, Inc. provides software for human services survey and data analysis, tabulation and report-writing for mainframes, IBM PC, DEC Pro 350.
Synergistic Office Systems (SOS) 438 Peterson Road Libertyville, IL 60048	David Kropp, ACSW Joseph Zefran, MSW (312) 680-8383	A full-service team of professionals who provide software designed especially for human service agencies (Fund Accounting, Client Service/Billing, Donor Information), a full range of services (feasibility studies, analysis, programming, training, support), and single- and multi-user hardware systems.
<b>Maryland</b>		
KBL Group, Inc. 'Knowledge Based Living' 808 Pershing Drive #100 Silver Springs, MD 20910	Karen Levitan, Ph.D., President, (301) 588-4633	Services to help you use information, technology, and systems as professional resources. We work for you; we work with you; we help you do it yourself.
<b>New York</b>		
Non-Profit Computer Group (NPG)	David Bresnick, Executive Director, 666 Broadway NY, NY 10012 (212) 725-3156	Services offered: automation consulting services (micro specialization), preparation of RFPs, custom software development, training workshops and seminars. Special application software available for Medicaid Billing, Foster Parent Payment, Case Management, Financial Management for the not-for-profit environment.
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, LTD. 215 Shoreward Drive Great Neck, N.Y. 11021	Michael A. King, D.S.W. (516) 497-5995	Microcomputer software for social work and for discharge planning departments. Customization also available.
<b>New York/New Jersey</b>		
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.
<b>Rhode Island</b>		
Applied Innovations, Inc. South Kingstown Office Park Wakefield, R.I. 02879	800-272-2250 401-789-5081	A developer and manufacturer of over 20 software programs designed to operate on popular microcomputers. The programs are fully supported, documented and operational in hundreds of locations. Programs assist with Psychological testing (eg MMPI) office management (eg billing/insurance forms) or Assessment (eg psychosocial histories).

**Texas**

Dick Schoech, Ph.D. (817) 265-0459  
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**Australia**

Human Services Floyd Bolitho, Ph.D.,  
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 Victoria 3150

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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.

**Service Listing Announcements:** Interested vendors/consultants should send payment along with their description. Rates are 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

**Space Advertisements:** Advertising space is available in the CUSS Newsletter at the following rates:

one eighth page in one issue = \$15	one half page in one issue = \$45	one full page in one issue = \$75
one fourth page in one issue = \$25	three fourths page in one issue = \$60	two full pages in one issue = \$120

Advertisers must furnish a copy ready ad. If the ad will be run for four issues, a 25% reduction in cost is granted.

**Mailing Labels:** Mailing labels are available at the cost of 5 cents per label.

**Notes From The Editor**

Most of the newsletter is presently generated electronically and sent to our compu-graphics machines in the printshop via a modem. So you can send your articles and information on a 5¼ inch floppy disk. CP/M or MS-DOS format is preferred along with a paper backup. Even with electronic generation, we still have production and printing delays, but the volume of the newsletter has increased with little increase in production time.

The next issue will detail CUSSnet, the newest feature of the CUSS Network. We presently have 7 nodes of CUSSnet up and running and 5 more planned. For those of you with a terminal and modem who do not want to wait for the details in the next newsletter, you can call 817-273-3966 anytime except 2-5 AM. Set your system for the standard in the microcomputer world, 8 data bits, 300-2400 baud, no parity and 1 stop bit.

Dick Schoech  
 Cuss Network Coordinator  
 25 March 86

## Computers in Psychiatry/Psychology

The essential quarterly for clinicians using computers

Featuring articles and software reviews on diagnosis, testing, research, office management, and therapy.

Bibliography, calendar, reader activities.

Volumes 6 and 7 (1984, 1985) \$80

All seven volumes: \$195

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## Articles, Reviews and Reports

**The Importance of Computers Under the New Medicare Reimbursement System** by Michael King, Director, Social Work Services, Staten Island Hospital, Staten Island, NY. (Michael is also the coordinator of the CUSSN Special Interest Group on Hospital Based Human Services, see the questionnaire in this issue)

New methods of Federal reimbursement to hospitals have been put into effect for most states and will shortly be in effect in almost all of the states. This Prospective Payment System (PPS) is based on reimbursement to the hospital by diagnostic category (the medical diagnosis and/or surgical procedure performed) rather than, as in the past, reimbursement based on actual costs. Other third party payers (Medicaid, Blue Cross, etc.) are implementing or at least discussing replication of this system. In addition, although the system now relates to most inpatient services, it is expected that it will be extended to all inpatient, outpatient and professional services in the near future.

As a result of these changes hospitals have had to increasingly rely on the use of computers in their planning, staffing and billing systems. This use has expanded into the small and medium size hospitals as well as the larger ones. Computer programs now can help the hospital determine the type of mix of patients that have been admitted in the past and what the best mix of patients is for the hospital in terms of diagnostic categories that would wind up providing the hospital with the most efficient service-to-cost reimbursement. The accuracy of the medical record is no longer merely a regulatory agency requirement but a major factor in the determination of the reimbursement that the hospital will receive. Computer programs have been designed to analyze the details of this record keeping, to retrieve and organize the key information, and to report it accurately. Monitoring all of these activities is an essential process for the hospital to survive financially.

These changes in reimbursement to hospitals impact on hospital social work departments in a variety of ways and make the computer an important tool for the department.

The Diagnostic Related Groups (DRGs) are based on a large sampling of patient records from which the diagnostic categories and average length of stay for each DRG are established. One problem with the system is that the psychosocial factors affecting a person's recovery from poor health and those determining the post hospital plan are not included in any consideration for reimbursement:

- \* how frail the patient is
- \* the extent of age (the DRG system does distinguish those under and over 65 but goes no further)
- \* the availability of family or significant other supports
- \* the financial ability of the patient to afford home health services

This means that the established lengths-of-stay are often not realistic for patients with one or more of these or other psychosocial problems. However, the hospital cannot take into account these factors since they do not apply to reimbursement. Until such time as we can effect a change in this policy the social worker is under great pressure in his/her discharge planning activities which must be performed as quickly as possible.

Another major impact of the DRG system on social work is the hospital's new viewpoints on total cost versus income. One of the ways the hospital can maintain or increase its income is to limit and reduce costs. In the past hospitals did get some reimbursement for providing social work services. This, in part, accounted for the growth of social work departments since 1965. Now the hospital will be viewing costs more the way businesses do, deciding what can and will be provided, at what cost, and within a relatively fixed income system. Social workers need to demonstrate their viability in such a system in new ways.

Social workers can utilize computers to help them in these processes. Software designed to track patients, identify tasks to be done, avoid duplication of efforts, identify barriers to discharge, provide time accountability, cross tabulations and other statistical compilations will be described in the next installment.

### CUSSN Hospital Social Work SIG

Those of you who have not yet sent in your completed questionnaire for the Hospital Social Work SIG please try to send it soon. The questionnaire appears on page 7 of this newsletter. A future issue of the newsletter will contain a report on what is happening in hospitals as far as computers are concerned and try to answer some of your questions.

Michael A. King, D.S.W.

**Review of the Ninth Annual MSIS National Users Group Conference Nov 21-22, 1985**, by Joan DiBlasi, MSW, ACSW, MSIS National Users Group Executive Committee and Associate Executive Director, Steinway Mental Health Committee, Inc., Astoria, New York.

Over 220 professionals from 11 states attended in Tarry town, New York, in November, 1985, the Ninth Annual MSIS National Users Group Conference, whose theme was "Pursuing Excellence in a Time of Declining Resources: The Role of Automated Information Systems."

MSIS is a comprehensive management information system, developed by Nathan S. Kline Institute, Orangeburg, New York, that offers applications for patient management, staff productivity, billing and human resource management. Available processing options include microcomputers, mainframe computers, mainframe interactive time-sharing, facility management and service bureau. MSIS National Users Group conferences provide an opportunity for MSIS users and others to share their innovative uses, accomplishments, expertise and research findings.

This year's keynoter, Joseph T. English, M.D., Chairman of American Psychiatric Association's study on prospective payment issues in psychiatric care, presented a comprehensive introduction to the issues of prospective payment and diagnosis related groups (DRGs). He traced the concept from the need for cost containment, its relationship to Medicare and use in general medicine to the implications for use in psychiatry.

Dr. English and a panel of experts representing the perspectives of the regulatory agencies, professional associations, public mental health systems, and of university and consulting communities, highlighted how the professional community through numerous studies has reached a consensus on the need to continue the Congressional waiver for psychiatry from Medicare's prospective diagnosis related groups (DRGs). They stressed the importance of finding ways of addressing the reimbursement issues of both acute care and long term care psychiatric patients.

A number of research papers were presented covering an array of topics of interest to mental health and management information specialists and professionals. For example, the application of MSIS in evaluating the outpatient units of a psychiatric facility serving 5,000 persons annually, was described. The clinical and administrative implications for MSIS were discussed in a study on the specific types of indirect services and on the amount of clinical time spent delivering these indirect services considered necessary to maintain the chronically mentally ill in the community.

The development of a management information system is a formidable task under the best of circumstances. There were presentations on the planning and development of statewide integrated management information systems in Connecticut and New York. The planning and management of information resources by the New York State Division of Alcoholism and Alcohol Abuse were described, and included: the integration of a high volume transaction system on a mainframe, a combined management information/decision support system on a minicomputer, and the planning, development and implementation of a micro-based system using MSIS for a network of more than 400 state and local alcoholism providers.

A section of the conference program was geared to small service providers who want to plan and manage their operations in a more rational manner. The achievement of this goal depends on a variety of factors, all of which center on data: collecting it, analyzing it, knowing how to use it, insuring that it is reliable and valuable. How these functions are processed leads to the three part question, "Do you need a computer system? and if so, "How do you choose one? and, "If I get one, how do I use it?" Some answers and insights into these three questions were presented. The key points were reviewed in selecting a management information system, collecting and verifying the facts, and identifying and evaluating the options leading to choosing a system. The variety of ways of installing a microcomputer management information system was discussed from both the user's and vendor's perspectives. Also the step by step process of installing a system by mail without vendor's support at the customer's site was discussed. Once a system is chosen and installed what is next in having the active support of and use of the information system was addressed with a discussion of issues of database management and staff involvement.

During the course of the two day conference, there were opportunities in both formal sessions and in "hands on" demonstrations to un-

derstand MSIS, a computerized management information system for the human services, with its extensive applications and unique features. The time and effort savings for staff, the cost effectiveness, and multiple uses of MSIS appointment scheduling and service recording applications were highlighted. Also the many features and power of the MSIS patient billing/accounting system which integrates clinical and fiscal information were fully described.

For copies of the over 400 page Proceedings of the Ninth Annual MSIS National Users Group Conference (\$20 each including postage and handling) and for further information on MSIS: Information Sciences Division, the Nathan S. Kline Institute, Orangeburg, New York 10962, (914) 359-0002.

**Micro-Notes: The Apple-IBM Battle by Tom Neudecker,**  
Assistant Vice President of Academic Affairs, Carnegie Mellon U. 5000 Forbes Ave., Pittsburgh, PA 15213.

In the world of personal computers a battle began several years ago when IBM decided to compete with Apple for the personal computer market. The first battle of the war was a contest between the new IBM PC and the Apple III computer. The Apple III lost decisively for a number of reasons. First the new IBM product arrived capable of running the CP/M software library of programs as well as the new programs developed for the PC-DOS operating system written by Micro Soft. Secondly, the Apple III had problems. It's chip sockets expanded beyond the design tolerances when heated causing the chips on the mother board to unseat and lose contact over time. This caused hardware failures. Compounding the problems was a faulty clock chip supplied by a third party vendor. In the end the old CP/M software base was discarded by most IBM users and the new PC-DOS with it's compatible cousins captured the business market. But, the most important factor in the war was that the IBM PC offered an advanced processor. The Intel 8088 was a pseudo 16-bit CPU. Data processing managers, familiar with the mainframe environment embraced this advancement over the older eight bit processors and they appreciated the service they received from the IBM tech support staff who also supported the company's mainframe. During this period Apple continued to dominate the educational market and IBM grabbed the administrative offices in the corporate world.

The next volley occurred on January 24, 1984. Apple introduced its new personal computer the Macintosh. The machine was free of hardware defects but it was limited by the then available memory chips, it only had 128-K of RAM. It did feature an advanced CPU, the Motorola 68000 a pseudo 32 bit CPU, and a user-interface (what had been called an Operating System) based upon the pioneering work of Allen Kay, Gary Tessler and others at the Xerox Palo Alto research facility, (PARC). This new interface used a mouse as a pointing device and multiple windows displaying picture or icon representations of files and applications. Apple first introduced the interface on its LISA computers system that was critically acclaimed in 1982 but, failed to turn the IBM-PC wave in the business community. The difference with the Mac was cost. What had once cost \$10,000 now costs \$2,000. What this new interface featured was a easy to use graphics based system of icons. This system simulated the normal working environment of the user-the desktop.

The Macintosh won many followers, especially from the university community. But, it failed, to date, to make deep inroads into the corporate world. But, did the Mac fail? ...No the Mac won. Not because it outsold the IBM, it didn't, but it did set the standard for the micro-computer user interface. IBM has now introduced its TOP-VIEW system and Digital systems it's GEM window manager. Both system proclaim that the icon based user interface is the trend of the future. Expect that this type of window/icon based operating system to be found on the next generation of advanced function work stations.

The Mac's unknown advantage is that it has forced software developers to follow certain basic protocols. These protocols created a consistency between applications. When a user learns that a certain key stroke performs a certain function, he can expect that the same keystroke will do this function in all other applications. No longer are users afraid of learning to use a new program, because they realize that they already know the basic commands of all programs written for the Macintosh. Novices find the system easy to learn and experience indicates that two hours of basic instruction is all that is required to teach the operating system and word processing program. This is a winning idea.

The second winning idea was the high resolution display that made possible the charts and graphics that are so easily created using Mac Paint and the other drawing programs for the Mac. PC Paint and many other programs will attempt to emulate the Mac's graphics. The ability to create, easily, without artistic skills, drawings and charts of high resolution is a major business application. Currently the Mac does this the best but, expect the other to release new graphics programs.

The third winning feature of the Macintosh is the Apple LaserWriter. This laser printer is capable of producing near typeset quality pages of text and graphics. With the multiple fonts, styles, sizes, and graphics the Macintosh becomes a very capable desk top publishing system. For the first time it is now affordable to design, print and use special forms in-house. Newsletters, Annual Reports, and Grant Proposals are but a few of the materials that profit from the laser printer high quality.

So why isn't the Macintosh in every office? There are several reasons. First, the Mac's close system that forced programmers to conform to basic operating standards also closed out the innovation and creativity from third party developers that produce add-ons to the computer. Originally there was to be a virtual slot (a series of daisy chained peripherals) but that never materialized. (At the time this is written Apple is expected to announce a external BUS connector upgrade for the Mac, Rumors suggest that a SCUZZY, "SCSI" interface will be used). The second failing of the Macintosh is that it attempted to do too much. The operating system had to keep track of windows sizes and positions and the type and locations of icons plus much much more. These tasks slowed the response of the system. When the Mac is given more memory (one meg or more of RAM) and a hierarchical file system watch out. This new Mac Plus will really shine.

**Who Won?** It depends. If you are measuring just the market shares then IBM is the winner in the number of boxes sold. But, If you are considering the software and hardware technology and innovation then the Apple is the winner. Ease of use, high resolution graphics, windowing, icons and a mouse for pointing have become a new standard. The emphasis here is on the word new; hackers and mainframe types won't leave their old cryptic operating systems, but application users love the new system. These application users are the human services professionals who are more interested in their caseload than their RAM. And in a properly run information system they are the people that must be pleased. The next generation micro computer workstations will employ these features.

**Reply to Tom Neudecker's Micro-Notes on Future Micros which appeared in the Summer 85 issue pg. 11.**

Well its seems like Tom Neudecker's column is right on target again. He's talking about a micro with one megabytes of RAM, one million resolution in screen pixels, and processing speeds at one million resolutions per second. **Should I be excited? Well, quite frankly I am not.**

First I must comment that it seems that Neudecker no longer preaches from the ivory tower at the Cathedral of Learning in Pittsburgh. He is now working at a University named after some strange variety of melon. We have honeydew melons here and watermelons, but quiet frankly, I have never heard of a Carnegie melon. Well let's be kind and hope it was a job promotion.

Now what about this 3M machine. That's just what we needed out here in the field. Reminds me of the time when our town was struggling to accommodate the new Model T Ford and then someone drives in with this car that would go 100 miles an hour. Well we had to run them out of town because they were going so fast that they were tearing up the gravel streets and endangering the life of every horse in town. At that time, we didn't need a faster car, we needed better streets and an educated public who was capable of safely driving the Model Ts.

We out here in human service land do not need those supermicros, we need some good solid software to take advantage of the good micros we presently have. Just what are the folks at Carnegie Mellon doing about human service software? I agree, it's not fun to take what we now have and make maximum use of it. It's more fun to build the new and the fast. Come on Neudecker and friends, help us get our highways built before you build cars that go 100+ miles an hour.

**Neudecker's reply to the reader above.**

Dear Reader:

I am sorry that your research about Carnegie-Mellon ended at your local fruit stand. Fortunately for our namesakes, Mr's. Andrew Carnegie

## Articles, Reviews and Reports, cont.

and Richard K. Mellon, the university employs an able staff of development officers. They will be contacting you in the near future to discuss the history of CMU and the university's current capital campaign. I hope that you will generously contribute.

I must admit that I am somewhat puzzled by your letter. You complain that the human services doesn't need a faster, more powerful microcomputer. But, most of the agencies I encounter are complaining that the data needs of their agency overwhelm the power of their micros and challenge the capabilities of minicomputers. The 3-M class machines about which I wrote will be as powerful as the minicomputers and as cheap as today's micros (IBM-PC/XT,AT or a Apple Macintosh system). The 3-M machines I expect will be priced at \$5000 retail and about \$3000 for educational or volume discounts.

You also complain about the need for "good solid software" to take advantage of the equipment you now have. Few agencies have yet to fully exploit the power of say Lotus 1,2,3 or DBase 3. Off the shelf general application programs such as word processing, relational data bases, charting and telecommunications could handle the bulk of the information needs of small agencies. Special software for clinical application is developing (see the listing of software published by the School of Social Work at the University of Denver). Expert systems

promise great utility for the human services, but, these programs require the power of a 3-M machine. So, in summary, I believe that the human services could do a lot more with the software that is currently available and I believe that the better hardware will foster new software.

I consider the computer to be a productivity tool. A tool that is used by many different professions. The challenge for the human services, as I see it, is to incorporate this tool into it's professional education. I am not advocating for programming classes for social work students. I am not sure that any new course are needed. Rather I would like students in a financial management course to build budget spreadsheets and manipulate the data by asking "what if?" questions. Students should use a data base program to maintain case notes on the clients they are seeing in the field. The students should be able to analyze a task and be able to determine if the computer would be the appropriate tool to use and if so how to structure the problem so that it can be managed electronically. I know of but a few schools of social work that offer courses on computer applications and no schools that feature "Computing Across the Curriculum." Professionals with these skills will be pleased with the power of the 3-M machine and will demand even more.

## Members Comments and Activities

### Network Activities

#### Hospital Social Work SIG

I am in the process of gathering information for the CUSS Network Hospital Social Work SIG (Special Interest Group) and need many more of you to complete the questionnaire on page 7. A summary of who is doing what, with what computer system and who to contact for information about a specific application area or hardware system will be published in the newsletter. Through the maintenance and additions to this data, we hope to provide the networking system so people can know where to turn for answers to their questions, and who is available to make presentations on what topics. Please complete and return the questionnaire today.

### Research Projects and Reports

**Dissertation Perspectus on CAI** from Robert Vernon, 1761 McIntyre Dr., Ann Arbor, MI 48105.

#### Principle Focus:

Computers have become commonplace within a generation's time. The proliferation of artificial intelligence in many aspects of our daily lives is unparalleled. One of the most interesting trends is the development of **computer assisted instruction (CAI)** in many levels of education. The purpose of this dissertation is to discover how computerized instruction may impact higher education. The specific focus is to discover how different professional human service disciplines such as social work, nursing, education, law, planning, library science, and medicine may use and adapt the technology.

#### Problem Statement:

Some of the contemporary CAI applications which are already available for professional instruction are remarkable. Interactive simulations of human services administration problems have been developed. Artificial clients can be used to teach fundamental and advanced interviewing dynamics. Tutorials can model many aspects of diagnostic and treatment procedures for health care students. In addition, educational research indicates that the technology can be markedly effective. Yet while the potential is most promising, there are no assurances that CAI will be incorporated into human services curricula to a significant extent. Other promises, such as televised instruction, have not achieved their predicted potentials. At present, only a handful of professions have made efforts to develop and systematically use the technology. For example, medicine and psychological counseling applications are remarkably well developed in both mainframe and stand-alone applications while social work and urban planning are marginal in comparison. Some professions, such as nursing, are rapidly embracing the technology while others, such as law, are declining in its development and use. The fundamental problem is to discern what the major factors are which encourage or thwart CAI use on an institutionalized basis.

#### Theoretical Factors:

My key hypothesis is that professions have differential rates and patterns for institutionalizing computerized instruction because of several reasons suggested in the literature. In brief, the most salient factors are the following: First, the **nature and extent of capital investment** in the technology has an obvious effect. The ability to develop applications is certainly determined by the available of hardware, software, and certainly by the support of talented personnel. The nature of the source also determines the potential for development and proliferation. In addition, the **nature of faculty incentives** to adopt the technology is critical. Educational policies that foster adoption through faculty development and recruitment directly affect rates of incorporation. Next, the **match between educational goals and the technology itself** is causal. The ability to develop algorithms, the heart of software, directly depends on the ability to specifically define and describe desired processes, objectives and outcomes. Furthermore, the **certification and oversight structures** for a profession also may have an effect. Professions which are centrally regulated may adopt the technology at a faster pace and more coherently than those in which individual programs have a high degree of curricular autonomy. Finally, the **ability to sustain proprietary or subsidized providers** will have a profound effect. Initial demonstration projects and grants will not support long-term adoption efforts. Mechanisms for continued production and marketing become relevant. Legal issues such as the ability to protect intellectual property, and economic issues such as the scale of potential markets, may have direct consequences in furthering the technology.

#### Methodology and Techniques:

My basis methodological approach will be the following: First, while professions appear to have differential histories of developing applications, an empirical verification of this is needed and a precise way to categorically describe disciplinary efforts is necessary. Preliminary work, based on analyzing citations for professional CAI as reported in compiled data bases, has been most encouraging. Second, in-depth inquiry with a subset of different professions should yield a better understanding of specific dynamics and the ability of the factors to explain past, present and future trends. An expert inquiry method, such as the Delphi Technique, is planned. Professions that exhibit diversity in the scope and degree of technological development will be selected. Traditional analytical approaches are anticipated.

#### Rationale:

The result of this work will provide a better understanding of how CAI may evolve in different professional disciplines. It will provide insight into how the factors above, both as advanced and as subsequently refined and modified, explain the evolution of computerized instruction in human services professions. This is directly relevant for educational planners, administrators, and other colleagues who must decide if, when, how, and why computer assisted teaching is to be used in the professional classroom.

# Hospital Based Human Service Special Interest Group (SIG)

If you are working in a hospital setting please complete the data below so that the CUSS Network can serve as a central information source for those interested in and/or using computer programs. Send to:

Michael A. King, D.S.W.  
215 Shoreward Drive - Great Neck, NY 11021

## Member Information

Name \_\_\_\_\_ Title \_\_\_\_\_

Organization \_\_\_\_\_

Address \_\_\_\_\_

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

Phone: Office \_\_\_\_\_ Home \_\_\_\_\_

Your Assignment: \_\_\_\_\_ Inpatient \_\_\_\_\_ Outpatient \_\_\_\_\_ Other \_\_\_\_\_

## Areas of Interest and Use

	Interest	Using
Patient Information/Tracking System .....	_____	_____
Word Processing .....	_____	_____
Research/Statistics .....	_____	_____
Budget/Financial .....	_____	_____
Decision Support Systems .....	_____	_____
Computer Aided Instruction .....	_____	_____
Telecommunications .....	_____	_____
Stimulations .....	_____	_____
Other _____	_____	_____
_____	_____	_____

## Type of Computer (Please specify make and model and note if department micro or hospital terminal)

Mainframe \_\_\_\_\_

Minicomputer \_\_\_\_\_

Microcomputer \_\_\_\_\_

Please comment on a separate sheet of paper regarding specific programs you are utilizing, types of data you are collecting, equipment being used and how those decisions were made, as well as any questions you would like to have answered.

**Biographical Abstract:**

Robert Vernon is a Ph.D. candidate in the interdisciplinary Urban, Technological and Environmental Planning Program at the University of Michigan. Mr. Vernon holds a Master of Social Work degree and is a member of the Academy of Certified Social Workers. He taught social welfare policy and community organization practice for eight years and has extensive experience in designing and using a simulations and games in teaching. In addition, he has had direct experience in designing faculty development programs.

**Another Dissertation on CAI from M. Green, Social Work Dept, McKay-Dee Hospital, 3939 Harrison Blvd., Ogden, UT 84409.**

I am a doctoral candidate at the U. of Utah and am writing a dissertation on computer assisted instruction in social work. I'd appreciate talking to anyone who is involved in CAI in social work. If you are interested in this subject or know of others who are, call me collect at 801 394-3578.

**Education/Training**

**Developing Education Simulations from Rob MacFadden, U. of Toronto, School of Social Work, 246 Bloor St. West, Toronto M5S 1A1.**

Last term we developed a beginning problem-solving simulation model to introduce students to the approach. Starting January 1986, we will be working with a student group to create another simulation model, hopefully in the area of child abuse assessment. Besides offering some continuing education courses introducing social services personnel to microcomputers, I managed to have an article accepted in Social Casework entitled "The microcomputer Millennium: Transforming the Small Social Agency" (March 1986, pp. 160-165). Things are looking up.

**MUMPS License Donated for Educational Purposes from Mumps Users Group 4321 Harwick Rd. #510, College Park, MD 20740.**

The MUMPS Users' Group, in cooperation with a number of vendors of MUMPS systems, is pleased to announce the availability of a limited number of MUMPS licenses to qualified educational institutions for use in education and research.

The Standard MUMPS computer language, approved by the American National Standards Institute in 1977 with revised approval in 1984, is a general purpose, interpretive, high-level programming language which has become widely used for medical and commercial applications.

The intent of the proposed donation of licenses is to increase the visibility of the MUMPS language in institutions of higher education, and to provide opportunities for undergraduate and graduate students to develop meaningful applications using the powerful string handling and file manipulation features of the MUMPS language.

Award of these licenses will be based on submission of a proposal stating the proposed use that will be made of the license and the qualifications of the institution to carry out the proposed plan.

The proposals will be reviewed by a panel appointed by the MUMPS Users' Group Executive Committee, and awards will be based on the merits of the proposal and the number of licenses available. It is expected that each participating institution will, in conjunction with its award, prepare reports suitable for publication describing the project undertaken. Final selection will be contingent on completion of an agreement between your institution and the donor. Details of installation, user support, maintenance, and updates will be negotiated directly with the vendor.

**Teaching Clinical Evaluation Via Microcomputers from Aaron Brower, U. of Wisconsin, Social Work, 425 Henry Hall, Madison, WI. 53706.**

I recently finished my degree at Michigan and began teaching and doing research at the University of Wisconsin. This semester I'll be teaching an advanced research course focusing primarily on how clinical social workers can use microcomputers to evaluate their work (designed similarly to the course described in the article Paula and I wrote for the first issue of *Computers in Human Service*). I'll be using dBase III on IBM PCs available to us at one of the University's microcomputer laboratories. I'll keep the Network posted as to its progress.

**Center for Computer Applications in the Human Services Opened from Ann McCann, Center Project Coordinator, Columbia U. Brookdale Institute on Aging & Adult Human Development, 622 West 113th St., NY, NY 10025**

The Center for Computer Applications in Human Services is a joint venture of the Brookdale Institute of Aging and Adult Human Development and the Columbia University School of Social Work. The purpose of this center is to respond to the needs of human service agencies through training, consultation and program development. In addition to informing you about our recent creation, I wanted to share with you several projects we already have underway.

Our first project is a quarterly newsletter addressing the computer needs of area human service agencies. The newsletter will provide information for those who are interested in computerization and for those who have already computerized their agencies. Each issue will contain one main feature article, usually by or about an agency which has recently introduced computers into their organization in some way. In addition, a schedule of workshops and other resources will be listed. The first newsletter is tentatively scheduled to be mailed out late October and will have as its main task to provide a summary of available computer resources in the New York Metropolitan area.

Our center is establishing a computer resource facility in the School of Social Work at Columbia University, tentatively scheduled to open early in January 1986. This facility will contain twenty IBM microcomputers of which there will be five IBM-ATs, ten IBM-XTs, and five IBM portable computers. We expect other hardware to be available soon after. In addition, a library of selected software and computer literature will be available for demonstrations, workshops, and personal consultations. We have begun to collect the most popular software now being used in the social service area. However, we are still in the beginning stages; any suggestions for or questions about specific software products are especially welcomed. In addition, members of our staff will be scheduled to be in the center to answer any questions visitors may have. We plan to have a series of orientation sessions for agency members soon after the room is formally opened.

Our third project will consist of a series of workshops and training seminars. Although most of these will take place at the computer facility in the School, some will be scheduled at social service agencies and other locations around the city. Some topics we plan to cover are word processing, data base applications, statistical packages, and communications.

**Update on Activities from Marilyn Flynn, U of Michigan, Social Work, 1064c Frieze Bldg., Ann Arbor, MI 48109.**

I have been intending to write you for quite some time and give you a very quick update on my affairs. I am now on the faculty at the University of Michigan in Ann Arbor, where I arrived August 31. Perhaps one of the most significant changes involved in my coming here has been leaving the PLATO system — although I did bring a terminal with me — and losing the support group of programmers and other technical staff which I have had for several years at Illinois. Everything in Ann Arbor is dedicated to microcomputer acquisition and utilization, so I have officially entered a new world. This is actually proving to be a desirable step, because I am now learning to apply systems which are much more widely utilized. My work here should consequently have more applicability and interest in the field. I brought a little Kaypro with me, but will be purchasing a Zenith-158 relatively soon because I need the MS-DOS, and the school is planning to subsidize faculty purchases of the Z-158s at least in part. Probably 30 faculty will obtain hardware in this way.

**Report on CSWE-APM, Miami, FL March 8-13, 1986 by Bill Allbritten, Murray KY.**

[These notes were taken on the spot using a portable computer and transmitted via CUSSnet (next CUSS Issue). They were never printed or edited and are printed in their un-edited form for your information.]

**Talk by Navarre, Ralph "Producing Instructional Videotapes to Train Social Work Students in Using Computers."** U. WI/Whitewater originally sent SWK students to math/sci computing courses in programming. Results were low grades and frustration. Department then developed its own course. Currently using HP 110 computer. Department's own course was time consuming and ineffective. Department then went to videotape instruction. Videotape instruction is integrated into one of the research courses in SWK, PSY, etc. Cheap, replayable key charac-

teristics of this methodology. Videotaping very time efficient. Three hours to teach introductory word processing. Department uses Sony Beta I with close focus video camera. Also needed are quartz lighting for bounce lighting, lavalier mike, and y-connector allowing either camera or computer signal to be input into recorder. Total cost is \$2500, approx. An audiovisual support office usually has everything. In that case, \$10.00 required, + your time. Secretary can take care of minor student hangups in training. Instructor only goes in once or twice. Important to make certain that you don't presume knowledge that students don't have. Terminals are available across campus in residence halls. Several large labs are also available. Printer output is important. Students tend to home in on letter quality machines. Be aware that students learn in different ways-seeing, hearing, doing. Videotape instruction addresses all three dynamics. Learning is reinforced by positive experiences.

**Kreuger, Larry W.** "Microcomputers in Social Work Education: Curriculum and Administrative Applications." Kreuger is at U. MO/Columbia. Kreuger was introduced to computers when working with the VA. At the U. of .MO. micros have been part of the educational program for four years. University administrators saw early on budget, etc, applications. Likewise, researchers saw utility in micros. However, other faculty did not see uses. Originally, very few students were interested in the course. Some faculty had anti-quantitative bias which cooled student enthusiasm. The program originally started with only one Apple II +; subsequently, 6 IIs were acquired. The departmental record system was automated with the PFS series. Six months ago, the faculty began moving to IBM hardware. The Apple systems are now running Appleworks. Alumni tracking and student records are maintained on AWks. Spreadsheets are used to explain budgetary decisions to faculty. A negative impact has been the elimination of some secretarial positions.

Curricular applications are centered in master's level research and clinical evaluation. Statpak is used on the IBM to perform interview research. In the transition from Apple's to IBM's, too few machines are available to encourage student wordprocessing. Wordprocessing, database, and spreadsheets are taught in an administration class. Lotus 1-2-3 and a PD spreadsheet are used. An elementary file handler (PFS:FILE and REPORT) is used to develop a client record. Wordper is used as the word processor.

Problems: Overcoming anti-technical bias; overcoming job fears; overcoming fear of skills becoming dated; user stress; effect on human spirit.

## Health and Mental Health

**Bookkeeping and Client Files** from James Sutton Centretown Community Health Centre, Microcomputer Support Group, 3535 S. Wilmington St., Suite 205, Raleigh, NC 27603.

The Centretown Community Health Centre provides a variety of medical, social and rehabilitative programs in the downtown area of Ottawa. We have recently acquired an IBM-XT for bookkeeping and I have been working on keeping client data and files on it.

**Client Tracking Software Needed** from Dave Hayek, Family Counseling Services of Spokane County, 369 Paulsen Bldg., Spokane, WA 99201.

We are a counseling agency (United Way Funded) with a staff of four full time and 6 part time counselors serving approximately 300 active cases. We have two ISO microcomputers (IBM compatible) that use the MS-DOS operating system, each having 256K RAM. One unit has a 20 MB hard disc and the other has 2 -360 K floppy disc drives.

We would like to be able to evaluate our needs and find the best software available to track our client population, evaluate our manpower productivity and facilitate our United Way Reporting.

**Testing using a Commodore** from G. W. Ladwig, PhD, CIS Compass Systems, 716 Roby Road, Stoughton, WI 53589.

My own use of computers in the area of social services includes primarily psychological assessment at present. I have developed a system for Commodore computers allowing objective test administration, scoring, interpretation, and report writing. The cost of such an assessment system is far less than that utilizing any other computer hardware. It will be in use in several Wisconsin Division of Corrections sites this year. Also I am just starting to market the system and would appreciate any suggestions as to how I might reach psychologists who use Commodore computers. While I am developing versions of my Test/For-

mat programs for MSDOS & CP/M, my primary interest is in providing a very inexpensive system for those whose use of a computer cannot justify the investment of \$1000 plus for hardware and software.

**Computerized Progress Notes, prescription, scheduling and medical records** from Richard D. Snyder, M.D., Park Center, 909 E. State Blvd., Ft. Wayne, IN 46805.

At our large community mental health center here we are automating the medical record system. Currently using computerized intake history (from a patient questionnaire,) we plan to use computerized progress notes, prescription and scheduling as was done at the last CMHC I worked at in West Virginia.

Any suggestions as to how I can reach others doing the same thing?

**Continuity of Care System** from Joel J. Greenwald, ACSW, Manager Community Services Development Team, 14000 Roosevelt Blvd., Bldg W3, Philadelphia, PA 19114.

A consultant is currently designing a computer program package for this agency, which monitors the provision of continuity of care services to mental health patients within the system.

**Wholistic Human Service Hospital** from Quinten D. Allen, Business Administrator, Rollman Psychiatric Institute, 3009 Burnet Ave., Cincinnati, OH 45219.

Thank you for the free issue of CUSS. We have enjoyed our issue immensely, and, as a result, have worn its pages pretty thin. Please find enclosed a copy of our transaction encumbering a membership fee and subscription.

We are struggling to plan our information system within the context of a wholistic human services hospital. It's a bit mind boggling when one considers how to manage the masses of information accruing from a spewing computer to the specific needs of a particular human being with unique, yet generalized socio-economic and disease vectors.

An example. We find it very difficult to maintain our therapists so that they are all playing the same "ballgame". Our treatment team defines the best therapeutic course involving an inter-disciplinary team. Our "game plan", from that point, falls to pieces. Making sure our primary plan is followed is very tough. However, it is comparably important to surface red flags when the primary treatment should be changed. The plan should be dynamic. Making clinical treatment a malleable dynamic entity is our goal.

I am constantly searching for a hospital getting progress on that goal. By that perspective, we move from a therapist centered hospital to a patient centered hospital. This might be akin to management by results. Keeping tabs on personnel who consume the bulk of our personnel expenditures is good business. It is exceptionally good business if the rate of discharge is higher than the rate of re-admission. Rehabilitation is thus achieved.

## Disabilities

**Equal—Special Interest Group on Computers and the Disabled** from Michael L. Bowen, Microcomputer Support Group, 3535 S. Wilmington St., Suite 205, Raleigh, NC 27603.

An independent computer consultant working heavily in the area of system selection, setup and training for the handicapped, I am quite interested in your group.

At the moment I am trying to locate a database which will allow the coordinator of the Voc Rehab Client Assistance Program (an ombudsman) to track and provide statistics and final reports on her cases. A fairly standard database will suffice, but it will need to be quite comprehensive and simple, since she is blind. Any help with locating such a system would be appreciated. I can write a dBase III program, but if there is already one on the market, it would save a lot of time.

Below is a brief notice of a special interest group I am forming here on computers and the handicapped. In addition to the SIG we are also considering a non-profit evaluation and training center to prepare handicapped individuals for mainstream jobs in area industries.

EQUAL is going to be a special interest group with the emphasis on SPECIAL — for, by and about SPECIAL people.

We intend to become:

...A SIG dedicated to spreading the word about computers to those who can benefit most from them — the disabled.

...A FORUM allowing disabled computer users to get together to share experiences and expertise

...A CENTRAL REGISTRY on employment for the handicapped — who's hiring, who isn't, and what can be done to open more job opportunities.

...A CLEARINGHOUSE for information about new products for the disabled. What's good. What's not. What works. What doesn't — and WHY!

...AN ON-LINE BULLETIN BOARD carrying the latest on computers, of course, but also self-help organizations, advice, want-ads, personals, equipment for sale and community events.

...A STRONG ADVOCACY ARM willing to fight for the disabled, whether the problem is defective equipment, discrimination or a new law before the legislature affecting the handicapped.

...A THINK-TANK where the disabled can determine what adaptations will benefit them most, then gain access to the experts who can implement them.

AMBITIOUS? Yes, it is. But it is also long overdue.

The computer is the greatest adaptive tool ever devised for the handicapped. It literally has become the "eyes" of the blind, the "ears" of the deaf, the "voice" of the silent, and the "arms and legs" of the mobility impaired.

Join us in getting the word out about computers and the disabled. Call or write today for more information about how you can help.

**Software for Rehabilitation Facilities** from Sanford Chandler, President, Vertex Systems Corp., 1395 E. Dublin-Granville Rd., Columbus, OH 43229.

Vertex Systems Corporation has contracted with a number of rehabilitation facilities to develop applications software specific to their information processing and reporting needs. We have had several projects in this area with input from rehabilitation professionals and human service consultants. As a result of this work, Vertex has developed a "turnkey" software package suitable for installation in a wide variety of rehabilitation facilities. Vertex is offering computer hardware, software, installation, training and ongoing support as a single source vendor dedicated to serving the needs of rehabilitation services.

**Software Needed to Enhance Independent Living** from Sandy Prentices-Seiber, Gem State Homes, Inc., 40 W. Franklin Unit F., Meridian, Idaho 83642

I work in a service delivery system which is designed to provide residential and/or day training programs for adolescents and adults who have mental retardation and/or related developmental disabilities. Besides office management functions, I am interested in software designed to train clients in becoming more independent and/or appropriate in self-help, social, and social-sexual skills. I would appreciate receiving information or resource contacts which would help us utilize a micro computer system most efficiently. We are currently exploring the purchase of either an IBM PC/XT or an Apple Macintosh.

**Using Micros in Rehabilitation** from Kenneth Crass, Wisconsin Dept. of Health & Social Services, Division of Vocational Rehabilitation, 2416 Stewart Square, Wausau, WI 54401.

I have been working for the past several years to use the micro in rehabilitation. Our main software is Lotus 1-2-3. We have constructed a job bank which includes all of our status 20 cases.

Recently, we have been successful in "computerizing our rehabilitation teaching program for the blind". This involves a blind rehabilitation teacher entering information through use of voice prompts using Freedom I, a voice synthesis package, and a vortrax, a voice synthesizer. He enters information from a data sheet and functional assessment form. The IBM-PC prints the forms and stores the data in a 1-2-3 file. Casenotes are written using PFS Write with this combination. We are developing a file to print purchase orders and store the data in a ledger file. This would allow a counselor budget report. Current reports include the master list by status, summary of caseload and progress toward goals identified in the performance contract. I'm hoping to work on similar programs for the general rehabilitation program.

**Technology Center for the Blind** Reprinted from Computer Disability News, Vol 3 #1 National Easter Seal Society. For more information, write Elliot Schreier, Director, National Technology Center, American Foundation for the Blind, 15 W. 15th St., NY, NY 10011.

Computerized braille, voice output devices, and large-print displays were among high-tech equipment and software programs demonstrated

at last month's opening of a National Technology division of the American Foundation for the Blind. Located in New York City at AFB headquarters, The National Technology Center is intended to help blind and visually impaired people participate fully in the computer age. It will focus on high tech research, evaluation, and database services to enable blind people to more readily access information and function equally with sighted peers on the job, at home, or in school.

"The equalizing potential high technology offers visually disabled people is a goal to which we are very committed," states William F. Gallagher, Executive Director of the American Foundation for the Blind, the national nonprofit organization which has flourished as the cause supported by Helen Keller. He continues, "For blind and visually impaired people to have an equal opportunity in today's increasingly complex technology environment, they must have access to the rapidly developing field of computers."

It is the belief at AFB that visually impaired students need access to the increasing amount of educational materials that interact with computer technology, while employers as well as blind workers must be informed of new advances that provide enhanced employment opportunities and upgrades in productivity.

Elliot Schreier, Director of the National Center, indicates that facility will serve as a resource magnet for blind and visually impaired people as well as professionals in the blindness field, employers, researchers, and companies developing and manufacturing special aids and devices. He adds that "the Technology Center will evaluate new and existing devices and report results, provide information on consumer products, training courses, funding sources, and names and comments of users of adapted equipment as well as previous evaluation of devices."

One of the Center's first projects is the production of evaluation prototypes of the **Tactile Graphics Display**, AFB's planned braille output device. The device is a symmetrical arrangement of pins capable of continuously producing multi-line braille, aphanumerics, and tactile graphics in any combination. The first prototype unit consists of 64 rows with 64 pins across each row, and contains an RS232C port to accept data. The Veterans Administration in Palo Alto, California is working on accompanying software to drive the display, and negotiations for a commercial manufacturer are in the works. Actual product availability is expected some time this year. The Tactile Graphics Display is an example of the highly productive R&D effort the AFB intends to sponsor through its new center.

The National Technology Center at AFB was made possible in part by grants from the United Parcel Service Foundation; the Jessie Ball duPont Religious, Charitable and Educational Fund; New York Community Trust; and the IBM Corporation.

**Software Needed for a Variety of clients with DD** from Neal R. Johnson, Training Coordinator, Hillcrest Educational Centers, Inc., Old Stockbridge Rd., Lenox, MA 01240.

Hillcrest Educational Centers Operates four residential programs for mentally retarded and emotionally disturbed youth and we're interested in computer uses for this population. Our students' learning handicaps include communication disorders, severe-to-moderate hearing impairment, little or no verbal skills and the more "normal" learning disabilities. Currently three students are blind.

**Model Project to Integrate Technology and DD Services** from Dick Schoech, Grad. School of Social Work, U of TX at Arlington, Arlington, TX 76019.

We have received funding from the Texas Planning Council for Developmental Disabilities for a system change project. This project designs, implements, and evaluates a model strategy for integrating technology into the present developmental disability service delivery system. The results of the three year project will be:

1. A community structure of providers, consumers, researchers and the commercial sector to: provide input to the project, develop resources to further project goals, and help use technology to support service delivery.

2. An expert system and other software which will allow agencies to use a microcomputer to assess the feasibility of using technology for clients with DD and to match clients to the most appropriate technology.

3. Access to quantitative assessment methods being developed by the Center for Advanced Rehabilitation Engineering.

4. Workshops for service providers and consumers on the use of technology to serve DD clients.

5. A microcomputer based electronic network which allows service providers to stay in constant communication with each other on a variety of project and technology related topics.

6. An on-line information utility composed of numerous databases related to the use of technology for persons with DD.

7. A statewide conference on the use of DD technology.

8. A strategy for implementing technology into the community service delivery system in other areas of Texas.

We would welcome information on software which assesses client potential to use technology and matches impaired functioning measures with the appropriate corrective technology.

## Welfare

**Innovative Software Project Developed for Child Welfare Agencies**, from David Bresnick, Executive Director, Non-Profit Computer Group (NPC), 666 Broadway, NY, NY 10012.

NPC is an outgrowth of a five-year change process during which time the Child Welfare Information System (CWIS) has been transformed from a central service bureau, exclusively for child care agencies, to a multi-purpose computer consultant for all not-for-profit agencies.

Three software products developed by CWIS/AIMS, Medicaid Billing, Foster Parent Payment and a Tickler System have been integrated into a Child Care Information System (CCIS). This major enhancement means that child care agencies can perform the above applications using an integrated data base of children and families. Time savings and greater accuracy and control of information are among the tremendous advantages of this approach. The systems are also available separately.

CCIS was developed in dBase III and is designed to run on an IBM XT, AT or compatibles. Hard disk capacity of at least 10 MB is required.

The Tickler, newest component of the system, generates dates for completing required events in a child's program of care, thus enabling both social workers and managers to provide better service and monitor case progress. This underscores CCIS's real value: allowing staff more time with people and less time with paper.

We also perform needs assessments and make hardware and software recommendations. We do programming in a variety of languages. We specialize in the development of database systems, using dBase III, Informix and Dataflex.

In addition to child care agencies, we have worked with community service agencies, settlement houses, federations of organizations, housing groups, mental health centers and alcoholism treatment centers.

We also have available fundraising, mailing list and financial management software.

**Risk Assessment Software Needed** from Tremaine Arkley, Dept. of Human Resources, Children's Services Division, 198 Commercial St. SE., Salem, OR 97310.

Children's Services Division has a network of IBM personal computers in our branch offices where we provide the full range of protective services to families and individuals. We are developing a manual risk assessment process to help us prioritize our protective services delivery system and would like more information on Expert Systems & other development tools.

Does anyone have software we could use, or modify, or a sample disk?

**Information System Evaluation Being Conducted** from Jim Franczyk, Director, Operations Division, Dept of Human Services, Centennial Office Bldg., St. Paul, MN 55155.

The Minnesota Dept. of Human Services expects to contract with one or more organizations to conduct assessments of major components of the state's Community Services Information System (CSIS). The work will generate recommendations for enhancing the efficiency of that system and the quality of its output.

**Longitudinal Child Tracking System** from Catherine Couse, CYIMIS Coordinator, Mayor Erastus Corning 2nd Tower, 28th Floor, Empire State Plaza, Albany, NY 12223.

The New York State Council on Children and Families has recently begun operation of its Children and Youth Interagency Management Information System (CYIMIS). It is a longitudinal tracking system of children who have been placed in residential care through the authority

of any of five state agencies that support residential facilities in New York State. Extracts of the data from the computerized data bases of these five agencies are integrated into a single interagency system, while at the same time maintaining client confidentiality. CYIMIS will provide New York State, for the first time, with the capacity of viewing the residential child care system from a broad, statewide perspective, rather than as a patchwork of individual systems. CYIMIS is designed for the production of aggregate statistical reports to be used by policymakers, planners, and researchers.

**National Child Welfare Resource Center for Management & Administration** from Tom McDonald, U. of S. Maine, 246 Deering Ave., Portland, ME 04102 (1-800-HELP KIDS).

The Human Services Development Institute, University of Southern Maine, has been selected by the U.S. Department of Health and Human Services to establish the National Resource Center for Child Welfare Program Management and Administration. The purpose of the Resource Center is to strengthen the capacity of state child welfare administrators to use exemplary methods and resources in managing their programs and providing effective services to children and families. Services of the Resource Center will be provided directly to the state child welfare departments and agencies.

The center will focus on five management content areas:

- data systems,
- planning and evaluation,
- financial management,
- licensing, and
- personnel administration

The Center plans to offer the following types of service. There will be a clearinghouse for the identification and dissemination of research findings and other literature in each management content area. The Center will facilitate formal and informal networking between the 50 states and the brokering of technical assistance services. Technical assistance will be provided by consultants from both the private and public sectors. Formal networking will take place through telecommunications and conferences. The Center also plans to publish its own management materials in areas where there is a recognized deficiency of printed and visual resources.

Tom McDonald, Ph.D. and Margaret Frank will lead the Center's activities in the areas of Data Systems and Planning and Evaluation. Thus far the following topics have been identified as areas of interest:

- client-tracking systems
- networks of microcomputers,
- outcome monitoring
- the use of consultants, and
- the use of information systems to support management decisions.

We are identifying resources and/or needs of child welfare managers in the areas of data systems/planning and evaluation.

## General

**Nonprofit Fund Accounting Project** 1031 Third St., Santa Rosa, CA 95405.

The Nonprofit Fund Accounting Project is an effort by an informal group of nonprofit organization fiscal managers to better understand the computerized accounting possibilities available to us. It is a two-part effort aimed at: 1) working with software suppliers, establishing standardized features available on existing software, and 2) soliciting evaluations of that software from our more computer-experienced colleagues. We are presently completing a survey of nonprofit accounting software users.

**Peoples Computer Company**, 2682 Bishop Dr. #107, San Ramon, CA 94583.

People's Computer Company (PCC, Inc.) is a non-profit corporation founded in 1972 by a group of computer enthusiasts dedicated to the dissemination of information to the public about computers and their use. The Board of Directors, executive director, and staff have a documented history of commitment to computer education and research. PCC has been employed by government, education, and corporate clients on neighborhood, state, national and international projects.

PCC is a consulting organization. As professional educators and con-

## Member Comments and Activities, cont.

sultants, we design projects to meet specific needs, provide hands-on microcomputer training with custom-created curriculum, and undertake research to further computer technology.

We offer:

- Analysis and recommendation on data base access
- Documentation design and review
- Consulting for project implementation
- Training for instructors, students, and project staff
- Curriculum design
- Software evaluation and recommendation
- Project research and evaluation

**Technology Learning Center Established** from Karen Stewart, Center For Nonprofit Management, 2820 Swiss Ave., Dallas, TX 75204.

The Technology Learning Center is designed to promote computer literacy among charitable organizations. It offers computer training and computer access to help agencies in shopping for hardware and software.

**Phyllis Elliott** at MAXIMUS 1-800-368-2152 is looking for examples of good software which trains human service workers on the use of computers. They have a OHDS OPD grant to develop training software for personnel working in runaway youth shelters.

**Resources for Nonprofits Using Microcomputers** from Public Interest Computer Assn., 2001 O St. NW., Washington, D.C. 20036.

**Apple Computer Corporate Grants**, 20525 Mariani Avenue, Cupertino, CA 95014, 408/973-2974, Mark Vermilion, Director; Beverly Long, Grants Coordinator

**Austin Computers for the People**, 2715 Sherwood Lane, Austin, TX 78704, 512/442-7354, Richard Wright, Jr.

**Baltimore Information Co-op**, Box 7156, Baltimore, MD 21218, 301/235-1210, Carl Chatsky, Director

**Center for Appropriate Computing**, Box 309, Wilton, NH 03086, 603/654-2784, Arthur Fink

**Center for Local and Community Research**, Box 5309, Berkeley, CA 94705, 415/654-9036, Newsletter *Using Personal Computers in Non-profit Agencies*, James Masters, Managing Editor; Don Will, Co-Editor

**Center for Management Development and Organizational Research**, Baruch College, CUNY, 17 Lexington Avenue, Box 520, New York, NY 10010, 212/725-3156, David Bresnick

**Center for Nonprofit Management**, 2820 Swiss Avenue, Dallas, TX 75204, 214/826-3470, Karen Stewart

**Community Data Processing**, Box 60127, Palo Alto, CA 94306, 415/322-9069, Scott Weickart

**Computer Alliance**, Fort Mason, Building D, San Francisco, CA 94123, 415/771-7133, Liza Weiman, Project Director

**Highlander Center**, Route 3, Box 370, New Market, TN 37820, 615/933-3443, John Gaventa

**Information Technology Institute**, 1135 SE Salmon, Portland, OR 97214, 503/231-1285, Steve Johnson, Director

**Information Technology Resource Center**, Museum of Science and Industry, 57th Street and Lake Shore Drive, Chicago, IL 60637, 312/684-1050, Newsletter *Printout*

**Interlink Press Service**, 777 United Nations Plaza, New York, NY 10017, 212/599-0867, Brennan Jones

**Kapiolani Community College Special Programs & Community Services**, 4303 Diamond Head Road, Honolulu, HI 96816, 808/735-3127, Betsy Sakata, Director

**Lodestar Management/Research, Inc.**, 1052 West Sixth Street #500, Los Angeles, CA 90017, 213/977-0175, Newsletter *Small Computers For Nonprofits*, Morgan Lyons, Editor

**Peninsula Community Foundation**, Box 627, Burlingame, CA 94011, 415/342-2505, Shannon Bronson, Librarian

**Public Interest Communications Cooperative Association**, 920 16th Avenue, Seattle, WA 98122, 206/323-8885, David Kositsky

**Public Interest Computer Association**, 2001 O Street NW, Washington, DC 20036, 202/775-1588, Monthly newsletter, Alan MacDuffie, Executive Director; Daniel Grobani, Program Director

**Public Interest Media Project**, Box 14066, Philadelphia, PA 19123, 215/922-0227, Newsletter *Other Networks*, Stan Pokras, Editor

**Reset: News on Activist and Grass Roots Computing**, 90 East 7th Street #3A, New York, NY 10009, 212/254-3582, Published periodically, Mike McCullough and Jon Rynn

**Society for Nonprofit Organizations**, 6314 Odana Road #1, Madison, WI 53719, 608/274-9777, Magazine *Nonprofit World Report*, Katie Burnham

**Southern California Center for Nonprofit Management**, 1052 West 6th Street #500, Los Angeles, CA 90017, 213/977-0372, Patty Oertel

**Telecommunications Cooperative Network**, 505 8th Avenue #1805, New York, NY 10018, 212/714-9780, Bob Loeb

**Trident Community Foundation**, 151 Meeting Street #535, Charleston, SC 29401, 803/723-3635, Richard Hendry

**Volunteer — The National Center for Citizen Involvement**, 1111 North 19th Street, Arlington, VA 22209, 703/276-0542, Denise Vesuvio

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Sudbury: **Abraham N. Barnett** PHD, Prof, Laurential U, Sociology, 2200 Regent St. South Apt. 1101, Ontario Canada P3E 5S2

Sudbury: **Ken Millar** 1720 Paris St. #502, Ontario Canada P3E 3C2

Thorold: **M G. Fisher** Admin, Planning & Res, Munic of Niagara, Soc Serv, 2201 St. David's Rd., Ontario Canada L2V 4T7

Toronto: **Grant MacDonald** Ass't Prof, Social Work-Atkinson College, 4700 Keele St., Ontario Canada M3J 1P3

Toronto: **Camille Lambert** Research Professor, U. of Toronto, 246 Bloor St. West, Ontario Canada M5S 1A1

Toronto: **Fiore Sicoly** Planning Associate, Children's Aid Society, 33 Charles St. E., Ontario Canada M4Y 1R9

Toronto: **Rob MacFadden** PhD, Assistant Professor, U. of Toronto, Social Work, 246 Bloor St. West, Ontario Canada M5S 1A1

TORONTO: **E A A. Bedwell** DIRECTOR, EVAL & PLANNING, CHILDREN'S AID—TORONTO, 33 CHARLES ST. EAST, ONTARIO CANADA M4Y 1R9

Toronto: **B A. Hazlewood** Business & Office Manager, Toronto District Hlth Council, 1246 Yonge St #301, Ontario Canada M4T 1W5

Toronto: **John M. Gandy** Professor, U. of Toronto Social Wk, 246 Bloor St West, Ontario Canada M5S 1A1

TORONTO: **William C. Leverman** PHD, SOCIAL WORKER, 23 FIELDING, ONTARIO CANADA M4J 1R4

Toronto: **Ruth M. KochSchulte** MSW, Director Social Work, The Hospital for Sick Children, 555 University Ave, Ontario Canada M5G 1X8

Toronto: **Etta McEwan** MSW, Dir, Dept. of Soc Wk., Baycrest Ctr. Geriatric Care, 3560 Bathurst St., Ontario Canada M6A 2E1

Toronto: **Bruce Schwartzentrub** Soc. Planning Council, 185 Bloor St. E. 3rd Floor, Ontario Canada M4W 3J3

Toronto: **Sheree Meredith** MSW, 190 Gough Ave., Ontario Canada M4K 3P1

Toronto: **Nadya Tarasoff** Program Coordinator, OAPSW, 410 Jarvis St., Ontario Canada M4Y 2G6

Toronto: **Noel Thomas** T.V. Ontario, B.P. 200 Station Q, Ontario Canada M4T 2T1

Toronto: **Ann Worrall** Business Manager, The Rotary Creche (Clinic), 197 Euclid Ave., Ontario Canada M6J 2J8

Waterloo: **David A. Dirks** Planning Assoc, Social Resources Council, 75 King St. Waterloo Sq #214, Ontario Canada N2j 1P2

WILLOWDALE: **Sid L. Brail** SOCIAL WORKER, SID L. BRAIL & ASSOC., 11 SPARWOOD CT., ONTARIO CANADA M2M 4B7

Windsor: **Connie Martin** Maryvale, 3640 Wells St., Ontario Canada N9C 1T9

Windsor: **Patricia A. Rolfe** Ex Director, Children's Services Council, 76 University Ave. W. #504, Ontario Canada N9A 5N7

Windsor: **F C. Hansen** DSW, 3605 Avondale Crescent, Ontario Canada N9E 1Y1

Windsor: **Robert G. Chandler** PhD, Professor, U. of Windsor, Social Work, University of Windsor, Ontario Canada N9B 3P4

Montreal: **CSSMM** CSSMM Informatique, 1001 est. boul. Maisonneuve, Quebec Canada H2L 4R5

Montreal: **Anthony Meszaros** MD, St Mary's Hospital, 3830 Lacombe, Quebec Canada H3T 1M5

PRINCE ALBERT: **Les Senner** PROF, U. OF REGINA FAC OF SOCWRK, BOX 1112, SASK. CANADA S6V 5S7

Saskatoon: **Ted Cardwell** MSW, President, Cardwell Human Resources, 401 -115 3rd Ave. S., SK Canada S7K 1L7

Nova Scotia: **Ray Carlson** PhD, Dalhousie U, Halifax, Canada B3H 3J5

**Czechoslovakia**

Husova 1872: **Juri Laciga** Psychologist, Psychiatric Hosp, Havlichuv Brod 58023, Havlickuv Brod Czechoslovakia 58001

Havlicku Brod: **Jan Mlejnek** Psychiatrist, Psychiatricka Lecebna, Husova 1869, Czechoslovakia 580 01

**England**

Cockermouth: **Robin H. Jones** Secretariat, Int. Assn of Social Workers, Lambfold, High Lorton, England CA13 9UQ

Rochdale: **Chris Jones** 89 Mitchell St., Lance England 0112 6SH

Wallisdown: **Library Services** Dorset Institute of Higher Ed, Wallisdown Road, Poole, Dorset England BH12 5BB

Rochdale: **Chris Jones** 89 Mitchell St., Lance England 0112 6SH

Birmingham: **Perry Barr** Faculty of Soc Sci & Arts, Dept. of Soc & App Soc Studies, City of Birmingham Polytechnic, England B42 2BU

London: **David Fruin** National Children's Bureau, 8 Wakley St Islington, England EC1V 7QE

Birmingham: **Stuart Toole** Senior Lecturer, City of Birmingham Polytechnic, Dept of Soc, Perry Barr, United Kingdom B42 2SU

Swansea: **Laurence Moseley** Senior Lecturer-Computer Sci, U. College, Computer Science, Univ. College, Singleton Park, United Kingdom SA2 8PP

**Membership Roster, cont.****France**

87000 Limoges: **Alain MAZET** 10 Boulevard Gambetta, France

**Germany**

Emden: **Ursula Koch** Professor, Fachhochschule Ostfriesland, Constantiaplatz 4, Germany, Europe D-2970

**Hong Kong**

Kowloon: **Brian Brewer** Admin Analyst, City Polytechnic of Hong Kong, Argyle Ctr Twr2, 700 Nathan Rd, Hong Kong Hong Kong S4P 1Z1

**Israel**

Jerusalem: **Menachem Monnickendam** Teaching Fellow, Min of Labour & Soc Affairs, POB 1260, Israel Israel 9100

Haifa: **Javier Simonovich** Peretz Markish, 4/16 Neve Shaenan, Israel 32805

**Netherlands**

Den Haag: **Hein de Graaf** Research Director, NIMAWD, Willem de Zwingerlaan 66, Netherlands 2582 ES

**New Zealand**

Auckland: **Marie Hood** Cripple Children's Society, POB 399, New Zealand 1

**Scotland**

Dairy: **Dave Du Few** PhD, U. of Edinburgh, 14 Breadalbane Terrace, Edinburgh Scotland EH11 2BW

**Switzerland**

: **Ruth Brack** Gwattstraase 79 a, 3645 Gwatt, Switzerland

**USSR**

Moscow: **Biblioteka SSSR** Gos. Publ. Nauch. Tech Kuznetskiy Most, USSR 12

## Resources and Materials

### Grants and Other Opportunities

**Fellowships Available** The Missouri Institute of Psychiatry has available several Post Doctoral Fellowship in Mental Health Computing Applications. These begin in the Fall of 1986 and involve planning, research and development on clinical computer applications. Fellowships are for two years at approximately \$16,000 per year. For details, contact Paul Binner, PhD, Research Associate Professor, Missouri Institute of Psychiatry, 5400 Arsenal St., St. Louis, Mo. 63139

### Electronic Information Utilities, and Networks

**APA Research Support Network** a free electronic bulletin board containing up-to-date news on funding opportunities. Contact the APA, 1200 17th St., N.W., Washington, DC 20036 for details.

**PsyComNet** has offered real-time conferencing, electronic mail, bulletin boards and electronic publishing for psychologists, psychiatrists and other mental health professionals since Sep. 1985. Write Ivan K Goldberg, Psychopharmacologic Institute, 1346 Lexington, Ave. NY, NY 10128.

**PI-Net** (Psychological Information Network) electronic bulletin board. Call (512) 349-7972.

**Lotus BBS** Lotus Development Corp. has established a 24hr BBS for user support of Lotus 1-2-3 and symphony. Users can download public domain templates and related programs free of charge. Call (513) 662-1799.

**The Economic Bulletin Board** Operating agency: Office of Business Analysis Office of the Under Secretary for Economic Affairs U. S. Department of Commerce

Contents: Current economic news from DoC Economic Affairs (EA) agencies including press releases, economic indicators, official DoC summaries of economic news, information on how to obtain data tapes, and summaries of reports and studies produced by EA agencies. Also included are press releases issued by the Bureau of Labor Statistics. Audience: Open to the public without charge. No preregistration required.

Operations: Operated 24 hours a day, except when being serviced. Telephone (202) 377-3870 or (202) 377-0433

Communications Requirements: Full duplex, no parity, 8 bit words, 1 stop bit or Full duplex, even parity, 7 bit words, 1 stop bit 300 or 1200 baud After connect, enter 1 or 2 returns to start

Contact: Ken Rogers, Office of Business Analysis, Telephone (202) 377-4450

### State Data Center Bulletin Board

Operating agency: State and Regional Programs Staff Data User Services Division Bureau of the Census

Contents: News about new Census Bureau programs, Census publications, reference material for State Data Center personnel.

Audience: For use of the Census Bureau staff and all State Data Center Components, including affiliates. Preregistration required—call information contact below.

Operations: Operated 24 hours a day, except when being serviced.

Communications Requirements: Full duplex, no parity, 8 bit words, 1 stop bit, or Full duplex, even parity, 7 bit words, 1 stop bit 300 or 1200 baud After connect, enter 1 or 2 returns to start

Contact: John Rowe or Larry Carbaugh, Bureau of the Census (301) 763-1580

### Population Estimates Bulletin Board

Operating agency: Federal-State Cooperative for Population Estimates, Population Division Bureau of the Census.

Contents: Information and news about population and demographic projections.

Audience: For use by members of the Federal-State Cooperative for Population Estimates and members of the Federal-State Cooperative for Population Projections. No preregistration required.

Operations: Usual hours of operation 5:00 PM to 6:30 AM Monday-Thursday, 24 hour operation from 5:00 PM Thursday to 6:30 AM Monday. No preregistration required.

Communications Requirements: Full duplex, no parity, 8 bit words, 1 stop bit 300 baud Telephone (301) 763-5225

After connected, enter "RUN" to start.

Contact: Fred Cavanaugh, Bureau of the Census (301) 763-7722

### CMIC Electronic Bulletin Board

Operating agency: Census Microcomputer Information Center, Office of the Director Bureau of the Census.

Contents: Microcomputer news, software and hardware reviews, public domain software, training programs for Census and Commerce personnel.

Audience: General microcomputer users; primarily internal Census Bureau personnel. No preregistration required.

Operations: Operated 24 hours a day, except when being serviced. Phone (301) 763-4576

Communications Requirements: Full duplex, no parity, 8 bit words, 1 stop bit, or Full duplex, even parity, 7 bit words, 1 stop bit 300 or 1200 baud After connect, enter 1 or 2 returns to start

Contact: Nevins Frankel, Bureau of the Census (301) 763-4494

## Resources and Materials, cont.

### Microcomputer Electronic Information Exchange (MEIE)

Operating agency: The Institute for Computer Sciences and Technology (ICST) The National Bureau of Standards Department of Commerce

Contents: Information on the acquisition, management, and use of small computers. Other files containing sources of information on topics such as: conferences, Federal publications and activities, user groups, other bulletin boards, etc.

Audience: General microcomputer users. No preregistration required. Operations: Operated 24 hours a day, except when being serviced. Telephone: (301) 948-5718

Communications Requirements: Full duplex, no parity, 8 bit words, 1 stop bit, or Full duplex, even parity, 7 bit words, 1 stop bit 300 or 1200 baud After connect, enter 1 or 2 returns to start. If you do not receive a carrier after two rings, you should hang up and call again.

Contact: Ted Landberg, National Bureau of Standards Telephone: (301) 921-3485

### Climate Assessment Bulletin Board

Operating agency: Climate Analysis Center National Weather Service Department of Commerce

Contents: Historical climate information—daily, weekly, and monthly, heating degree days, weekly climate bulletins

Audience: Analysts using historical meteorological data.

Operations: Operated 24 hours a day. Preregistration required. Call information contact below.

Communications: Full duplex, no parity, 8 bit words, 1 stop bit.

Contact: Vernon Patterson Climate Analysis Center Telephone: (301) 763-8071

## Newsletters, Magazines

**Psychological Software Review** by P.S.R., 56 Willowdale Avenue, Port Washington, N.Y. 11050-3917, Contents of May 1985, Vol.1, No.1, (6 pages) Contents: PC/PFP II: Personal Computer Professional Finance Program by A. Levinson; In/site Billing by S. Matthews, Phd; Abe Lincoln's Hat by editor.

**Software Reviews on File** is a monthly publication that excerpts software reviews from other magazines and journals. Published by Facts on File, Inc., 460 Park Ave. So., NY, NY 10016.

**The Compu-Tech Connection** is a bi-monthly newsletter listing hardware, software, system modifications, training resources, computer-based adaptive aids, and other resources that can enhance the employment and training of persons with severe disabilities. Write Research and Training Center, Stout Vocational Rehabilitation Institute, School of Education and Human Services, U. of Wisconsin-Stout, Menomonie, WI 54751.

**Information Technology Institute Newsletter** is published quarterly by the Information Technology Institute, 1135 SE Salmon, Portland, OR 97214.

**Computer-Assisted Anthropology News.** covers hardware, software networking and other computer information relevant to anthropology. Contact J. Dow & L Sailer, Dept. of Anthropology, U of Pittsburg, Pittsburg, PA 15260.

**Electronic Education** Published 8 times annually by Electronic Communications, Inc., POB 20221, Tallahassee, FL 32316. [Oriented to the k-12 grades]

**The Digest of Software Reviews: Education** a quarterly providing reviews of educational software. Contact at 301 West Mesa, Fresno, CA 93704.

**Computer Application News**, is a quarterly newsletter which addresses the computer needs of human service professionals in the New York Metropolitan area. Contact the Brookdale Center for Computer Applications in the Human Services, School of Social Work, Columbia U. 803 McVickar Hall 622 W. 113th St., NY, NY 10025.

**Hearing Aid: Technology in the Nonprofit Sector** is a newsletter addressing human services and technology in the Minneapolis/St. Paul area. Contact Hearing Aid World Headquarters, 1466 Hythe St., St. Paul, MN 55108 or it can be downloaded via modem by calling St. Paul Mn 941-9300.

## Journals and Articles

**Software Law Journal**. Contact Center for Computer/Law, POB 3549, Manhattan Beach, CA 90266.

**Biomedical Technology** a twice-monthly publication on the latest technical developments and federal regulations in biomedical technology. Contact Quest Publishing Co., 1351 Titan Way, Brea, CA 92621.

**Journal of Computer Assisted Learning.** Contact Blackwell Scientific Publications, 52 Beacon St., Boston, MA 02108.

**Journal of Educational Computing Research.** Contact Baywood Publishing Co., Inc., 120 Marine St., Farmingdale, NY 11735.

**Collegiate Microcomputer** a quarterly journal devoted to all aspects of microcomputers in the higher education curricula. Contact Rose-Hulman Institute of Technology, Terra Haute, IN 47803.

**Electronic Social Psychology** from 12021 Wilshire Blvd. #1080 Los Angeles, Cal 90025 An online academic journal for the social psychological community. Subscribers use their modem-equipped personal computers to access a large-scale computer network. Twice yearly the contents are published in hard copy like Vol.1, No.1 June, 1985.

The content of of Vol. 1, No. 1 are: A Theoretical Analysis by Means of Computer Robots, of Single Interactions in 2 X 2 games by H. Kelley; A System for Collecting Dyadic Interaction Data on the Apple II Computer by W. Ickes and S. Trued; Facial Expressions of Emotion as a Means of Socialization by D. Heise; Self Esteem, Persuasion, and Retrospective Distortion of Initial Attitudes by R. Baumeister and M. Covington; The Determination of Discounting: A Computerized Experiment by K. Powell, K. Shaver and P. Payne; Pascal Program Listing for the Determination of Discounting: A Computerized Experiment by K. Powell, K. Shaver, P. Payne.

**Journal of Consulting & Clinical Psychology, Special Issue** Vol 53. No. 6; December 1985. Perspectives on Computerized Psychological Assessment.

The contents of the special issue are: Editor's Note on the Special Series; Introduction to the Special Series; Landmarks in Computer-Assisted Psychological Assessment; Direct Patient Computer Interviewing; Adaptive Testing by Computer; Automated Interpretation of Neuropsychological Test Data; Current Developments and Future Direction in Computerized Personality Assessment; Validation of Computer-Based Test Interpretations: Problems and Prospects; The Challenge of Competence and Creativity in Computerized Psychological Testing.

**Social Psychology Review** [Produced by the National Assn. of School Psychology] Vol.23, No.4, Fall 1984. Special Issue is entitled Computers in School Psychology.

The contents of the special issue are: New Theories for New Learnings S.Papert; Current Microcomputer Applications in School Psychology; Microcomputer Technical Overview D. Moursund; Computers and School Psychology Training; Automated Assessment Systems in School and Clinical Psychology: Present Software Selection and Evaluation: A Personal Perspective

**General Hospital Psychiatry, Special Issue, Vol. 7, No. 2, April 1985**

The contents of the special issue are: The use of computers in consultation-liaison psychiatry; Data-based Psychiatric Consultation: Applying Mainframe Computer Capability to Consultation by Popkin, Mackenzie, and Callies; A Minicomputer Approach to Consultation-Liaison Data Basing: Pedagog-Admin-Ciinfo by Strain, Norvell, Strain, Mueenuddin, Strain; Microcomputers and Consultation Psychiatry in the General Hospital by Hammer, Hammond, Strain, Lyons; Pedagogic Applications of a Computerized Data Base by Mackenzie, Popkin, and Callies; Discussion of the use of Computers in Consultation-Liaison Psychiatry by Taintor.

**Resources and Materials, cont.**

**Computers in Nursing** Jan/Feb. 1986, Publisher: J.B. Lippincott Co. Volume 4, No.1.

The contents are: Guest Viewpoint: Helping Nursing Faculty Overcome Resistance to Computer Use in the Curriculum by J. Tate; The Effect of Practice in Detecting Technical Errors on Performance of a Simple Medical Procedure: Current Research on Interactive Video at San Diego State U. by B.S. Allen, A.M. Devney, and D.M. Sharpe; Computer Software for Nursing: The Advantages of a Hospital-University Liaison by M. McAlindon, C. Silver, H. Edwards; Automating a Patient Classification System: Nurse-Vendor Collaboration by R. Hylton, J. Johnson and M. Moran.

**Books and Reports**

**BASIC COMPUTER KNOWLEDGE FOR NONPROFITS** published by the Taft Group, 5130 MacArthur Blvd N.W., Washington, D.C. 20016, Price: \$67.50. (3 ring binder format), 1985.

**Contents:** Introduction: the role of the computer, is computerization appropriate for your organization?; Needs Assessment; Building Computer Comfort; Introduction to Word Processing; Introduction to Database Management; Introduction to Spreadsheets; Introduction to Telecommunications; Collaboration strategies for nonprofit computer users; Appendices; Glossary

**TECHNOLOGICAL AIDS AND INFORMATION/RESOURCE GUIDE** published by the State of Florida, 1317 Winewood Blvd. Build.5, Rm210, Tallahassee, Florida 32301, 104 pages

**Contents:** Computerized Information Resources for Commercial Technical Aids; Information Networks; Information Centers; Additional Sources of Information; Equipment Selection; Microcomputer Technology; Resources for General Information About Computers and People with Handicaps; Books Addressing Computers and the Disabled-user; Trace Research and Development Center on Communication, Control and Computer access.

**COMPUTERS AND TEACHER TRAINING: A PRACTICAL GUIDE,** (Ed) by Editor: Dennis M. Adams, Haworth Press, NY, 1985.

**Contents:** A Look back—A Look Ahead: Evolution of computers; The Computer as an Agent of Change; Helping Teachers Direct Technological Change; Using Computers to Enhance Learning; Programming; Don't Buy Hardware—Buy a Solution!; Computer Awareness Activities; Tapping into the World: Computer Telecommunications; Networks and Schools; Appendix: Resources

**THE HUMAN EDGE: INFORMATION TECHNOLOGY AND HELPING PEOPLE** (Eds) Gunther Geiss, & Narayan Viswanathan, Lois and Samuel Silberman Fund and Haworth Press, NY, 1986.

**Contents:** Part I: The Foundations: Intercultural Technology Transfer; Information Technology and helping people; Part II: Views of Present and Future: External Views of Opportunities and Threats; The keynotes; Introduction; The Network Revolution—Promises and Pitfalls in the Use of Information Technology; Ethics of Information Technology; Emerging Trends and Issues in Decision Support Systems and Related Technologies—Implications for Organizations; The State of the Art: Background Papers; Part III: Issues and Options; Issues in Information Technology and Social Work Practice and Education; Values and Ethics; Science/Knowledge; Management/Resource Development; Actions/Applications.

**Software Announcements and Catalogues**

**I View Skills** Computer assisted instruction for Social Work and other Human Services. Contact Education/Simulations for the Human Services (OUTP ST), 119 Wilson, Park Forest, IL 60466 (312) 748 3854.

**SATIS (Substance Abuse Treatment Information System)** collects data on clients and monitors their progress through treatment. Contact Northeast Research, POB 9, Orono, ME 04473. (207) 866-5593.

**CAPTAIN: Cognitive Training Software** assesses and trains basic cognitive functions, including attention, concentration, memory visual motor and reasoning skills. Contact Network Services, Huguenot Professional Center, 1915 Huguenot Road, Richmond, VA 23235.

**COBRS** a menu driven microcomputer program designed to supplement and enhance your case assessment, program evaluation, staff performance monitoring and record keeping activities. Contact George Thomas & Associates, Ltd. POB 152, Athens, GA 30603 (404) 546-0798.

**Software to help patients with poor time management skills and software to administer relaxation procedures.** Contact Psychometric Software, Inc., 2050 S. Patrick Dr., Indian Harbour Beach, FL 32937.

**Fund Accounting Software** Contact Dynalogic Inc. 2921 Eastlake Ave. E., Seattle, WA 98102.

**Personal Friend** helps one set goals, action strategies for achievement, and helps assess health and fitness. Contact Alter Ego Development, Inc., 123 West 26th St., NY, NY 10001.

**Manuscript Manager** produces APA style manuscripts. Write Pergamon Press, Maxwell house, Fairview Park, Elmsford, NY 10523.

**Sense-sations**, a catalog specializing in products that are of interest to people with vision problems. Write Sense-sations, 919 Walnut St., Philadelphia, PA 19107.

**Team System Fundraising Management Package.** Write Burt Woolf Management, Inc., 167 Corey Rd. #214, Brookline, MA 02146

**Hypnosis** An Aid to suggestive relaxation, behavior modification and trance induction [uses photo-optic and acoustic sensory simulation to induce and potentiate hypnotic states]. Write Ardent, Inc., 1000 N. Ave., Waukegan, IL 60085.

**Alcohol Assessment and Treatment Profile.** Contact Psychologistics, Inc. POB 3896, Indialantic, FL 32903.

**Automated Goal Attainment Scaling Software** from Richard Feil. The BASIC program was printed in the Vol 2#3 issue of Micropsych Network, c/o Professional Resource Exchange, Inc., POB 15560, Sarasota, FL 34277.

**The Workshop Information Manager** helps automate rehabilitation services. Contact Vertex Systems Corp., 1395 E. Dublin-Granville Road., Columbus, OH. 43229.

**Public Domain Software for IBM PCs & Clones** at \$6 per disk. Contact PC-SIG, 1030 East Duane Ave., Suite J., Sunnyvale, CA 94086.

**Communication Aids for Children and Adults** a new catalog containing 136 new products. Contact Crestwood Company, POB 04606, Milwaukee, WI 53204. (414) 461-9876.

**Educational Software Catalogs**

ABC Software, 4894 Tahiti Ln., Naples, FL 33962, 1-813-793-1980  
Academic Hallmarks, P.O. Box 998, #5 Woodland, Suite B, Jurango, CO 81301, 1-800-321-9218 1-303-247-8738 in Colorado

Advanced Ideas, Inc., 2550 9th St., Suite 104, Berkeley, CA 94710  
Apple Computer, 20525 Mariani Ave., Cupertino, CA 95014

Aquarius People Materials, Inc., P.O. Box 128, Indian Rocks Beach, FL 33535, 1-813-595-7890

Encyclopedia Britannica Educational Corp., 425 North Michigan Ave., Chicago, IL 60611

C.C. Publications, Inc., P.O. Box 23699, Tigard, Oregon 97223-0108  
C.W. Publications, 1313 5th Avenue, Sterling, IL 61081

Career Aids, Inc., 20417 Nordhoff Ave. Dept. Z 6, Chatsworth, CA 91311, 1-818-341-8200

Charles Clark Co., Inc., 168 Express Drive South, Brentwood, NY 11717  
Children's Software Catalog, Evanston Educators, Inc., 1718 Sherman Avenue, Evanston, IL 60201, 1-312-475-2556

Commodore Business Machines, 1200 Wilson Dr., West Chester, PA 19380

Computer Curriculum Corp., Palo Alto, CA 94304, 800-227-8324  
Creative Learning Association, R.R. 4, Box 330, Charleston, IL 61920, 1-217-345-1010

**Resources and Materials, cont.**

Creative Publications, 3977 East Bayshore Road, P.O. Box 10328, Palo Alto, CA 94303, 1-415-968-3977

Creative Software, 230 E. Caribbean Dr., Sunnyvale, CA 94089

DLM, Developmental Learning Materials, P.O. Box 4000, Allen, TX 75002, 1-800-527-4747  
of special note, is that this company is the distributor for the ARCED series of courseware. look for arcademic drill builders, and arcademic skill builders in math, when viewing the catalog.

Data Win, P.O. Box 60995, Terminal Annex, Los Angeles, CA 90060

Designware, 185 Berry St., Bldg. 3, Suite 158, San Francisco, CA 94107

Dynacomp, Inc., 1427 Monroe Ave., Rochester, NY 14618

EAV, Educational Audio Visual Inc., Pleasantville, NY 10570

Educational Computer Specialists, 477 E. Third St., Williamsport, PA 17701

EBSCO Curriculum Materials, Div. Ebsco Industries, Inc., Box 11542 Birmingham, AL 35202, 1-800-633-8623

EDSON, Educational Software News, c/o The Computer Room, Inc., 9256 Clayton Road St. Louis, MO 63124

Educational Record Sales, 157 Chambers St., New York, NY 10007

Electronic Arts, 2755 Campus Dr., San Mateo, CA 94403

Evanston Educators, Inc., (The Children's Software Catalog), 1718 Sherman Ave., Evanston, IL 60201, 1-312-475-2556

First Byte, Inc., 2845 Temple Ave., Long Beach, CA 90806, 1-213-595-7006

Florida Micro Media, 521 S.E. 18th Ave., Pompano Beach, FL 33060, 1-800-553-4300

GAMCO Microcomputer Software, c/o GAMCO Industries, Inc., P.O. Box 1911m, Big Springs, TX 79721, 1-800-351-1404, 1-915-267-6327 in Texas

Grolier Electronic Publishing, Inc., Dept. 336, Sherman Turnpike, Danbury CT 06816

Handicapped Children's Technological Services, Box w, Foster, RI 02825,  
(Active stimulation devices for handicapped children and adults.)

Haworth Press, Inc., 28 East 22nd St., New York, NY 10010

Hesware, 150 N. Hill Dr., Brisbane, CA 94005

Holt Courseware/video, Holt, Rinehart & Winston, CBS Educational & Prof. Pub., A Division of CBS, Inc., 383 Madison Ave., New York, NY 10017

Infocom, Inc., 55 Wheeler St., Cambridge, MA 02138

Jostens Learning Systems, Inc., 600 West University Drive, Arlington Heights, IL 60004, 1-800-323-7577

K-12 Micromedia, 172 Broadway, Woodcliff Lake, NJ 07675

Koala Technologies Corp., 3100 Patrick Henry Dr., Santa Clara, CA 95050

Learning Arts, P.O. Box 179, Wichita, KS 67201

Learning Company, 545 Middlefield Rd., Suite 170, Menlo Park, CA 94025

Learning Well, 200 S. Service Rd., Roslyn Heights, NY 11577

Media Materials, Inc., Microcomputer Software Catalog, Department 858002, 2936 Remington Ave., Baltimore, MD 21211-2891

Micro Learningware, Hwy. 66 So., P.O. Bbox 307, Mankato, MN 56002-0307

National School Products, Computer Software, 114 West Broadway, Maryville, TN 37801

Opportunities for Learning, Inc., 20417 Nordhoff St., Dept. 93, Chatsworth, CA 91311

Parent/Teacher's Microcomputing Sourcebook for Children 1985, SAN 214-1911, R.R. Bowker Company, P.O. Box 1807, Ann Arbor, MI 48106

Pendulum Microsource, West Haven, CT 06516

Perfection Form Company, Computer Software Catalog, 1000 North Second Avenue, Logan, IA 51546

Pyramid School Products, 6510 54th St., Tampa, FL 33610, 1-813-621-6446

Queue, 5 Chapel Hill, Fairfield, CT 06432, 1-800-232-2224

Sams Books and Software, Bobbs-Merrill Educational Publishing, P.O. Box 7080, Indianapolis, Indiana 46206

SVE, Society for Visual Education, Inc., Department VB, 1345 Diversey Parkway, Chicago, IL 60614

Scarborough Systems, Inc., 25 N. Broadway, Tarrytown, NY 10591

Scholastic Inc., P.O. Box 7503, 2931 East Mccarty St., Jefferson City, MO 65102

School Microcomputing Bulletin, Learning Publications, Inc., Box 1326, Dept. SMB-10, Holmes Beach, FL 33506, 1-800-222-1525

Sensory Aids Corp, Suite 110, 205 West Grand Ave., Bensenville, IL 60106-3389, 1-312-766-3935  
(Distributors of Viewscan for the visually impaired.)

Social Studies School Service, P.O. Box 802, Culver City, CA 90232-0802

South-Western Publishing Co., 5101 Madison Rd., Cincinnati, OH 45227

Spinnaker Software Corp., 1 Kendall Sq., Cambridge, MA 02139

Speyer School Service, 2720 West Hillsboro Plaza, Tampa, FL 33614, 1-800-282-8903

Sunburst Computer Courseware, Sunburst Communications, Room YR 5 8, 39 Washington Ave., Pleasantville, NY 10570, 1-800-431-1934

Synergistic Software, 830 N. Riverside Dr., Suite 201, Renton, WA 98055

T.H.E. Journal, (Technological Horizons in Education), P.O. Box 364, Arlington, MA 02174

Tandy Home Education Systems, 300 One Tandy Center (L), Fort Worth, TX 76102

Teacher Support Software, P.O. Box 7125, Gainesville, FL 32605, 1-904-371-3802

Timesaver II Catalog, c/o The Micro Center, Department R 13, P.O. Box 6, Pleasantville, NY 10570, 1-800-431-2434, 1-914-769-6002

Tuttle Products, P.O. Box 26981, Tamarac, FL 33320, (Logoville game)

United Media Enterprises, The World Almanac Education Div., 1278 W. Ninth St., Cleveland, OH 44113

Vocational Studies Center, University of Wisconsin-Madison, 964 Educational Sciences Bldg., 1025 W. Johnson St., Madison, WI 53706

Weekly Reader Family Software, A Division of Xerox Ed. Pub., 1250 Fairwood Ave., P.O. Box 16754, Columbus, OH 43216

Whole Earth Software Review, 150 Gate Five Rd., Sausalito, CA 94965

**Upcoming Events, Conferences and Meetings**

**Technology and Aging In America**, May 9, 1986, Columbia U. New York. Contact J. Cooper, Brookdale Institute on Aging and Adult Human Development, Columbia U. 622 West 113th St., NY, NY 10025. (212) 280-2513.

**Computer Applications in Medicine and Health Care**, May 8-10, Anaheim CA., Contact AAMSI, Suite 700, 1101 Connecticut Ave., N.W., Washington D.C., 20036 (202) 857-1189.

**World Congress on Education and Technology**, May 22-25, 1986. Contact British Columbia School Trustees Assn., 1155 West 8th Ave., Vancouver, BC V6H 1C5 Canada (804) 734-2721.

**7th National Educational Computing Conference** June 4-6, San Diego, CA. Contact S. Zgliczynski, U. of San Diego, School of Education, Alcalá Park, San Diego CA 92110.

**The International Conference on Mental Health and Technology**, June 8-13, 1986, Vancouver, Canada. Contact 203 Beaty St., Vancouver, B.C. V6B 2L3 for details.

**First Conference on Computers and Community Organizing**, June 9-10, 1986, Hunter College of the City U. of New York. Contact Terry Mizrahi, ECCO, Hunter College, Social Work, 129 E. 79th St., NY, NY 10021 (212) 570-5064.

**MUMPS User's Group Conference**, June 9-13, 1986. San Diego. Write MUMPS User's Group. 4321 Hartwick Rd., Suite 510, College Park, MD 20740. Papers due Dec. 2, 1985.

**Bridging The Gap Between Policy and Technology: The potentials of information for policy makers**, June 18-20, 1986, Amsterdam. Contact IULA, 41 Wassenaarseweg, 2596 CG The Hague, Netherlands

**Upcoming Events and Conferences, cont.**

**Automating Vocational Rehabilitation Facilities with Microcomputers**, Jun 23-24, Nashville TN. Contact James Ansley, Nat. Assn. of Rehabilitation Facilities, 1-800-368-3513.

**RESNA 86: Employing Technology**, June 23-27, Minneapolis, MN. Contact RESNA (Rehabilitation Engineering Society of North America), Suite 700, 1101 Connecticut Ave., N.W., Washington, DC 20036 (202) 857-1189.

**12th Canadian Medical and Biological Engineering Conference**, July 23-27, Vancouver, BC. Contact CMBEC 12 Secretariate, BC Institute of Technology, 3700 Willingdon Ave., BC, Canada V5G 3H2 (604) 432-8727.

**Computerization of Medical Records**, June 25-27, 1986, San Francisco, CA. Contact the Institute for Medical Records Economics, Inc., 121 Mount Vernon St. Boston, MA 02108 (617) 523-4449.

**26th Annual Workshop of the National Association for Welfare Research and Statistics**, July 27-30, 1986, Richmond, Virginia. Contact NAWRS, P.O. Box 31693, Richmond, Va. 23294-1693

**4th Annual Conference of the International Society for Augmentative and Alternative Communication (ISAAC)**, Cardiff Wales. Contact ISAAC, PBO 1762, Station R. Toronto, Ontario M4G 4A3 Canada.

**First Nonprofit World Assembly**, Oct 10-12, 1986, Chicago, IL. Contact The Society for Nonprofit Organizations, 6314 Odana Rd. #1, Madison, WI 53719. (608) 274-9777.

**Computer Technology/Special Education/Rehabilitation Conference** Oct. 16-18, 1986. California State University, Northridge. Contact Office of Disabled Student Services, California State U., 18111 Nordhoff St., Northridge CA 91330.

**World Congress on Medical Informatics**, October 26-30 1986, Washington D.C. A wide variety of of medical and health care applications from all over the world will be presented. Contact MEDINFO 86, Secretariate: George Washington U. Office of Continuing Ed., 2300 K. St. N.W., Washington, D.C. 20037 (202) 676-8929

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