HUSITA '87

Academic Sponsors

UNIVERSITY OF DENVER

BIRMINGHAM POLYTECHNIC

A Technology to Support Humanity

September 8, 9, 10, 1987
September 11 — International Day
Birmingham

To be Chaired by

Stuart Toole
Birmingham Polytechnic

Walter LaMendola
University of Denver

Country co-ordinators

AUSTRIA and IASSW — Vera Menta.
UNITED KINGDOM — Jan Forrest (Chair), CAPITA Ltd; Syngen Brown, Royal Free Hospital Department of Psychiatry; Betsy Cordingley, Surrey University; Paul Dolan, BASW; Derek Gardiner, CCETSW; Bryan Glastonbury, Southampton University; Mark Law, LAMSAC; Clive Miller, NISW; Mike Monk, East Sussex County Council; Ian Robinson, LAMSAC; Annette Warner, CASW; Sarah Wilson, RHHI; Colin Barnes, Coventry SSD; Garry Homer, Wolverhampton Polytechnic.
HOLLAND — Hein de Graaf (Chair), SRB; Tom Tossion, Social Work Journalist; Albert Visser, Dutch Social Work Education Council; Marco Mazeland.

NORWAY — Lars Gunnar Lingas, Norwegian Social Work Journal.
SWEDEN — Elis Envall, Swedish Social Work Union.
GERMANY — Fritz Grundger, Church School of Social Work, Berlin.
UNITED STATES OF AMERICA — Steve Johnson, Centre for Urban Education, Portland; Brian Klepinger, Colorado Trust; David Lansky, Centre for Urban Education, Portland; Tom Neudecker, Carnegie Mellon University; Douglas Warns, United Way of America; Dick Schoech, Texas University, Arlington; Anne McAnne, Columbia University.
ETHIOPIA — S Salassi.
BRAZIL — Mauricio Andres.
AUSTRALIA — Norman Smith and Floyd Bolitho, De La Trobe University.
PHILIPPINES — Jake G Tan, AT 80.
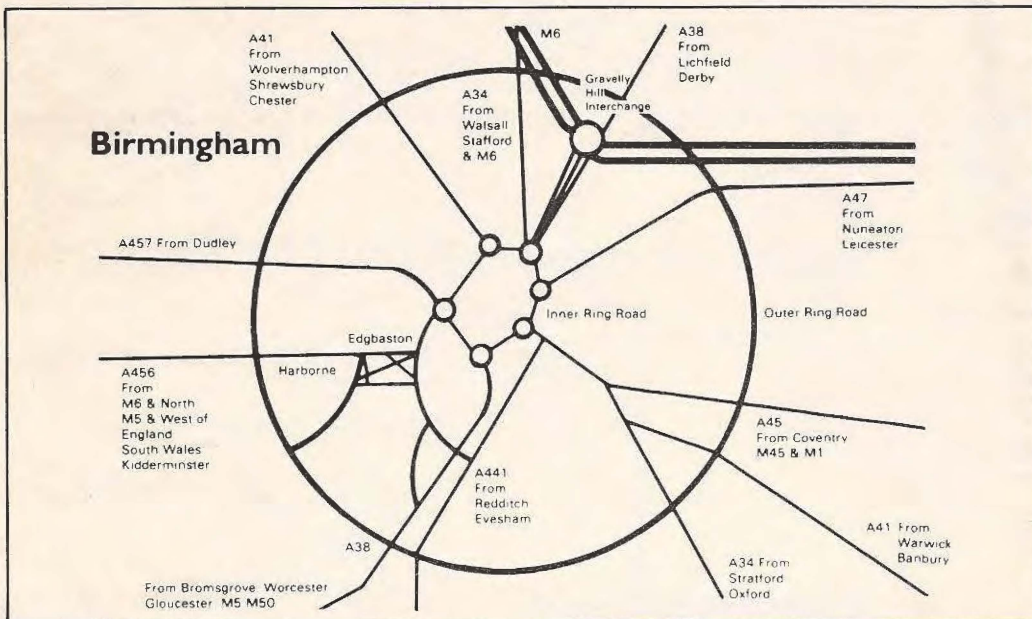SWITZERLAND — Ruth Brack, Bern School of Social Work.
ITALY — Maria Rossa Dossi, Trento School of Social Work.
CANADA — Rob MacFadden, Toronto University.
ISRAEL — Menachem Honnickendam.
CZECHOSLOVAKIA — Jan Mlejnek.
DENMARK — Henrick Backmann, Danish Social Work Union.

Birmingham Polytechnic's Conservatoire School of Music is well placed to host the HUSITA 87 international convention — accessible by road, rail and air. (Location map by courtesy of the Polytechnic).

Welcome to Husita delegates

By STUART TOOLE, Conference Co-Chair

On behalf of all the organisers, I welcome you to HUSITA '87.

I am most gratified that the event is truly international, representing a fair cross-section of the world's social welfare community involved in the application of information technology.

The conference goals of describing and defining the field have been achieved with more than 100 presentations — more than half from the USA, one-quarter from the UK, and one-quarter from the rest of the world, primarily Europe.

There are, however, some notable exceptions. Because of difficulty in obtaining recourses, the developing nations and voluntary groups representing people with disability are underrepresented in proportion to the interest and work which is being carried out in these areas. This issue is one of many that need to be addressed in particular when we look at what further international efforts are required in this field.

We are also a group primarily of those who are convinced of the value of information technology for the future of Human Services. The majority of our colleagues in our professions still look on this field as rather esoteric and distanced from the true nature of the caring professions. It is my personal belief that we must convince them, as their inaction will result in resources being placed elsewhere — and their ill-informed applications of IT will result in systems which do not model Human Service Value Systems.

The working language of the conference is English. The reason for this is financial rather than by choice.

In order that all groups maximise their impact, rooms may be booked for any purpose and advertised in the public areas. See the staff at the advice desk.

The session on Wednesday, 09.00 to 10.00, is left purposefully blank in order to accommodate such requests.

The topic areas are intended to raise the issues posed in the individual papers which we received. There is an attempt to group the individual sessions around the topics, but most papers cover issues from more than one topic. Therefore, the presentations have not been classified definitively but grouped so as to allow for discussion at the end of each day to be focused on a set of issues.
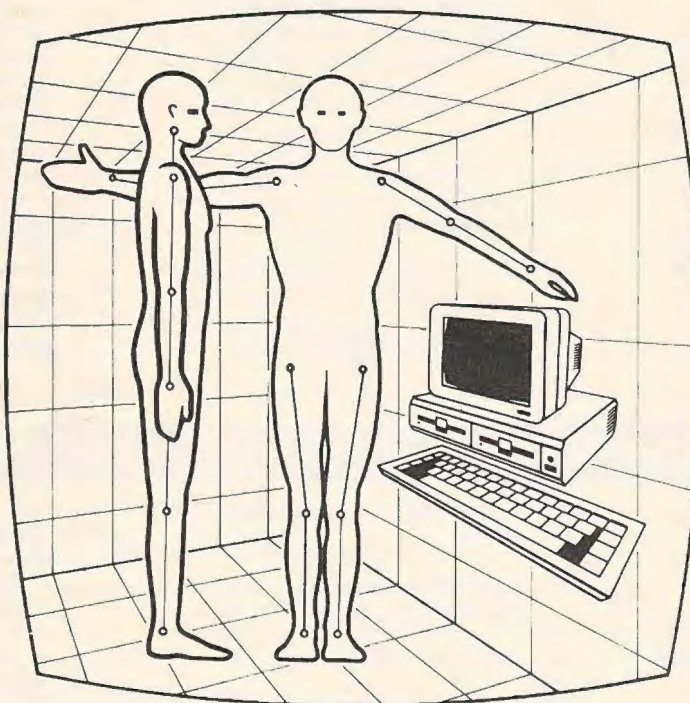
There is no way that any one individual can attend all the presentations, so I would like to emphasise the importance of the daily discussion groups. These replace the more customary plenary end-of-day session and it is hoped that it is here that the conference can fulfil the goals of examining issues, setting directions, developing ideas, etc. These sessions will be recorded and reported in the conference newspaper. Please feel free to add your own snippets. Foreign language contributions, if typed, are especially welcome. See advice desk for details.

On Friday we launch an international body to continue the work from where HUSITA finishes.

Even if you cannot make the Friday, could you give written feedback on your interest and expectations of such a body? Perhaps individuals could be delegated to speak for groups not able to be present in person.

Finally, enjoy yourselves.

With over 100 presenters and several hundred delegates, there are bound to be minor frustrations. The organisers will do their best to make things go smoothly, but do not hesitate to ask for assistance should you have a problem. The help desk should be your first port of call.

The sponsors who made it all possible . . .

The following organisations have officially offered grants and/or services to the HUSITA conference. Many other Human Services organisations not named here have supported the effort by allowing staff to participate, giving aid with publicity etc, and without these efforts HUSITA would not have been possible.

Academic sponsors: Birmingham Polytechnic (Stuart Toole's time, postage, some secretarial time) and Denver University (Walter LaMendola's time, postage, telephones etc).

Principal sponsor: City of Birmingham (cash grant, civic reception). Other non-Human Services sponsors: British Council (sponsorship of eight delegates); British Tourist Authority (one-quarter of US publicity costs); Birmingham Convention and Visitor Bureau (assistance with printing and publicity materials); PanAm (some free seats); Price Waterhouse (prospectus and financial analysis); British Leyland (courtesy cars); Apple Computers (computer loan, electronic publishing of conference newspaper); Hughes Aircraft (loan of projection equipment).

Educational sponsors: Central Council for Education and Training in Social Work (cash grant, use of facilities and staff time); Social Work Education Council, USA (assistance with distribution). International organisations: International Association of Schools of Social Work (assistance with distribution, planning and contacts); International Federation of Social Workers (assistance with distribution).

Publishing sponsors: Computer Applications in Social Work (one of the founding organisations of HUSITA); Social work Today (free advertisements, preview articles, this supplement and conference brochure); Social Services Insight (free adverts and reception at HUSITA); Howarth Press (free adverts); Computer Users in Social Services Network (many board members helped distribute material, free adverts etc); West German, Dutch, Norwegian, Swedish and Swiss social work journals and Journal of Social Work Education (free adverts).

Human Services sponsors: Ministry of Social Welfare, Health and Culture, Holland; United Way of America; British Association of Social Workers; SRB Dutch Research Association, Social Work Union, Sweden; Information Tecnology Resource Centre, Chicago, USA; Technology Learning Centre of the Centre for Non-Profit Management, Dallas, USA; Centre for Urban Education, Portland, USA; Southern California Centre for Non-Profit Management, Los Angeles, USA; Centre for Non-Profit Management, Dallas, USA; Astrography Software, France.

HUSITA 4

Conference

September 8
DAY ONE

0800 REGISTRATION & EXHIBITION

1000 **Stuart Toole,** HUSITA '87 WELCOME
Walter LaMendola, HUSITA '87
PROGRAM OVERVIEW

1100 **Jimmy Algie,** Deciding Priorities in
Human Services — a computer
assisted exercise

1200 LUNCH & EXHIBITION

1300 **Joyce Epstein** Topic: Information
Technology and the Consumer

1400 The Integrated Work Station
Donald Bellamy *(Canada)*
The Human Services Environment,
Present and Future
Donald Forgie
Evelyn Blennerhassett *(Ireland)*
Consumers, Computers and the
Public Service: An Overview of
European Trends
Brian Klepinger *(USA)*
Developing an IT Center in
Academia, with few Resources
Lars Qvortrup *(Denmark)*
Electronic Village Halls — IT and IT
Assisted Services for Rural Village
Communities
Irwin Epstein*(USA)*
Integrating Management
Information Program Evaluation and
Practice Decision Making: The
Boysville Experience
Hans Brinkmann *(West Germany)*
Rise or Fall of the Expert: The
Position of the Service Worker in a
High Tech Environment
Jan Ames *(USA)*
Computer Technology is Opening
the World of Print to the Blind
Henk J Woelders *(Netherlands)*
The Application of IT in Social Policy
for the Elderly and the Handicapped
in the District of Almelo
Clive Miller *(UK)*
Initial Conversations about Expert
Systems
Diane Metzendorf *(USA)*
An Urgent Need: Equal Access of
Computers Among the Poor
Mary Davidson
Charles Cooper *(USA)*
Integration of Computerised
Applications in a Child Welfare
Oversight
Hy Resnick *(USA)*
Computerised Sim-Game to Help
Youth with Drug and Alcohol
Problems
Catherine Cassell *(UK)*
Developing Information Technology
Applications with Unwaged Groups:
Empowering the Receivers
George Epstein *(USA)*
Case Management Information:
Local, Regional and State-wide
Paul Sherman *(USA)*
A Micro-based Decision Support
System for Managing Agressive
Case Management Programs for
Treatment Resistant Clients

1400 **Keith Kilty** *(USA)*
The Humane Use of Information
Technology in the Social Services
William Ammentorp *(USA)*
Data Based Service Delivery Systems
John Shermer *(UK)*
A National Resource Center for Micro
Technology
Steven Mandell *(USA)*
Resistance and Power: The
Perceived Effect that
Computerisation has on a Social
Agency's Power Relationships
Kate Howey *(UK)*
New Technology can Help the
Physically Disabled at Work
1500 **Edis Bevan,** Topic: Empowerment

1600 COFFEE & GROUP DISCUSSIONS

1700 **Paul Dolan & Elis Envall,** Topic:
Privacy, Information Ownership and
Codes of Practice

1830 SHERRY RECEPTION, *Social Services
Insight* — In Exhibition Hall

2000 SOCIAL — BUFFET At Westbourne
Road

September 9
DAY TWO

0900 OPEN for Delegated Organised
Sessions

1000 **Bryan Glastonbury,** Topic: Policy
Development and Administration

1100 COFFEE BREAK

1130 **David Macarov** *(Israel)*
A James Schwab *(USA)*
The Continuum of Care Systems:
Decision Support for Child
Placement Practitioners
Pieter van Hoogstraten
Elizabeth Cordingly *(UK)*
Claimant Information Demonstrator:
Problems of Cross Boundary
Communications
Duncan Langford *(UK)*
Flowcharting Within a Community
Social Work Team — Using an Apple
Macintosh
Jan Forrest *(UK)*
Technology on Trial
Jean Harrod *(USA)*
Collecting Accurate Information
About Child Abuse
Steve Hobbs
Fritz Grundger *(West Germany)*
The Impact of Computer Application
in the Human Services — An
Economist's View
Kevin Harris *(UK)*
Strategic Thinking in Information
Services: An Example from
Community Development

1130 **Brian Klepinger** *(USA)*
Computerisation of Human Service
Agencies: A Funder's Viewpoint
S B Van Hove *(Belgium)*
Moshe Sherer *(Israel)*
Computerised Simulation Game for
Treating Street Corner Youth:
Developing, Applying and
Measuring Results
Tapio Salonen *(Sweden)*
Using the System of Data Processed
Applications in Some Municipalities
Richard Feine *(USA)*
Human Services Instrument Based
Program Monitoring and Indicator
Systems
Hugh Grove *(USA)*
A Planning and Control Computer
Model for Human Service
Organisations
Gordon Ragland Jr. *(USA)*
Using a Personal Computer in a
Small Rural Social Service Setting
Ralph Navarre
Marie Stratil *(UK)*
Artificial Intelligence in Higher
Education and CBI Technology
Joaquin Tan *(Phillipines)*
Beverly Buckles

1230 LUNCH & EXHIBITION

1400 **Sarah Wilson,** Topic: Direct Use with
Clients and Automated Assessment

1500 **James Gripton** *(Canada)*
Microcomputers in Clinical Social
Work
Paula Nurius *(USA)*
Rethinking COmputer Literacy
Regarding Client Assessment:
Issues, Goals and Illustrations
Ran Cuaan *(Israel)*
Computer Assisted Clinical
Supervision
Sheno Latto *(UK)*
Tom McKinlay *(USA)*
Design and Ethics of 'Psychotechnic'
Systems
John Fluke *(USA)*
Artifical Intelligence — An Aide in
Child Protective Services Caseload
Control
Malcolm Douglas *(UK)*
SOSCIS 3 years on
Brian Petheram *(UK)*
An Approach to Integrating
Technology in Human Service
Situations
Menachem Monnickendam
Glenn Riley Jr. *(USA)*
Empowering Human Services Staff

Taylor Wilson
Les Cowan *(UK)*
Optext Adventure System
Anat Ben-Zaken *(Israel)*
Computer-Aided Process of
Monitoring Task-Centered Family
Interventions

programme

1500 **Salvatore Imbrogno** *(USA)*
Policy Modelling and Computer Technology for Program Managers in the Human Services
Helen Brown *(USA)*
Computer Assisted Life Review
Rami Benbenishty *(USA)*
The Design of Information Systems for Practitioners in Social Intervention Agencies
Steven Stein *(Canada)*
Computers in Human Service and Mental Health
Manjeri Raja *(USA)*
Information Technoloy Applications in Long Term Care
Glen MacDonald *(Canada)*
Developing a Computerised Case Management and Data Retrieval System for Human Service Organisations
Walter LaMendola *(USA)*
S B Thompson *(UK)*
Making The Therapist's Prognosis of Stroke a More Scientific Process
Sarah Wilson *(UK)*
Psychological Assessment in Severe Physical Disability
1600 **Garry Homer, Mark Law & Richard**

Schoech, Topic: System Design and Development

1700 **Berndt Kirchlechner** *(West Germany)*
Computer Training for Social Work in the Federal Republic of West Germany
William O'Conner *(USA)*
Telecommunications: The Acquisition of Information to Assist Clients Residing in Remote Locations
William Allbritten *(USA)*
Computer Telecommunications in Social Work Practice
Floyd Bolitho *(Australia)*
Influences on the Development of Computerised Information and Knowledge Systems: An International Case Study
Charles Cohen *(USA)*
The Evolution of a Computerised Social Work Information System
Guy Cage *(USA)*
Developing an Information Management System for an Employee Assistance Program
Melissa Evans-Andris *(USA)*
A computerised Information System and Human Services Integration

Valerie Cook *(USA)*
Process and Products of an Information and Referral System that works
Albert Visser *(Netherlands)*
Claire Kinsey *(UK)*
Shawn Boles *(USA)*
Design Issues for Decentralised Social Service Information Systems
Jan Steyaert
David McKendrick *(UK)*
A British Health Service Bulletin Board System
Jacqueline Mondros *(USA)*
The Use of Computers in Selecting, Monitoring and Predicting Social Work Student Internships
Richard Reinohl *(USA)*
Computer Assisted Life Review
Monica Shapira *(Israel)*
Development and Implementation of a Decision Support System (DSS) in the Jerusalem Youth Probation Service
Ran Cnaan *(Israel)*
Computer Illiteracy & Human Services
A Solomon Eaglestein *(Israel)*
Introduction of Micro-Processors into Local Welfare Offices
John Pickering *(UK)*
The Intelligent Text Processor: Information Technology and Human Needs
Oliver Huxley *(UK)*

HUSITA 6

1800 **Steve Johnson, Syngen Brown,** Topic: Networks and Electronic Communication

1900 GROUP DISCUSSIONS

September 10
DAY THREE

1000 **Jake Tan,** Topic: Technology Transfer and the Third World

1100 **Douglas Warns** (USA)
United way of America
Paul Forte (UK)
John Schuerman (USA)
First Generation Expert Systems in Social Welfare
Alain Anciaux (Belgium)
The Use of Information Technology in Human Services: Strategies, Borders and Effects in the French Speaking Part of Belgium
Hein de Graaf (Netherlands)
Norman Smith (Australia)
Toward an Information Based Curricula for Human Services Personnel
Don Fuchs (Canada)
Integrated Information Systems for Child Welfare Agencies: Evolution in Two Canadian Case Studies
Charles Mastrini (USA)
Carolyn Hughes (USA)
A Medical Model Approach to Utilising Information Technology in a Multi-disciplinary Setting
John Jones (China)
Computers, Social Service Administrators and the Question of Training
Steve Johnson (USA)
G Wright
David Rike (USA)
Comprehensive Automated System for Client Assistance and Determination of Eligibility
J Christopher Daniel (India)
Use of Computers in Health Systems Research in India
Sue Benford (USA)
Development of a State-wide Interactive Public Health Information System for Planning, Program Management, research and Evaluation
Jerry Finn (USA)
Microcomputers in Private Non-Profit Agencies: A Survey of Utilisation Trends and Training Requirements
Edwin Ockerman (USA)
Teaching Social Work Research Through Instruction in the use of Computer Workstations and a Statistical Package
Ed Wondoloski (USA)
'CAC': Computer Assisted Communication—Any Educator with a PC Can Host a Conference
Bill Clement (USA)

1200 LORD MAYOR—LUNCH AND AWARDS—In Council House

1400 **Derek Gardiner, Tom Neudecker & Enice Schatz,** Topic: Education & Training

1500 **Ramona Rush** (USA)
Technology Over Time: Lessons We Should Have Learned
Michael Winfield
Richard Caputo (USA)
Implications of Information System for the Distribution of Authority and Decision Making in Human Service Organisations
John Gandy (Canada)
The Impact of Computer Technology on 'People Processing' and 'People Changing' Social Welfare Organisations
D Sivakumar
Hugh Grove (USA)
Measurement Strategies for a Model of Information System Effectiveness in Human Service Organisations
Peter Broxis (UK)
ASSIA: A New Indexing Service for the Next Decade
Richard Schoech (USA)
Edis Bevan (UK)
Laurie Ruberg
Walter LaMendola (USA)
Nancy Koroloff (USA)
Implementating an Information System in a Human Services Organisation: Integrating People, Procedures and Equipment
Marie Di Bennedetto (USA)
Social Work: New Roles in Computer Information Services
R Singh (India)
Computers in Social Work: Emerging Issues in Developing Countries
Richard Reinohl (USA)
Conceptual Windows in the Computer Literacy Maze
Nancy Hooyman (USA)
A Study of Computer Utilisation in Social Work Settings: Pursuing a Collaborative Agenda Between the Field and the Academy
Tsoi Kcon Wah (China)
Usage of Computers in Hong Kong's Social Welfare Agencies—Current Trends, Problems and Issues
Martin Dukler (USA)
Improving the Quality and Reducing the Cost of Human Services Through On-Line Transaction Processing
Merlin Taber (USA)
The Social Program Simulation Generator: Modelling Programs to Improve Service

1600 **Robert MacFadden** (Canada)
The Electronic Aristole: Computer Assisted Instruction in Human Services
Karl Erich Hassenritter (West Germany)
Personal Computers in the Field of Social Administration: The PROSOZ Project
Martha Royer (USA)
Using Computers to Build Relationships with Organisational Supporters

1600 **Karl-Erich Andersson** (Sweden)
Human Services Information Technology in Swedish Local Authorities—Experiences and Developments
Judith Feinstein (USA)
Preparing Human Service Staff for the Automated Environment: The Conneticut Experience
Valerie Cook
Norbert Janetzke (West Germany)
The Computerisation of Social Work and the Cognition of Societal-Civilisational Changes
Daniel Finnegan (USA)
Attitudes Towards Computer Use in Social Work Practice: Does Minimal Training Make a Difference?
Mary Smith (USA)
The Development and Use of a Comprehensive Computerised Clinical and Fiscal Management Information System for Mental Health
D A Van Wijnen (Netherlands)
Walter LaMendola (USA)
Maria Garcia (USA)
Crosscultural Health Care: Bridging the Gap with Fileman 17.07
Andrew Kerslake (UK)
Developing the Intelligent Consultant Trainer Programme
Thomas Wiseby (USA)
Training Tomorrow's Human Services Practitioners
Graham Rodwell (UK)
Computers and the Hermeneutic Dimension of Human Services
George Stonikinis Jr. (USA)
Computer Assisted Assessment of Social Work Practice Skills: Some Applications of High Technology
Donald Maypole (USA)
Videodisc Application to Human Services Training
Vidya Rao (India)
Implications of Computerised District Administration in India
Garish Yajnik
Al Cavalier (USA)
Integrating Technology into Service Delivery for Persons with Developmental Disabilities

1700 GROUP DISCUSSIONS

1800 CONFERENCE SUMMARY **Stuart Toole & Walter LaMendola**

September 11
DAY FOUR

0930 - 1600 The International Meeting Initial meeting to discuss the formation of the Human Services Technology Association. Discussions on: Research agendas, future meetings etc. All delegates welcome.

NOTE: For reasons of space, first authors only have been printed, with the exception of topic presentations.

HUSITA 8

Birmingham is set to be the site for the most important event staged in the history of Human Service computing.

From September 7 - 11, CASW will host HUSITA '87 — the first international convention to be aimed specifically at those active in the field of Human Service Information Technology Applications.

Convention Co-Chair Stuart Toole says: ''HUSITA '87 is the opportunity we have been waiting for to share our experiences, to assess the realities of the present and to commit ourselves to directing our future in human services information technology.''

HUSITA Registration Form

Booking fee
£225
(including VAT)

Day rate
£100
(including VAT)

The organisers are unable to accept Credit Cards

☐ Halls of Residence Accommodation at £15 a night

☐ Hotel Accommodation at £40 a night

I will require accommodation on

☐ ☐ ☐ ☐ ☐
MON TUE WED THURS FRI

Payment/Official Order accepted on the day (please phone if possible)

For further information contact
Stuart Toole, Co-Chair HUSITA '87
CASW Ltd (HUSITA), P.O. Box 52,
Stourbridge, DY8 3NN.
Tel: 021-331 5523

Name ....
Title ....
Organisation/Institution ....
Address ....
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City .... Postcode ....

Cheques to CASW Ltd (HUSITA)

HUSITA '87, CASW Ltd (HUSITA), P.O. Box 52,

Stourbridge, DY8 3NN.

WHO WILL BE THERE?

Human Service professional staff, social workers, psychologists, psychiatrists, counsellors, etc ... Human Service policy makers ... Human Service educators ... computer professionals interested in this new and expanding market.

☐

CAN YOU AFFORD TO MISS IT?

HUSITA will explore the leading edge of information technology in human services ... it will be the largest-ever international gathering of human service computer personnel ... it will assemble, under one roof, the most comprehensive collection of human service software ... will host the most all-embracing vendor, product and demonstration Fair ever seen in the world of human service computing.

☐

SPECIAL FEATURES

FREE — lunch & refreshments throughout the three convention days, September 8, 9, 10 ... access to *all* convention workshops and seminars on September 8, 9, 10 ... convention proceedings and papers ... disc of selected public domain software.

☐

PRESENTATIONS INCLUDE:

Strategies for integrating information technology into human services ... women and minorities in information technology ... the impact of technologies on those receiving services ... Expert-Systems ... local and international networks ... impact on professional practice and education ... privacy and confidentiality.

☐

PUBLIC DOMAIN FREEWARE

HUSITA will feature the largest ever collection of Human Service public domain freeware: a low-cost copying service will be available.

☐

INTERNATIONAL CO-OPERATION

HUSITA will inaugurate a new international body to co-ordinate future developments in human service computing.

☐

EXTRAS INCLUDE:

Workshop programme available on Monday, September 7 ... full social programme ... Meeting on Friday, September 11 to inaugurate the new international body to co-ordinate future development and co-operation ... excursions and educational/technical visits ... accompanying persons programme.