Networking: The Linking of People, Resources and Ideas

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

• 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-R. Worth, Chicago and Baltimore have been successful. For those in foreign countries, flood toolkits work in Australia offers a model to follow. Write Floyd Bolitho's work in Australia offers a model to follow. Write
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Winter 83/84

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CUSSN Newsletter Editors:
Dick Schoech, Assistant professor, The University of Texas at Arlington, Graduate School of Social Work, Box 16035, Arlington, TX 76171
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The CUSSN Newsletter is published approximately 4 times a year and is sent free to all network members. Institutional and library subscriptions are available for $15 a year. For overseas mail, add an additional $5 for postage. All prices are in U.S. dollars. Back issues of the newsletter are available for $2.50 each. Volume 1 has 2 issues; Volume 2 has 4 issues.

The CUSS Skills Bank allows members to locate or share specific knowledge, skills and experiences. At present the skills bank permits searches by state or geographic area, by information systems experience and by application at the total cost of providing information about yourself. Suggestions on applications and exploration of the skills inventory are solicited. For more information contact Gunther R. Galas, Aediph U., School of Social Work, Garden City, NY, (516) 489-2000 ext. 8083.

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

CUSSN Advisory Board Members

CUSSN Activities
- Education of the Educators SIG, see the description under "Member Activities: Educational" by Wallace Gingerich, U. of Wisconsin-Milwaukee School of Social Welfare

CUSSN Newsletter:

Computer Use in Social Services (CUSSN) 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:

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• Networking: The Linking of People, Resources and Ideas

CUSSN Newsletter Editors: Dick Schoech, Assistant Professor, The University of Texas at Arlington, Graduate School of Social Work, PG Box 16035, Arlington, TX 76171. Lynn Harold Vogel, Assistant Professor, U. of Chicago School of Social Service Administration, 968 E. 60th St., Chicago, IL 60637.
Post Doctoral Fellowships in Mental Health Computer Applications

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

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

Twelve month salary ranges from $13,380 to $17,000, depending on number of years of relevant experience. Starting date is open. Fellowships are generally for two years. Potential applicants should send a Vita and letter of application that outlines specific interests and relevant experience to:

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

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<tr>
<th>Vendor/Consultant</th>
<th>Contact Person</th>
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<td>Software Consulting</td>
<td>F. Dean Luke, Ph.D., ACW President</td>
<td>Technology training, forms design &amp; management, accountability, information &amp; decision systems simulations for human service training.</td>
</tr>
<tr>
<td>SPSS Inc.</td>
<td>Tom Ryan</td>
<td>SPSS provides software for human services surveys and data analysis, and report-writing for mainframes, IBM PC, DEC Pro 350.</td>
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<tr>
<td>Chicago, Illinois</td>
<td></td>
<td>Full-service vendor to human service agencies; consultation, systems analysis, training, hardware, software, and services.</td>
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<td>Synergistic Office Systems (SOOS)</td>
<td>Joseph Zychan, MSW</td>
<td>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.</td>
</tr>
<tr>
<td>510 N. Lake St.</td>
<td>Daniel Knopp, ACW President</td>
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<td>Mundelein, IL 60060</td>
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<tr>
<td>Maryland</td>
<td>Karen Lewton, Ph.D. President</td>
<td>Consultation for human service providers and other non-profit organizations in computerized information systems, informational needs assessment, training, research and evaluation.</td>
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<tr>
<td>KBIL Group, Inc.</td>
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<td>Total package solution to computerizing the IM; Apple II or IBM PC, custom-programmed software, staff training, LINKLIN IM Training Manual, customer support, program consultation.</td>
</tr>
<tr>
<td>Knowledge Based Living</td>
<td></td>
<td>Automation consulting services, automated fund-raising management, mailing list services and membership tracking (including quarterly newsletters on automation for nonprofits), regularly scheduled seminars and workshops, ADOPT-NET (automated order/file exchange system). Monograph available (50): &quot;Is Computerization Right for My Agency?&quot;</td>
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<tr>
<td>630 Remington Dr. #100</td>
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<td>Consultation and training from executive to operator on Empowering Computer Systems for Human Service Providers.</td>
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<td>Silver Spring, MD 20910</td>
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<td>Minnesota</td>
<td>Richard Reineke &amp; Associates</td>
<td>Consultation for human service providers.</td>
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<td>Conception, Suite 600</td>
<td></td>
<td>Microcomputer and mainframe software programming, management development training (including video), consulting, feasibility studies including cost-benefit analysis and documentation. Specialists in managing relationships between users and technical personnel.</td>
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<td>Duluth, MN 55802</td>
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<tr>
<td>Wisconsin</td>
<td>Anne Wängärdh, Director</td>
<td>Microcomputer and mainframe software programming, management development training (including video), consulting, feasibility studies.</td>
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<tr>
<td>Peace Memorial Hospital</td>
<td>Robert C. Gundersen Executive Director</td>
<td>Total package solution to computerizing the IM; Apple II or IBM PC, custom-programmed software, staff training, LINKLIN IM Training Manual, customer support, program consultation.</td>
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<tr>
<td>412 W. 1st</td>
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<td>Robert C. Gundersen Executive Director</td>
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<tr>
<td>291 Park Ave. 20th</td>
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<td>New York, New York 10010</td>
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<td></td>
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<td>Automation consulting services, automated fund-raising management, mailing list services and membership tracking (including quarterly newsletters on automation for nonprofits), regularly scheduled seminars and workshops, ADOPT-NET (automated order/file exchange system). Monograph available (50): &quot;Is Computerization Right for My Agency?&quot;</td>
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<tr>
<td>Texas</td>
<td>Rod Monger, PhD</td>
<td>Microcomputer and mainframe software programming, management development training (including video), consulting, feasibility studies including cost-benefit analysis and documentation. Specialists in managing relationships between users and technical personnel.</td>
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<tr>
<td>Dick Schoehn, Ph.D.</td>
<td>Rod Monger, PhD</td>
<td>Microcomputer and mainframe software programming, management development training (including video), consulting, feasibility studies including cost-benefit analysis and documentation. Specialists in managing relationships between users and technical personnel.</td>
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<td>1011 W. Lavender Ln.</td>
<td>Rod Monger, PhD</td>
<td>Microcomputer and mainframe software programming, management development training (including video), consulting, feasibility studies including cost-benefit analysis and documentation. Specialists in managing relationships between users and technical personnel.</td>
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<tr>
<td>Arlington, TX 76013</td>
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<td>Washington</td>
<td>Dick Schoehn, Ph.D.</td>
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<td>Bruce Coffee, Ph.D. Director</td>
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<td>Bruce Coffee, Ph.D. Director</td>
<td>Consultation and training on information systems feasibility, design, implementation and evaluation. Access to video and technical expertise of University setting.</td>
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<td>Washington (District of Columbia)</td>
<td>Gary E. Gumpf</td>
<td>Assistance in requirements identification, systems planning, micro-computer selection, Installation and training, program evaluation, and linkage with national human service organizations and research data bases.</td>
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<tr>
<td>Bowers &amp; Associates, Inc.</td>
<td>Gary E. Gumpf</td>
<td>Assistance in requirements identification, systems planning, micro-computer selection, Installation and training, program evaluation, and linkage with national human service organizations and research data bases.</td>
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<tr>
<td>1616 Waters Edge Lane</td>
<td>Gary E. Gumpf</td>
<td>Assistance in requirements identification, systems planning, micro-computer selection, Installation and training, program evaluation, and linkage with national human service organizations and research data bases.</td>
</tr>
<tr>
<td>Park Forest, IL 60060</td>
<td>Gary E. Gumpf</td>
<td>Assistance in requirements identification, systems planning, micro-computer selection, Installation and training, program evaluation, and linkage with national human service organizations and research data bases.</td>
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<tr>
<td>Austin</td>
<td>Floyd Baltho, Ph.D.</td>
<td>Consultation for human service providers and other non-profit organizations in computerized information systems, informational needs assessment, training, research and evaluation.</td>
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<td>Human Service Information Systems</td>
<td>Floyd Baltho, Ph.D.</td>
<td>Consultation for human service providers and other non-profit organizations in computerized information systems, informational needs assessment, training, research and evaluation.</td>
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<tr>
<td>6161 Waters Edge Lane</td>
<td>Floyd Baltho, Ph.D.</td>
<td>Consultation for human service providers and other non-profit organizations in computerized information systems, informational needs assessment, training, research and evaluation.</td>
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<tr>
<td>Redmond, WA 98052</td>
<td>Floyd Baltho, Ph.D.</td>
<td>Consultation for human service providers and other non-profit organizations in computerized information systems, informational needs assessment, training, research and evaluation.</td>
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<td>Floyd Baltho, Ph.D.</td>
<td>Consultation for human service providers and other non-profit organizations in computerized information systems, informational needs assessment, training, research and evaluation.</td>
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</table>

**In an effort to connect vendors and consultants with those who need their services, the CUSS Newsletter lists vendors and consultants by name, address, phone number, contact person and a description of the services offered. The fee for this listing is based on the length of the description as follows:**

<table>
<thead>
<tr>
<th>Description length</th>
<th>Rate per issue</th>
<th>Rate per year (4 issues)</th>
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<td>under 15 words</td>
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<td>under 60 words</td>
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Interested vendors/consultants should send payment along with their description. Larger advertisements (up to a full page) are available.
Notes from the Coordinator/Editor

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

Articles, Reviews and Reports

The CUSS Network Skills Bank by Dr. Gunther R. Geiss, Chairperson, Management Sequence, School of Social Work, Adelphi U., Garden City, NY 11530 (516 663-1170).

I wonder who has ever tried to use an APPLE II for client recordkeeping? Can I avoid needlessly "reinventing the wheel" by noting others with experience? Who else cares about the use of PASCAL or an CP/M machine? Can affordable microcomputer data base management software packages really solve my agency’s problems? Has the use of computers in schools of social work changed over the last few years? Who is teaching social policy with the computer? The Skills Bank was created with the intent of answering questions like these, and many others as yet unasked; and facilitating communication between people with specific needs and interests. In 1979, when micros were first becoming “real,” Dr. Gunther R. Geiss undertook a survey of the schools of social work then accredited by the Council on Social Work Education—the 60 graduate programs, and a sample (10%) of the undergraduate programs not attached to graduate programs— to establish the state-of-the-art in computer use in social work education. The long run purpose was to examine the development of the field of computing in social work via a biennial survey. The development of the CUSS Network in 1981, by Dick Schoech, offered the opportunity to formalize the survey and open its results to the CUSS Network members via the construction of a data base system. The Skills Bank is operated for its members, at the total cost to a member of $4 per member of submission of a completed questionnaire. White Gunther or see next issue. It is maintained by Dr. Geiss on the Adelphi University PRIME 850 computer system using Henco’s INFO data base management software. In the long run, it is hoped that the data base will become a feature of the CUSS electronic network.

The structure of the Skills Bank data base is five relational files linked by the member’s unique ID number. These files are: Personal Data — items “Name” thru #1, 13, and 38; Systems Design — items 2 thru 12; Educational Use — items 1 thru 30; Micro-Intervet — items 34 thru 37; Potential Users — items following 38. The data all refer to the order in which the data is requested on the Skills Bank questionnaire. The system is considered to be in development at all times, and suggestions for content changes and additions, as well as application enhancements are invited.

The Bank contains in excess of 100 member records, including both educational and agency staff members. The expansion to non-educational members was made in 1982 when CUSS Newsletter contributions from agencies indicated significant interest and activity by agency people. While the title Skills Bank implies exceptionalism to some potential members, it is meant to imply more than a collection of the select skills of its membership—skills great and small. It does imply an interest in the application of computers to social work and social services—educationally and in practice. You are invited to join given you have the interest to complete the questionnaire. Location is also a limiting factor, the Skills Bank is international. There are members in Canada, Britain, and Israel.

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

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

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

Human Service Software Inventory

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

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

Software Reviews

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

a. All persons/reviewing software and comments for the software
b. Ratings such as those found in the CUSS Newsletter

Software Exchange

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

The CUSS Clearinghouse hopes to have disks available in the following areas:

a. Teaching tools such as tutorial programs, simulations.

b. Client education and training programs, such as basic education on sociology.

c. Utility programs such as modern programs and programming aids.

d. Administrative aids, such as database set up for a small agency or field instruction operation.

e. Others (as they are added the areas will be published in the newsletter).
A Protective Service Information System: Progress Report
By Margaret Maxwell, Regional Director for Family & Children's Services, Kathleen Behanger, Consultant; Grady Rhodes, System Manager, TX Dept of Human Resources Region 10, P.O. Box 767, Nacogdoches, TX (903) 569-7831

A. The Problem—An Introduction

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

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

1) ensure that the data was collected only once, and collected accurately the first time;
2) collect and document relevant case characteristics but the full scope of services delivered and its effect on the client;
3) disseminate the information to the people who need it, when they need it, in the format they need it, and
4) maintain or reduce the amount of time spent on paperwork.

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

B. Philosophy & Methodology

It is our opinion, after research and a great deal of thought, that the reason many automated systems are only marginally successful is because they are frequently designed by people who do not have a thorough understanding of the organization's informational needs and their informal and formal channels for processing information. We believed that, if our system was intended to meet the needs of the region's staff and administration, the staff and the administration would have to not only be responsible for its development, but actually do the work themselves. We formed a committee composed of people working in a variety of specialized jobs.

They were trained in basic computer concepts, were provided assistance and some leadership, and did everything from selecting all variables to be included in the system and determining where they should come from, to designing output documents and piloting these documents in their own units. This process assured that no new work was created while we systematically streamlined forms and management procedures. Data processing personnel could work with us, as equals, assured that they understood what needed to be programmed without having to understand the complexities of child protective services. (*We also followed a variety of other principles as equals, assured that they understood what needed to be programmed without having to understand the complexities of child protective services. */We also followed a variety of other principles

C. The Components of the System

Another key part of our methodology was to analyze the total system by components, implementing one step at a time.

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

1) The Direct Delivery subsystem: The purposes of this subsystem are to collect case and case-related data, to streamline the tasks to be done, to assist staff in overseeing and managing their cases, and to provide supervision and administration with a clearer idea of what is being done, by whom, and to what effect. Subfiles are as follows:
   a. Bookkeeping—automated tracking of foster care payment, including ledger
   b. Placements—tracking by case of a variety of statistics on the types and numbers of placements in children in substitute care
   c. Contracts—tracking, by case, the types, dates, and numbers of contracts.
   d. Certification Standars: As a result, the Regional error rates in the subfile automated system were declined dramatically. In addi-
   tions, data for needs assessments, local board meetings and specific unit requests are readily available through the use of user friendly languages.

2) The Purchased Services subsystem: The purposes of this sub-
   system are to collect both client-specific and contract specific data; to streamline the tracking of expenses by contract in relation to the contract budget and the region's total allocation; to simplify and enhance the region's methods for evaluating contract;
   and to determine the impact of each contracted service on protective services cases. Subfiles are as follows:
   a. Billing—tracking the billing of contractors, including checking for accuracy, monitoring them as they are paid, and substan-
   cing billed amounts from available funds in the contract and the region's allocations.

   b. Allocations—provision of the reports often changing allocation, by service code in relation to grossly billed.
   c. General vendor, contract and budget file—maintenance of general contract data, including state of service, place, number of clients, number of units, etc.
   d. Evaluation material—contract specific data already been collected including program quality, staff competency, worker satisfaction, etc. It is currently being examined and simplified for inclusion in the system.
   e. Impact measures—investigations have been incorporated in to the process of referring to the contractor and jointly staffing the cases.

We are in the process of programming the designed output forms and designing others for all levels of staff. These include, monthly detailed analysis of the budget and contract spending and estimate year-end balances; similar spending reports for programs and unit allocations, regular automated evaluations, including partial automation of the yearly contract evaluation; reports for the contractors on eligibility, spending, etc. (currently being designed with contractor); reports for direct delivery staff concerning the client's progress in the contract, cost for the service, the involvement of general contract data, including date of service, place, allocation, by service code, in relation to amounts billed.

We are the process of building the designed output forms and designing others for all levels of staff. These include, monthly detailed analysis of the budget and contract spending and estimate year-end balances; similar spending reports for programs and unit allocations, regular automated evaluations, including partial automation of the yearly contract evaluation; reports for the contractors on eligibility, spending, etc. (currently being designed with contractor); reports for direct delivery staff concerning the client's progress in the contract, cost for the service, the involvement of general contract data, including date of service, place, allocation, by service code, in relation to amounts billed.

D. Integration of the Subsystems:

The entire system is in the process of being integrated. We are designing output reports that draw data from several files to show the total data we can access in a client, including: purchased services, foster care payments, and an estimate of worker costs based on the contracts recorded. We also have designed and are designing further output reports to depict the client's progress, both within the parameters of the service purchase and the client's general safety and well being. We will be able to access data on the costs per improved client per contract, costs relative to improvement of specific problem areas, prognosis for improvement of certain problems (both with and without purchased services), etc. We are also designing to build one file that combines certain summary data from the numerous subfiles so that we can further analyze the data we have with case friendly languages of our own option. We can visualize that the potential is virtually unlimited, and includes the possibility of incorporating our findings and predictions into a true decision support system.
E. The Mechanics of the System

In choosing the hardware and software for the system we were under several constraints. We knew we would be converting the system in a few years to one compatible with DHF's network of local data processing. However, no one knew what network would be. We are also unsure of the actual size of the final system, and finally, we had limited funds and no authority to purchase the equipment. We therefore chose to rent computer time from a local university (a Honeywell CP-64 system) and to program the files and reports in COBOL. Our system, however, is really a true data base application, requiring in-house hardware. We are in the process of trying to obtain hardware compatible with DHF's Welnet systems, which we understand will be comprised of UNIVAC equipment.

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

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


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

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

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

Apple Computer Announces more grants and new grant guidelines from Barbara Koeve (408) 675-3719 or Mark Vermillion (408) 973-2516, Community Affairs Program, Apple Computer M/S 8L, 28525 Manara Ave., Cupertino, CA 95014.

Grants: Apple Computer Inc. has awarded computers and equipment to 68 nonprofit organizations that will link them with similar organizations to share information and resources. The community groups will be given computer equipment allowing them to form six networks with interests including parent resources, job training, community theaters, disabled adults and affordable housing. Connected by computer through telephone lines, the networks will allow large volumes of information to be shared immediately and mail to be sent electronically within the network.

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

The grantees are the fourth and fifth in a series of awards by Apple to community groups across the United States for computer networking. Since November, 1982, Apple and other computer-related sponsors have donated products valued at over $175,000, which serve 138 community groups.

Apple provides each group with an Apple IIe system, an Apple dot matrix printer and Apple's word processing software as well as training and support.

Apple has also enlisted the help of other companies. Co-contributors donating their products (include Software Publishing Corporation (PPS File and and PPS Report), VeriCor (Versechedule, VeriDocs, and VeriFiles, Southwestern Data Systems (ASCII Express "The Professionals"), Hayes Microcomputer Products (Micromodem II), Tymshare, Inc. (On-Line, electronic messaging service), Verbatim Corporation (Diskette drives), Oce Corporation (Eden Training Programs), dittofilm Press (educational books) and the International Apple Core (Apple Orchard magazine subscription).

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

• National Food Bank Network

The purpose of the project is to increase the amount of donated food distributed by the participating foodbanks by improving their networking abilities. They will use the network to coordinate solicitation of available food products, complete performance statistics, and adopt a standardized food product recording system. Second Harvest National Foodbanks, Berwyn, Calif. Community Food Coalition, Concord, Calif. San Francisco Foodbank, San Francisco, Calif. The Food Bank, Santa Clara, Calif. Santa Cruz Foodbank, Santa Cruz, Calif.

• Land of All's Network

The objectives of this project are to share information, resources, and technical assistance on independent living throughout the state of Kansas for the benefit of disabled citizens. The network focuses on rural areas. Kansas Rehabilitation Services, Topeka, Kan. Operation Link, Hays, Kan. Topeka Independent Living Resources Ctr., Topeka, Kan. Independence Inc., Lawrence, Kan.

• Neighborhood Alliance Network

The Neighborhood Alliance Network is comprised of five agencies concerned with low and moderate income people in Kansas City, Missouri, in need of safe, affordable housing. The network will allow the agencies to take fuller advantage of the resources available in the community. They expect to be able to rehabilitate more houses, to process more low-interest weatherization loans and to negotiate more activity with suppliers, investment companies, contractors, and housing judges.

Blue Hills Home Corp., Kansas City, Mo. East Community Team, Inc., Kansas City, Mo. East Meyer Community Ass., Kansas City, Mo. Kansas City Neighborhood Alliance, Kansas City, Mo. Neighborhood Housing Services, Kansas City, Mo.

• Youth Communication Network

This network links five youth media projects (located in Oakland, Chicago, New York City, and Washington, D.C.) in order to establish a national network of youth-produced media. They will develop a national youth issues/youth news database and establish a news sharing program between network members.


• Prisoner Support Network

This network will propose to assist prisoners, parolees, and their families in California with information on needs such as pre-release counseling, and re-entry services such as job placement and housing.
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<td>Computer Consulting and Programming Associates, Portland, ME</td>
<td>A Microcomputer Based Human Services Decision Support Software System</td>
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**OHDS FY1982 and FY1983 Discretionary Grants Summary Characteristics of Information System and Evaluation Projects**

(see page 6, middle of column 1)
The purpose of this network linking three community groups in Southern California is to build a database to include information for preventing substance abuse, available facilities for detoxification throughout Los Angeles, training materials/resources in vocational education, and legal assistance.

Crescent Network
The network links five community groups in the Alameda County area, Parental Stress Hotline, Valley Volunteer Center, and Suicide Prevention and Crisis Intervention Service. It links child abuse, crisis intervention, suicide prevention, and volunteer services into a single system.

The Hospice Network
The network links five hospices in California, Michigan, Texas, Tennessee, and Florida which intend to develop standardized management information systems applicable to hospice programs nationwide. (Hospices are medically directed programs of care which provide medical, psycho-social, spiritual, and bereavement support to terminally ill patients and their families.)

PeaceNet
PeaceNet is an education network that links member groups to share information on peace-related topics. They see the microcomputer as a tool of public participation in this topic area. PeaceNet does not support specific legislation nor candidates for office.

Research and Development Network
The network comprises four groups in Baltimore and one in Philadelphia, which will work with low-income communities to develop better and affordable housing, to assist job-creating small businesses, and develop other self-help projects enabling these community members to revitalize themselves.

Call for Proposals
Information on uses of flex time, shared jobs, phased retirement, and related workplace topics. The network will provide parents in the San Francisco and East Bay areas access to information on pregnancy, childbirth, childrearing, family activities, and other family services.

The National Job Sharing Network
New ways of arranging work hours and working relationships is the subject of this network. The five organizations will exchange information on uses of flex time, shared jobs, phased retirement, and other work-related topics.

The Neighborhood Development Network
The network will increase capacity to compare and analyze costs and development alternatives leading to the production of more cost-effective housing and a greater number of affordable housing units for low and moderate income people in the Bay Area.

Guidelines
Step One - Meet our eligibility criteria:

- To qualify for an Apple Community Affairs Grant, your micro network or organization must fit certain criteria. It must be;
  - small or medium in size, with an annual budget of $500,000 or less per organization;
  - nonprofit with each organization holding 501 (c) 3 tax-exempt status;
  - nonprofit, and separately funded and administered from a 501 (c) 3 umbrella organization.

- It must not be:
  - an individual person;
  - an educational institution or classroom setting;
  - a governmental agency, unless it serves as a vital link in a network of private nonprofit groups; or
  - a group seeking a grant for political or religious uses.

Step Two - Determine your category
Grants are awarded for six different categories of organizations. Your group or network must fit into one of the following:

- Citizen Action, offering such services as job development, housing improvement, environmental protection, or substance abuse assistance.
- Research and Development, including medical, scientific, and social scientific investigation. In this category, your operating budget may exceed the $50,000 limit.
- Support for the Handicapped, developing computer information systems or involved in research and development of computer applications for the handicapped or disabled.
- Arts, using computer for organizational information or artistic applications in either the performing or visual area.
- Foundation Partnerships, for the development of computer literacy and access labs for use by nonprofit organizations. Foundations applying under this category must plan to operate such labs and agree to fund training. Operating budgets here may also exceed the $50,000 limit.
- International, for U.S.-based organizations involved in health and development projects in other countries. Groups in this category must address special technical problems that may occur in their host country, and provide permission from that country for the importation of grant equipment.

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

Step Thrice - Send us your proposal
Submit three copies of your proposal. The proposal should be no more than 30 typewritten, double-spaced pages (counting any addendum), and should follow these official guidelines.

Cover Sheet: Head this page with the title of your proposal and the category of your organization or network. Follow with the name,
The Bioengineering Program of ARC/US was initiated in 1982 to expand the Bioengineering Program to improve a mildly or moderately mentally retarded student's encoding and retention abilities. Our grants are comprised of equipment and software selected by Apple Computer, with portions co-contributed to other manufacturers and service providers. Below is a list of both specific and generic components of the grant. Please determine if this equipment and software can meet your needs before applying for the grant.

- **Apple/NE Computer System With Extended 80-Column Card & Manuals**
- **Two 3½-Inch Drives**
- **Monochrome Video Monitor**
- **Apple Dot Matrix Printer With Parallel Interface Card & Cable**
- **Apple Write 3.0 & Product Training Pak for the Mac**
- **Guillotine II & Product Training Pak**
- **Black Diskettes**
- **An electronic spreadsheet software package**
- **A database management software package**
- **A telecommunication software package**
- **An electronic bulletin board software package**
- **A 30 baud modem**

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

**Grant selection**

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

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

**Bioengineering for Mentally Retarded Persons: Increasing Independence Through New Technologies** by Al Cavaler, Project Director, Association for Retarded Citizens of the U.S., 5501 Avenue J, Arlington, TX 76011

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

The program is divided into three broad phases: (a) an Information, Application, and Evaluation Phase to construct or adapt the targeted aids, provide them to select mentally retarded persons, and evaluate their effectiveness through research designs, and (c) a Dissemination Phase to share information about the program and its findings with lay persons and professionals through a variety of media.

Martin Marietta Astronaut Corporation granted ARCURS over $110,000 to fully fund Phase I. McDonnell Douglas, IBM, Texas Instruments, the Zeta Tau Alpha Foundation, and Junior Civilian Interna- tional have partially supported Phase II. To assist in the program, we established a consulting committee composed of national authorities in the fields of augmentative communication, computer science, aerospace engineering, special education, and psychology, including top level specialists from NASA and Martin Marietta.

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

In the beginning stages of Phase II, we have been negotiating collaborative arrangements and partnerships with facilities with engineering manpower for the construction or adaptation of the targeted aids and with various educational and residential settings for their application and evaluation. The engineering interactions have been with such agencies as the Biomedical Engineering Program at Southern Methodist University, NASA's Biomedical Applications Team, and the Federal Rehabilitation Engineering Center of the Southwest Research Institute. Also in Phase II we have been serving in a responsive role for inquiries from around the country on the application of technology with persons who are mentally retarded. Numerous written and telephone requests from parents and teachers confirm that a real need exists for occurred research in this area and the ARC's role in helping to fill this need. Examples of the kinds of technological aids that are currently available, are under research, or are being considered for development in the Bioengineering Program follow.

The special education department at North Texas State University is collaborating with us to evaluate a design intended to provide some freedom of choice and environmental control for multian- diseased severely retarded persons who typically spend a large amount of time alone in one room. The aid involves a small computer which can recognize client vocalizations and then activate appliances in the room. For example, by saying "radio on" a client could select music to play or by saying "warmer" raise the temperature in the room. The client can make only gut- tural sounds, the aid can function like a speech synthesizer. For ex- ample, the sound "water" could cause a voice synthesizer to say "Could I have a drink of water, please?". We believe such an aid will provide clients much more direct involvement with the environment and increase social interaction. It may also improve their general affect and cause others to view them more fully as human beings with feelings and desires.

- **Biomical Engineering at Southern Methodist University** are working on an aid designed in the Bioengineering Program to permit severely physically involved retarded persons to feed themselves instead of depending on another person. The aid resembles a three- section tray with a unique projection emerging from each section. When a client moves her head forward and removes the food from her choice with her mouth, the corresponding lever pushes another portion of that food onto the spoon. The aid is intended to provide the client not only some independence in feeding but also some control over the choice of food and the pacing of the food intake.

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- **A wealth of research indicates that many persons who are mental- ly retarded appear to learn more slowly, not because of learning problems, but because of memory limitations. An educational aid** will provide clients much more direct involvement with the environment and increase social interaction. It may also improve their general affect and cause others to view them more fully as human beings with feelings and desires.

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The most helpful and authoritative sourcebook for clinicians interested in using computers... The Editor has been at the center of the rapidly expanding field of clinical computing... and has assembled an amazingly comprehensive set of papers touching on all important aspects of clinical computing." *

*John H. Greist, MD, Professor of Psychiatry, University of Wisconsin Medical School

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Contributing Editor, PC-World Magazine
Clinical Professor
University of California, San Francisco
School of Medicine
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    - The Long Island: A Microcomputer System for Physiological Data Acquisition and Biobehavioral
    - From Mainframe to Mini to Micro: Efforts to Adapt Features from a Large Hospital System to Microcomputers

14. **Other Issues**
    - Artificial Intelligence in Psychology and Psychiatry
    - A Review of "Computerized Analysis of Verbal Behavior in Schizophrenia"
    - A Review of "Using the Computer to Read the Mind"
    - The Use of Personal Computers for the Study of Paranormal Phenomena
    - The Tax Law of 1981 and the Computer
    - Guidelines for User Access to Computerized Patient Records

15. **Selected Bibliography**

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**The Haworth Press, Inc.**
28 East 22nd Street, New York, N.Y. 10010
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Computer Resistance Among Professionals: Survey Findings
By George Sutton, Kay Eller and Dick Schoech, The University of Texas at Arlington, P.O. Box 19129, Arlington, TX 76019

Mean Scores for Each Group

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Employment/Professional related questions

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

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Aging Agency

Adm. & Planning

Direct Practice

Social Work

Social related questions

Computers will increase the employment opportunities in my profession.

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

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

Computational Information Systems foster the development of friendships among employees.

Concern related questions

Computers do not impose artificial precision and categorization in my profession.
## Humanitarian related questions

Computers are not dehumanizing by nature. **(R)**

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## Decision makers seldom trust information just because it is computerized. **(R)**

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## Feedback related questions

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

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## Overall resistance questions

Computers are too easy to work with.

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## Computerization Information Systems are not highly complex and difficult to understand. **(R)**

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## Privacy and misuse questions

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

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Members Comments and Activities

International Activities

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

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

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

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

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

As an educator in New Zealand's major social work programme I am particularly interested in the inclusion of a measure of computer familiarity in the curriculum as essential for all social work graduates. Currently one module on computers which includes general knowledge and specific issues of application in the social services is included in the third year (the N.Z. BSW is a four year programme leading to a first professional degree and certification). I would be interested in cor­responding with members of your network regarding innovative methods of including computer utilization in their existing curriculum. I expect to be in Florida from September to December 1984 on a mini sabbatical with one objective to explore this issue in curriculum further.

Educational Activities

CUSIS Special Interest Group on Education, (From Wallace J. Gingerich, School of Social Welfare, P.O. Box 798, U. of Wisconsin-Milwaukee, Milwaukee, WI 53201)

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

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

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

Micro workshop design for administrators (From Pat Coyte Jr., U. of TN, School of Social Work, P.O. Box 95440, Nashville, TN 37209)

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

The workshop was developed by Dr. H. F. Coyte, Jr., Assistant Pro­fessor of Social Work at the Nashville Branch of The University of Ten­nessee School of Social Work. Sponsorship was by the Office of Educa­tional Services of Peabody College, Vanderbilt University and the per­sonal charge for the workshop was $128. Participants included ad­ministrators from both governmental (21%) and non-profit agencies (79%), with just over half of those attending from agencies affiliated with the local United Way.

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

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

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

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

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

An analysis of the fifty-three workshop evaluation forms revealed that 70 percent of those who participated had little or no previous computer experience. Nearly half (43%) of the administrators indicated they had started, please send me one copy of your course outline and any related materials that would be helpful, I will set up a list of names, addresses, phone numbers and course content areas, and will distribute it upon request. Interested people may contact each other directly to exchange materials.

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The Texas Planning Council for the Developmental Disabilities is seeking information on studies or specific computer applications where a client with a developmental disability interacts directly with the computer to overcome or lessen the disability. Anyone willing to provide information should write or call Dick Schoech (817) 273-5964 or Ken Bastin-Miller (817) 273-5963. The University of Texas at Arlington, Graduate School of Social Work, P.O. Box 19129, Arlington, TX 76019.

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

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

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

Small System Activities

IBM PC Use for Financial & Retardation/Handicapped Client Data Handling (From Ed. Goldman, Shoreline Association for Retarded and Handicapped Citizens, Inc. 55 Park St., Suffolk, CT 06879)

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

Micros in Elderly Nutrition Programs (From Carolyn L. Flynn, Pueblo Senior Citizen Resource Development & Coordinating Agency, 218 N. Union Ave., Pueblo, CO 81001)

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

Micros for I & R (From Lynn Yellon, 1906 Wilodala Rd., Skaneateles, NY 13152)

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

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

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


Several California programs serving the handicapped have developed a microcomputer bulletin board which contains information on employment and training opportunities. The Community Health Information Project (CHIP) bulletin board is implemented in an Apple environment using Community Software. It can be accessed by computer on Mon., Wed., and Fri., at one of the following numbers: (415) 996-1129, 996-4957 or 326-0119.

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

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

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

Larger System Activities

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

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

MSI for Mental Health Programs using Dyna File—Nennd Fund Ac­ count Software (From Carolyn Howe, Family Counseling Center, 191 St. Helen St. St. Helen, OR 97551)

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

Aging System using ADABASE & NATURAL (From Margaret-Mae Burshen, Bürsten Co. Office for Aging, Bürsten Co. Office Burg., Binghamton, NY 13907)

I am an Aging Services Coordinator of an Area Agency on Aging that serves a single county in Upstate New York. We are approximately 80 miles directly South of Syracuse, New York, and on the Pennsylvania border. We have both an urban core and a rural community. During the last year it has been my responsibility to develop a Computerized Management Information System for our office.

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

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

Financial System using DEC PDP-1170 (From H. W. Mott, Business Services Division, Lutheran Social Services, 880 Lee St., Des Moines, Ia, 50301)

We own a DEC PDP-1170 computer with 36KB words (memory storage), 600 meg disc storage, and the FRTSE operating system. At the present time we are using it for our financial data. We are interested in expanding it's capabilities in the statistics area.

CMHC clients, demographic and service data is stored on Burroughs B-94 (From Douglas R. Buche, Grand Lake Mental Health Center, 105 W. Canaan Rd., Viroqua, WI 54665)

I represent a non-profit community mental health center which is in the midst of placing its Burroughs B-94 mini-computer on line with a Burroughs 165 system, and the state Department of Mental Health. Currently, this center and numerous other service providers across...
The state participates in the state's management information system mostly through on-line terminal entry. Client, demographic and services data are collected and summarized for MIST users.

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

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

Adoption Software Needed

(From Kenneth R. Barnett, Smithson Maturity Home & Adoption Agency, P.O. Box 6451, Lubbock, TX 79413.)

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

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

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

Of the fifty-three self help groups started over the last year, 2 were Emotions Anonymous chapters (note that those attending the Morris County chapter have almost all been former mental patients), 8 were groups for young women with anorexia nervosa (many of whom have received psychiatric hospitalization for their compulsions), 4 were bereavement groups (2 widowed - 2 bereaved parents), 1 was another Survivors of Suicide group, 2 were groups for incest victims, 1 rape victims, 1 for drug abuse, 4 were families caring for elderly frail parents at home, another for families of Alzheimer's patients, a student peer-counseling group, 1 man's rap group, 2 rape tangent groups, 1 single parent group, 1 group for persons with proclives, and 1 tough Love group for parents troubled by adolescent behavior. The remaining groups started primarily for persons experiencing stressfull health problems and disabilities (e.g., cancer, MS, stroke, heart disease, neurofibromatosis, etc.).

Other Activities

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

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

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

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

Home library software (From Caroline Lawry, 4 Osborne St., Fairfield, CA 94533).

I am interested in hearing if it is appropriate to entertain this topic what your readers have to say about the various data base computers on the market and how they might best be used for HCMC libraries. This is one of my most serious interests. What current, financially feasible software is most effective in cataloging home libraries? I have read about several rings, including BIBL, Master, PIFS, File, Vols, Sci-Mate Personal Data Manager (out of my price range at $45), Booksends (Sensible Software), and Quick-Search Librarian (Interactive Microwave).

The last two sound almost too good to be true for the price. $125 and $75 respectively, I would like to know if anyone would be willing to share their opinions about any of these.

Networking for children's issues & health care for the poor (From Rhoda Kelly, Alabama Council on Human Relations, P.O. Box 409, Albert, AL 36001).

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

Documenting the Information Revolution (From the Communications Era Task Force, P.O. Box 3633, Spokane, WA 99202).

A group of some 30 people came together in the Northwest in June to share ideas and models about how we can create rapid and fundamental change. There was agreement that a new basic vision is shared by many people in America and throughout the world, that this vision needs to be set out and communicated.

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

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

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

Interested in technology, Buckminster Fuller, etc. (From Claudia St. Jans, Group Education, Pavilion J.S. Bourque, local 315, University of Sherbrooke, Sherbrooke, Quebec, J1K 2R1).

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

He invented a global planning tool, called the "World Game" to use the known inventory of resources, needs, technology, and knowledge in simulations on a computer to find how to give a comfortable way of life to all human beings. By example, two books have been published after these workshops Food for Everyone and Energy for Everyone. I am doing a master's thesis in social work and am trying to coinvent cooking (natural foods), nutrition, ecology, peace, social work, science and technology, and the future. I am interested in connecting with people in the fields of futurology in the world of work and careers, psychological support of the unemployed, entrepreneurship (social/personal), alternative ways to look for a job, and personal and social transformation.

Resources and Materials

Organizations

TRANET, a transnational network for appropriate/alternative technology, is an organization very interested in computer networking and hearing of successful networks. Write Box 567, Rangeley ME 04969.

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

TIES (Technology Information Exchange Services) is a newly formed research and publishing organization dedicated to the exchange of information about nonprofit and public interest applications of a wide range of emerging technologies. Beginning in early 1984, we will be publishing a bi-monthly newsletter for U.S. nonprofit sector managers in which we will cover publications, conferences, projects of particular interest, grants, issues, etc. Write: Wallys W. Conhaim, TIES, P.O. Box 10298, Minneapolis, MN 55440.

Databases

AMAINET includes data bases containing information on drugs, diseases, medical technology and socioeconomic Literature. For details, contact GTE Telaid Medical Information Network, 8259 Boone Blvd., Vienna, VA 22180.

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

A clinical resource newsletter featuring computer applications for diagnosis, testing, research, office management, and therapy. Bibliography and program library volumes 1-4, $40/year. All four volumes: $125.

Volume V (quarterly commencing January 1983): $40

Computers in Psychiatry/Psychology
28 Tremont Street
New Haven, CT 06511

Please send me Vol. ______ of CPP
(add $10 for outside USA & Canada)

My check for $______ is enclosed. Name
Address
City State Zip

Newsletters, Magazines & Journals

NEXUS is a bimonthly newsletter for computer users in the public interest community published by the Public Interest Computer Association (PICA), 225 Maryland Ave., NE, Washington, D.C. 20002. Sample contents: Vol. 1 (1) May-June 1983 contains an interview with the Legislative Director of the American Civil Liberties Union on the ACLU Privacy Group which assesses the implications of technological changes on individual privacy.

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

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

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

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

Window is an interactive “Magazine” on a disk for Apple owners. Write 489 Pleasant St., Suite 1234567, Watertown, MA 02172.

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

Computers in Nursing is a bimonthly newsletter from J.B. Lippincott Co., East Washington Square, Philadelphia, PA 19106.

Articles


• The National Council of Juvenile Family Court Judges operates the JISRA Transfer/Technical Assistance Project. The project assists in implementation of the Juvenile Information System and Record Access (JISRA), developed as a juvenile court information system by the Council with support from the federal Office of Juvenile Justice and Delinquency Prevention.

• Child Welfare Information Systems Profiles, DHHS Office of Human Development Services, Office of Management Services, prepared by Lawrence Johnson & Associates, Inc., October 1981. Contact Robert Nelson at 202-724-4145; this may be hard to find. This is the best description of child welfare systems that has been prepared to date. It profiles six selected automated information systems in considerable detail, including examples of input forms, output reports and other exhibits. This report is for those who are serious about close study of these systems: Michigan, New York, South Carolina, Utah, Virginia, and Summit County, Ohio.

Books & Reports Received


PC Clearinghouse Software Directory (7th Edition), a cross-referenced yellow pages to 21,042 software applications for over 200 microcomputers. Write PC Clearinghouse, 11761 Lee Jackson Highway, Fairfax, VA 22033.

Software Catalogues

Sunburst microcomputer education catalog, Sunburst Communications, P.O. Box G-7, 39 Washington Ave., Pelham, NY 10803.

Call for Papers, Manuscripts, Software, etc.

Computers in Human Services is a journal devoted to exploring the potentials of computer and related technologies in mental health, developmental disability, welfare and other human services. The quarterly journal invites articles of the following types:

Program Descriptions: documentation and analysis of unique and effective teaching procedures, service delivery models, personnel preparation approaches, technological advances, or other innovative practices and policies

Case Studies: reports of unusual or exemplary applications of computer-based technologies in human service settings

Research Reports: empirically based surveys and studies

Review Papers: critical literature reviews that raise pertinent issues, provide directions for research and policy, synthesize theoretical and applied practices, and result in important conclusions for the field

Position Papers: practical or theoretical statements that attempt to clarify, reframe, or further define existing approaches and practices or offer directions for the future

Software and Rock Reviews: reviews of commercially available software and reviews of books and documents of interest to practitioners (write for software review guidelines)

Content areas of the Journal include:

• Software theory, design, and development, including computer programs and accompanying documentation in policy planning, research management, and direct service areas, such as interviewing, testing, case management, and therapy

• Current developments in hardware which have implications for the human services

• Stages in the life cycle of computer applications, from acquisition to enhancement or replacement

• Systems analysis, design, and implementation, including analysis of human service decision making, information requirements, and knowledge acquisitions and use

• Information resource management in human service agencies

• The impacts of computer-based technologies on human service individuals, groups, and organizations

• Computer-related issues facing direct service practitioners, managers, policy makers, and clients, such as confidentiality and job displacement

• Education, training, rehabilitation, and computers as instructional tools

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

The theme of this year's conference is "1984: Visions Toward 2001". Abstracts of proposed papers are invited for a 1984 special issue of PHYSICAL & OCCUPATIONAL THERAPY IN GERIATRICS, entitled "Small Computers in Geriatric Physical & Occupational Therapy.". The special issue would focus on the clinical use of microcomputers by physical and occupational therapists. However, papers on the administrative, educational, recreational, and research use of microcomputers in geriatrics are also welcome.

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

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

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

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

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

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

Write to: John A. Constantine, Ph.D., 317-494-2965 or Charles R. Figley, Ph.D., 317-494-2949, Computers and Family Therapy, Family Research Institute, 355 Russell St., Purdue University, West Lafayette, IN 47907.

Outstanding Events, Conferences and Meetings

Elmira Seal Society are listed below. For more information, contact Cheryl Van Zandt, National Elmire Seal Society, 2200 West Ogden Ave., Chicago, IL 60612.


Computers in Aging Western Gerontological Society, March 18-20, Anaheim, CA. Contact Brule Skurans, WSS, 833 Market St., #516, San Francisco, CA 94103.

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

Computer Applications in Medicine (AAMS), May 21-23, 1984, San Francisco. Contact AAMS, 4405 East-West Highway, Suite 402, Bethesda, MD 20014.


The theme of this year's conference is "1984: Visions Toward 2001."

Outstanding Events, Conferences and Meetings

New tech times, The PBS Series on High Technology will run another season. For details, write do 821 University Avenue, Madison, WI 53706.

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


**23rd Annual Conference of the Urban and Regional Information Systems Assn. (URISA)**, August 12-15, Seattle, WA. Write URISA, 1340 Old Chain Bridge, Suite 300, McLean, VA 22101.

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


**9th Annual Information & Referral Systems Assn. (I&RA)**, April 23-26, 1984, Asilomar, CA. A hardware/software exhibit area is planned. Write Carol W. Bryant, P.O. Box 2037, Sacramento, CA 95809.


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