Networking: The Linking of People, Resources and Ideas

Table of Contents

Notes form the Coordinator/Editors .............................................. 2
Service Available ........................................................................... 2
Articles, Reviews and Reports .......................................................... 4
- Selecting a Micro-System: Buying for the Future by T. E. Neudecker .............................................. 4
  - Computer Therapy Mind by Net Frude, (reprint from Omni) .............................................. 4
Member Comments and Activities ..................................................... 5
Network Activities ........................................................................... 5
International Activities ...................................................................... 5
Research Projects and Reports .......................................................... 6
Education/Training ........................................................................... 6
Health & Mental Health ..................................................................... 7
Disabilities ....................................................................................... 7
Child Welfare .................................................................................... 7
General .............................................................................................. 8
Membership Roster ........................................................................... 8
Resources and Materials ................................................................... 9
Funding Sources ............................................................................ 19
Electronic Information Sources and Networks .................................. 19
Newsletters, Magazines & Journals .................................................... 19
- Articles ......................................................................................... 20
- Books and Reports ......................................................................... 20
Software Announcements and Catalogues ....................................... 20
Upcoming Events, Conferences ......................................................... 23

About the Network

Computer Use In Social Services (CUSSN) is a non-profit association of professionals interested in exchanging information and experience on using computers in the social services. Members participate in the network in three ways:

1. Sending materials for the CUSSN Newsletter, such as (1) news or ideas from their area, (2) concerns about using computers in educational and institutional settings, and (3) longer reports/articles on conferences, research, vendor products, ideas, programs, computer applications, etc. All these are networked by the Coordinators (reprint from Omni) and distributed to all members as they come in.

2. Participating in the skills bank. The list of people willing to provide computerized services is available to members who request it. This includes education, training, help with software, computer consulting, and computer programming. Requests and responses are kept on file and distributed to others who request them.

3. Distributing newsletters to friends and colleagues. This includes a biannual newsletter as well as reports of the activities and meetings held in the area.

The CUSSN Newsletter is published four times a year and is sent free of charge to all network members. Individual and library subscriptions are available for a fee. For subscriptions, add an additional $5 for postage. All prices are in U.S. dollars. The back issues of the newsletter are available for $2.50 each.

The CUSS Skills Bank offers a list of people interested in exchanging information and experiences on using computers in the social services. This list is made up of people who have requested to be listed in the skills bank. Members may request the skills bank to be sent to them for a fee of $5. People interested in using the skills bank should contact the CUSSN Coordinator/Editor, The University of Texas at Arlington, Graduate School of Social Work, Box 19129, Arlington, Texas 76019.

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CUSSN Newsletter Editors:

Dick Schoech, Assistant professor, The University of Texas at Arlington, Graduate School of Social Work, POB 19129, Arlington, TX 76019.

CUSSN Software Clearinghouse offers a comprehensive inventory of commercial and public domain available human service software, a software review file, and a software exchange (see asterisk). For more information, write Walter Ginderich, U. of Wisconsin-Milwaukee School of Social Welfare, Milwaukee, WI 53201.

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CUSSN Membership: To subscribe to the newsletter, send $15 a year for overseas air mail add an additional $5 for postage. All prices are in US dollars. The back issues of the newsletter are available for $2.50 each.

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Convert your software into cash

Looking for authors

If you have developed computerized materials for human services, you may have a program that can be packaged and sold to agencies and schools. To find out, just call or write us.

We are looking for computerized materials on a variety of subjects: instructional material on direct service, management, policy, research and statistics, skill development, values clarification, and working programs on report preparation, client screening and/or matching, templates, etc.

We are set up to properly package your materials, adapt your package to a variety of settings, and handle promotion and distribution.

Stop giving away your computer treasures. Call or write:

New time-saving tools for teaching and training in the human services

Four new teaching tools are saving time and expanding learning in the classroom and the agency. And, they are making it possible for time-pressed teachers and managers to more thoroughly cover subjects of growing importance to students and staff.

Each compact instructional package comes ready for use with minimum preparation:

- Introduction to Computers for the Novice — quickest way yet to show how to use a computer for increased job effectiveness.
- Library of Computer Practice Programs for the Novice — a simplified hands-on short-cut to computer proficiency.
- DataBank for Teaching Statistics and Research — all the data, exercises and documentation needed for broad practical experience with real research data.
- Computer Simulation and Management Instructional Package — brings real-life management experience into the classroom. Faster and more effective than field work.

For information, call or write:

Notes form the Coordinator/Editors

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

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

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

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

Dick Schoech & Lynn Vogel Nov 84

Services Available

<table>
<thead>
<tr>
<th>Vendor/Consultant</th>
<th>Contact Person</th>
<th>Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Applied Humanomics</td>
<td>Mike Herron</td>
<td>A computer telecommunication system, called neXus, which can be custom designed for networking nonprofits, human services organizations, and individuals; fund accounting software developed especially for nonprofits for use on micros; other software for nonprofits.</td>
</tr>
<tr>
<td>E&amp;P Associates, Inc.</td>
<td>Lynn Harold Vogel, Ph.D.</td>
<td>Specialists in the provision of consulting and data processing services to the human services, health care, and insurance industries. Staff has average of over 14 years experience in assisting Fortune 500 &amp; small organizations in addressing computer related &amp; other managerial needs.</td>
</tr>
<tr>
<td>California</td>
<td>(805) 965-0555</td>
<td></td>
</tr>
<tr>
<td>Illinois</td>
<td>(312) 962-1429 or 964-1815</td>
<td></td>
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Services Available, cont.

OUTPST, Inc.
Park Forest, IL 60466
SPSS Inc.
444 North Michigan Ave.
Chicago, Illinois
Synergistic Office Systems (SOS)
510 N. Lake St.
Mundelein, IL 60060

Iowa
Human Services Computer Systems
14 S. Dubuque
Iowa City, Iowa 52240

Maryland
KBL Group, Inc.
Knowledge Based Living
508 Parishing Drive, 300

New York
Gunther R. Geiss, Ph.D.
8 Meadowlawn Ln.
Huntington, NY 11743
King Associates
215 Shoreward Drive
Great Neck, NY 11021

New York/New Jersey
RFM/Associates, Inc.
One Bridge Plaza, Suite 400
Fr. Lee, NJ 07024

Texas
Dick Schoech, Ph.D.
1311 W Lavender Ln.
Arlington, TX 76013

Washington (District of Columbia)
Gibson-Hunt Associates
Suite 700
1331 H St, NW
Washington, DC 20005

Australia
Human Services Information Systems
6 Chapman Blvd
Glen Waverly
Victoria 3150

Services provided: software for human services survey and data analysis, and report-writing for mainframe, IBM PC, DEC Pro 350.

Consultation and Training (from executive to operators)
Emphasizing Microcomputer Systems for Human Service Providers.

Consultation and training firm whose associates are academics and experienced professionals. Services include programming, management development and training, systems design, technical writing, planning, security audits, and personnel searches. Write for brochure with full description of services. No charge for initial consultation. Micro specialization.

Consultation and training on information systems feasibility, design, implementation and evaluation. Access to varied technical expertise of University setting.

Consultation for Human Services. feasibility studies. training, systems design and implementation. Software Development and hardware vendor.

Consultation for Human Service and other nonprofit organizations; software customized to meet individual needs.

Consultation: training, forms design & management, accountability, Information & Decision Systems; Simulations for Human Service Training.

Microcomputer applications for social work and hospital discharge planning—customizing available—IBM, Apple.

Planning and implementation support to health and human services organizations in the areas of program and project management, program evaluation, delivery system design and the application of information systems and computer technology.

Consultation for Human Services, feasibility studies, training, systems design and implementation. Software Development and hardware vendor.

Contact vendors and consultants with those who need their services, the CUSS Newsletter lists vendors and consultants by name, address, phone number, contact person and 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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<tbody>
<tr>
<td>under 15 words</td>
<td>$5</td>
<td>$18</td>
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<tr>
<td>under 30 words</td>
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<td>$21</td>
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<tr>
<td>under 60 words</td>
<td>$10</td>
<td>$34</td>
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<tr>
<td>under 90 words</td>
<td>$12</td>
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Interested vendors/consultants should send payment along with their description. Larger advertisements at a full page size are available.

The above paid advertisements represent no endorsement or favorable review by CUSS, which reserves a consultant's: (1) the right to more than one consultant, (2) all services offered and (3) ask to several recent clients and talk to them about their application.

To encourage consultant/consultants to increase their listing, a listing can be doubled for the same price, and for the third month, the listing will be placed on the front page of the Newsletter. To increase the listing to two months, a listing can be extended to the front page of the Newsletter for an additional cost. To increase the listing to a full page, a listing can be extended to the front page of the Newsletter for an additional cost.

F. Deen Luse, Ph.D.
ACSW President
(312) 749-3954
Joseph Zafiran, MSW
(312) 329-2400
David Kropp, ACSE
(312) 949-0100

Lucy Luxemburg, MSW
Human Services Consultant
(319) 354-7327/351-3956

Karen Leffan, Ph.D.
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Rod Mengert, Ph.D.
(201) 692-5895

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.

Consultation and training from executive to operators
Emphasizing Microcomputer Systems for Human Service Providers.

Microcomputer applications for social work and hospital discharge planning—customizing available—IBM, Apple.

Planning and implementation support to health and human services organizations in the areas of program and project management, program evaluation, delivery system design and the application of information systems and computer technology.
Articles, Reviews and Reports


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

Durability

One of the first goals in establishing a micro-computer system for Health and Human Services settings is to select a machine for the long haul, that is, a micro that will have a long and useful life span. Several factors impinge upon the life of a micro. The first is machined and electrical durability. Slighty any place of equipment in the room of the office setting is a challenge. Corporate American attempts to select micros that will perform with minimum maintenance for five years (jointly, IRS regulations allow for a five-year depreciation schedule for micro-computers used in the business setting although this may be changing). It is possible to reduce many of the causes of mechanical failures by controlling the environment where the micro will be used. Such things as coffee cup rings, 'wet' to typewriters, heavy smoking in the office where the micro will be located, the possibility that many people will use the equipment that it will be frequently transported to other sites are all evidences of stresses that may cause failures.

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

Before purchasing a service contract, evaluate the cost of normal non-warranty repair on equipment carried into the service center. A good repair center should be able to complete most repairs in an hour or less by just swapping boards. Current bench costs for such repairs is about $50 per hour plus the part exchange cost. Mechanical components such as disk drives and printers have a higher failure rate. Check to see if service contracts can cover only these I/O devices and determine if a service contract can be initiated after the machine is two or more years old. A general recommendation is to wait until the end of the warranty period before purchasing a service contract. If the selected micro has not had major problems during the warranty and the machine has a good service record in other installations, a service contract will probably not be economical during the first three years of operation. Service contracts on mechanical devices should be purchased if their annual cost is 70% or less than the repair cost of the most expensive mechanical component.

Technological Life

Equally as important as the durability of the selected micro is the issue of its technological life. The advancing technology and the subsequent cost reductions in other components makes it difficult to determine the technological life of any micro. Only one micro-computer currently on the market has been available for five or more years and its eighth bit processor and linked direct addressable RAM (Random Access memory) limits its current utility in busi-wire settings. Selecting a micro with a long technological life is not as simple as buying the newest machine on the market. The Harvard machines don't always survive the competition in the market place. Furthermore, micros that truly introduce new technology generally face a nine to twelve month lag while third parties develop software to make them useful. Selecting a machine with an adequate software library is essential. Realizing the problems of introducing new hardware and software, companies have started to pre-announce future product releases. Pundits have coined the term "vaporware" to identify pre-announce products. Purchasing Vaporware is very risky business because much of it never reaches the market. For example, Osborne Computers pre-announced an upgrade to its popular computer. However, this resulted in a dramatic drop in sales of the old micro as buyers waited for the new machine. When its introduction was delayed, the company incurred cash flow problems and was forced to file for bankruptcy. Similarly, VisiCorp, the distributor of the popular software product Visicalc pre-announced their new windowing software called Visi-On, when they missed delivery dates by several months, the company found it has lost its market share to Micro Soft's Multiplan and Lotus 1-2-3.

Health and Human Services agencies should determine what they want a micro to do. Once this is determined, they must select a micro that can perform these tasks with existing software. If the purchase price and other associated costs can be justified through a cost benefit analysis, then purchase. Don't worry about short term advanced in technology and software. Expect to identify new tasks that one would want the micro to perform. But if software and technology does not continue to support your micro, wait until the new desire/tasks justify the purchase of an additional micro. Don't expect any one machine to have the software library necessary to perform all the tasks you wish. Software houses write applications for the most popular processors.

For example, it is not economical to write a client billing system for a machine that has a small base of installed processors. If a particular program is successful, one can expect the programmer to transfer this code called "porting" that is sending a source code version of the program to the other micro and making system changes to the code to the other popular micros. It takes time for versions of the popular software to reach all of the different micro systems. In many cases, third party developers will supply similar products for other micros if the price of a micro is lower than the support base. In any event, look for software that takes advantage of the special features of your micro.

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

Computers by Mind by Neal Fridg, the November 29 issue of Omni. Article copyright by Omni Publications International, Ltd., reprinted with permission.

Once I had a brain and a heart also; having tried them both, I should much rather have a heart. So spake the Tin Man in L. Frank Baum's The Wizard of Oz. In the end this proto-robot did not have to choose. He kept his brasses as he's a-sawed and heard the Wizard gave him. Currently there are researchers who are facing something like the Tin Man's dilemma. They are attempting to devise computer programs that will involve the delicate art of dealing with human emotional problems, a computerized version of psychotherapy. There is an obvious problem here. In their dealings with patients, human psychotherapists use both intelligence and empathy. There is no question computers have a formidable intelligence. But would it be possible for them to simulate human concern and empathy convincingly enough to become useful therapists? Some scientists believe so, and they feel that beneath the impersonal exterior of a metal-skinned micro there may someday lurk a sensitive, caring, programmed heart.

Psychologists have come to recognize that the therapeutic benefits of intimacy need not involve a fellow human. Telling even your pet dog about a problem can help. A trouble shared may be a trouble halved. Of ,ntimacy need not involve a fellow human. Telling even your pet dog about a problem can help. A trouble shared may be a trouble halved.
Member Comments and Activities

Network Activities

Report on the Baltimore CUSS Group from Bob Elkin, Convenor, U of M School of Social Work & Community Planning, 325 W. Redwood St., Baltimore, MD 21201

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

Rita Adams
Gary Bower
Charlye Cooper
Robert Elkin
Jumiee Gabriel
Gail Hunt
Steven Mander
Yesenia Mayo
Bob Polack
Karen Rosow
Carole Shimer
Sandi Sokol
Chris Trest

United Way Community Services
Human Services Systems Consultant
Foster Care Review Board
School of Social Work and Comm. Pl.
Associated Catholic Charities
Human Services Consultant
Systems Analyst, JFK Institute
Baltimore City DSS
BCC
Family and Children's Service
Asst. Jewish Charities & BCC
Maryland Children's Committee
St. Luke's House, Inc.

The School of Social Work and Community Planning along with Baltimore Information Center (BIC) will continue to sponsor our activities. Please mark your calendars to the following meetings during the year:

- December 4: Public Domain Software (Gary Bowers)
- February 18: Open Meeting of National CUSS Board, Sheraton National Hotel, Washington, D.C., 5:00 to 7:00 p.m.
- March 12 or 26: Microcomputer Financial Systems for NFP nonprofits (Gary Bowers)

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

Job Move and Update from HF Coyle United Way

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

This is a new position which revolves around coordinating the work of about 150 volunteers involved in the decision making process which determines the allocations of about $4 million dollars to over 50 United Way agencies in Middle Tennessee. I'm also responsible for gearing up United Way's community planning effort and working with both government and volunteer agencies to identify and participate in collective efforts to better address the social concern areas of need, including those related to teaching social welfare planning and administration. I'm always interested in new ideas and ways to improve the quality of life for the residents of Middle Tennessee. Please feel free to call me at 615/244-7902 or write me at the United Way of Nashville and Middle Tennessee.

I've been active in the field of computer planning and development for over ten years and am looking forward to the challenges of this new position. I welcome any ideas, comments, or suggestions you may have.

Sincerely,

Charlie Cooper
Foster Care Review Board

I've also been active in the Foster Care Review Board, which has been instrumental in developing and implementing a comprehensive foster care reform program in the state. Our work has focused on improving the quality of care and services provided to children and families in foster care, as well as enhancing the accountability and transparency of the foster care system.

In addition to my work with the Foster Care Review Board, I've been involved in various other initiatives aimed at improving the lives of children and families. These initiatives have included collaboration with government agencies, non-profit organizations, and community groups to develop and implement innovative programs and policies.

As a result of my extensive experience, I've gained a deep understanding of the complexities and challenges facing the foster care system, and I'm committed to working with others to create positive change and improve the experiences of children and families involved in the foster care system.

I'm excited to continue my work in this field and look forward to the opportunities that this new position will bring.

Sincerely,

Charlie Cooper
Foster Care Review Board
Disabled persons or groups are encouraged to share individual case experiences of working with a scientist or engineer who helped in the design, modification, or repair of assistive devices or other technologies. Of interest also are identification of projects at universities, Independent Living Centers, or other locations where research and development is occurring. The project hopes to call attention to the field of disability research and to expand the benefits it offers to disabled individuals by more widely involving the scientific and engineering community in disability research, including disabled individuals in the R&D process, and increasing the public’s awareness of these issues. The project will be directed by Martha Ross Redden and Virginia Stern of the AAAS Project on the Handicapped in Science.

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

Comments About the Future Needed from Claude St. Jean, 1755 Project, 9 Sherbrooke, D.O., JU 1M4 Canada.

I am doing a radio program about the Future, on our local community radio, CPL 1-MF. If I ever answer these questions, on a cassette or through a letter:
1) What kind of future do you desire?
2) What is lacking to get it?
3) What is the role of the person to get it?
4) Do you have hope to reach it?

Education/Training

CBI Software, Videodisk & LAN Use from Sally Dodds, U of Miami, National Center for Faculty Development, School of Medicine, 1200 S. Dixie Highway, Miami, FL 33146.

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

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

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

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

If you know of other software that is popular among computer instructors in the social sciences, I would appreciate the tip. Acquiring the students with some of the diagnostic software, such as administering tests of mental health in various capacities, or education in communication skills, family functioning, etc, looks interesting and would fit closely with a social work orientation, but as usual there is the problem of cost and accessibility by a group of 80 or more students. If you have any suggestions on social work software that is public domain, running on IBM-DOS, I would appreciate the information.

Editor’s note: Both the CUSIN Software Clearinghouse and Education Specialist Group Coordinator (see cover) have listings of educational software and public domain software. Anyone responding to Roland should write a copy to both Walter Lessard (Software Clearinghouse) and Walter Lammers (Education Specialist Group).
Health and Mental Health

Psychosynthesis from Raul Wurman-Podsoado, 149 Boulay Circle, Chippewa, MA 01020.
I work at The Holyoke Street School, an urban alternative high school that serves students from working class families. We teach Spanish, History or Puerto Rico, Inner Work (a Psych course), and I do counseling.
I am currently involved in a training program in Psychosynthesis, a holistic counseling approach, as well as in intensive work with John Huotari, concerning the transpersonal field.
While I have been only marginally active in networking, I plan to use my newly acquired Apple IIe to establish a database that would be available to clients, colleagues and friends. It will include resources primarily in the areas of psychology, spirituality, and peace.
Also, I am exploring the viability of a local resource network to provide people with information regarding resources. Perhaps, someone might be able to suggest ideas regarding computer hardware and software, and more important, possible funding sources.
And if you know of anyone else in this part of the country with similar interests, I'd appreciate a name and phone number.

Women's Center Using Computer In Many Ways from Elvira Co. Women's Dr., 2920 W. Commerce St. - 201, San Antonio, TX 78207.
The Bexar County Women's Center is a non-profit comprehensive social service agency whose mission is to assist individuals toward personal and economic self-sufficiency. BCWC began as an information and referral service for women in September, 1977 and has grown to include personal counseling, employment and training programs, volunteer training and placement, the Mi Camera Youth Program, a Men's Group for batterers, and a variety of adult education workshops. All fees are based on ability to pay.
The Bexar County Women's Center uses computers in virtually all of it's daily activities. Budgeting and forecasting using the Vascio spreadsheet is one of the major applications of computer usage. There is a large database of names and addresses which comprises the mailing list. Most correspondence and grant writing is made possible by a word processing program. There are also lists of special information such as fundraising, public relations, and a current database being developed for employment information. These lists are accessible through Vascio which also functions as a mailing list and has calendar capabilities.
Each department and program has its own special databases which are used frequently for purposes of information and form retrieval. Some departments have a database of clients, although no privileged information which could be gathered by counselors is kept on disk.
The Bexar County Women's Center is now also online and uses the modem to transfer data to it's Northside branch. The modem is also used to access other databases for research purposes, information retrieval and transferance, and grant searching. A database is currently being developed for transferance and use by other women's centers across the country.

In the Dark on Networking from Dorothy Likerly, One Kenmore Ln., Boynton Beach, FL 33432.
I am understanding the establishment of a computer network for The National Alliance for the Mentally Ill. We have about 30,000 members in the States, and many inquiries coming in every day, in regards to the office and the facilities there. It was my thought that a computer might help relieve the paperwork and telephone burdens of the main office. Without having the vaguest notion how to proceed, with only a TRS-80 Four at my disposal, with no modern as yet, I am totally in the dark as what would be the best method of procedure to establish some kind of nationwide bank of data that could be tapped, possibly, through an 800 number. Suggestions I am looking into so far are bulletin boards, a network of personal computers, or possibly pyggy-backing on a larger system - either non-profit system within the mental health field, or something like Source. I would appreciate any advice or other sources of information I might tap that could help solve my problem.

Disabilities
We have just acquired a Macintosh computer and I am seeking all the ideas and help that I can get to develop systems that will give me clinical information. I operate an advocacy program which employs five full-time professional social workers to provide services to several hundred clients in a year's time. The first application that I will put on the computer is a Client Information Record using PFS File and PFS Report. After I get that into operation I want to attempt to get a handle on our effectiveness and efficiency. As a neophyte in this electronic maze I am looking for ideas for other benefits that we could derive from the use of this fascinating contraption. I would appreciate it if in the next issue you could print some sort of outreach to other agencies who might network with us.
Interactive Videodisc etc from Lucille Kantor, Special Education Center, Old Wyomissing Rd & Parkside Dr. S., Reading PA 19611. We built an extended keyboard of our own to interact with an Apple IIe. We also used an interactive system consisting of a Pioneer videodisc system, an Apple IIe, an iAT touch screen, Echo II speech synthesizer, light pen system, stylus printer, Kasla pad, adaptive firmware card with joystick control, a cacti expanded keyboard, Express I and other types of keyboards. We produced a 30 minute slide show showing the work done with our students.

Technology for the Physically Disabled from Dan Pechtol, Interface Project Director, Lower Hudson Regional Computer Ctr., (914) 695-7515.
The Interface Project (TIP) is a research project sponsored by Southern Westchester SOCES as a response to the perceived needs of physically disabled students. Based at the Lower Hudson Regional Computer Center the goals of the project are threefold:
1) Identify, demonstrate and test various interface devices allowing all individuals access to technology.
2) Produce and purchase software in the area of Special Education with particular emphasis on the integrated use of hardware/software with orthopedically handicapped.
3) Aid in the identification and design of specific devices for the physically disabled computer user.

High Technology to Foster Communication Skills from Anita Krait, Board of Cooperative Ed. Services, 61 Parrott Rd., West Nyack, NY 10994.
During the past year, we have attempted to utilize high technology in the form of the Apple II micro-computer to foster the growth of communication skills with a variety of handicapped populations. We have found that the computer offers an opportunity for children who are non- verbal and/or severely physically handicapped to engage in communication at basic levels and to learn language concepts. Even the most severely impaired child has been able to operate a microcomputer through a variety of adaptive switches/interfaces tailored to his/ her individual needs. The interfaces that we employ range from simple pedals and switches to speech communication systems which bypass the conventional keyboard.
Custom input devices such as the expanded, Gibson light pen and built-up keyboards are also in development. For the severely impaired student, the computer has been utilized to develop such aural and visual abilities as visual attention-tracking, and recognition of cause and effect through the use of student-activated changes in the output of the micro.

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

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

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

In order to find our initial experiences with the microcomputer in special education have been very promising. We have accessed the Apes to populations that have heretofore been unable to effectively engage upon or interact with their environment. The changes that are place on a child’s face and in his/her communicating when a computer is introduced is enough to encourage additional efforts in this area of endeavor. The possibilities are endless.

Apple Switching Devices for students with CP from Carola Hand-

verger, UCP Assn of Westchester Co., POB 65, Purchase, NY 10577.

We have two Apple computer systems and have made several switch-

ing adaptations so as to enable our multi-handicapped population to have direct access and interaction with the computer. We are work-

ings on developing computer assisted visual and perceptual motor therapies program, as well as traditional conceptual academic computer assisted programs.

Computas as a Working Tool for Persons with DD from Thomas Saka,


I was recently the trainer in a project sponsored by the Hawaii Planning Council on Developmental Disabilities in which wheelchair-

enabled adults were trained to use the computer as the main work tool. Three of the students were placed in paid employment using a computer and the fourth is doing volunteer data entry at a military installation.

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

Handicap Awareness Program from Michael Warnawsky, GPA-8 Raytheon Co., Bedford, MA 01730.

As per a recent edition of Project on Handicapped in Science newslet-

ter, I write to request information concerning CUSS.

I am a severely disabled software engineer and am also functioning as coordinator of handicap awareness programs for our Bedford facility. I am involved with the Equal Employment Opportunity Committee, serv-

ing as chairman of its ACCESS subcommittee, I also sit on the boards of directors of the Massachusetts Association of Paraplegics, Northeast Independent Living Program, National Spinal Cord Injury Association, and Massachusetts Easter Seaside Society. I have a power wheelchair for mobility.

Child Welfare

Suggestions Needed for Computerization of Advocacy Program from Barbara Sanchez Small. Program Specialist, The Superior Court Child Welfare Program in Bedford Stuyvesant, Brooklyn. The name of this program is the Community Self-Defense Program. We wrote the proposal, devised a data base to recruit staff and participants and developed at our outreach data on the computer. I have enclosed a few flyers we developed on our computer.

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

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

1. All-in-house objective psychological testing,
2. A database of resident background and offense characteristics, and

Comprehensive Community Data Base from Raymond Schwieghofer, Marble Co. Dept of Social Services, 161 Atlantic Ave., 5th Floor, Atlan-

tic City, NJ (844).

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

• Information & Referral, Ombudsmen Centers
• County, State and Private Funding Allocation Committees
• Human Resource Planning Committees
• Social Service Client Tracking Systems
• Health Care Management Systems
• Coordinated Emergency Response Systems
• Service and Distribution Agencies

Information Atlantic has been under design for the past two years. It is currently in the heart of the implementation stage and is expand-

ing at a rapid rate.

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

I am now working at the center for Urban Education in Portland, launch-

ing an "Information Technology Institute." The mission of the institute is to make computers and other new technologies available to the non-

profit sector. Our focus is effective management of information, rather than on components per se.

The institute works with several technologies, including cable television, telecommunications (including telephone equipment and services) and symbiotic. We are interested in the development of community data bases (e.g., online information and internal, community events calendaring, inter-agency data sharing, neighborhood information systems) as well as such direct services as technical assistance to non-

profits, classes in computer use and applications, and the formation of a local (Portland-area) non-profit users group. We also plan to focus public attention on new social issues arising out of the informa-

8
Members Comments and Activities, cont.

There are several specific items I would welcome responses on:

- Do people have good or bad experiences with particular fund accounting packages for small to medium-sized agencies (IBM PC or other small systems)?
- The National University Teleconference Network (NUTN), which is housed on the Oklahoma State University campus, institutions which are members of NUTN, as well as other institutions of higher education, will be able to receive the broadcast live and re-market it as a conference for area teachers and administrators. The teleconference will feature a live interactive component, through which questions from "receiving sites throughout the United States can be phoned in to the studio and asked live on the air.

Data Base Management in adolescent pregnancy, alcoholism, drug abuse and employment programs from Morgan Lyons, California Research Center, 1052 West 6th St., Salt Lake City, UT 84101.

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

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

Community Organizing Applications Needed from David Friedlander, 1781 Riverside Dr., New York, NY 10034. I am a community activist who has become a hacker on the program and speakers as they are finalized.

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

Miguel Holganza, Clerk II, Div. Fam. & Youth, Serv. DHSS, P.O. Box 905, Juneau, AK 99801

As teacher-educators at institutions of higher education, we are developing two support "packages" for nonprofit agencies, and I know that much work has been done by others in these areas. I would appreciate if any CUSS members would share materials they've developed for:

a) self-administered systems analysis for agency information systems (especially sensitive to client record-keeping issues).

b) successful curriculum materials for introductory and intermediate classes for nonprofit agencies interested in computing.

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

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

Electronic Networking (Inter-Netcoin) is an electronic bulletin board system for Psychologists using microcomputers. Write Academic Applications, 2815 Kilkaree Dr., Tallahassee, FL 32308.

RECV (Suicide Informations and Education Centre), contains an inventory of current research on suicide, bibliographic listings, teaching materials and other resources. Write BIEC, 103, 723 14th St., N.W., Calgary, Alberta, Canada T2N 2A4.

Software registry of programs for the handicapped: Trace Center, PO Box 535, CUPERTINO, CA 95015.

Information on depressive communication skills, techniques, applications and software for the handicapped.

Newsletters, Magazines & Journals
Classroom Computer Learning, Pitman Learning Inc., 19 Davis Dr., Belmont CA 94002.
COPH-2, a newspaper about computer technology for the physically handicapped, 2030 Irving Park Rd., Chicago, IL 60618, $8.

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


Electronic Learning, Scholaric Inc., 730 Broadway, NY, 10013.

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

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

Journal of Technology in Addiction

Resources and Materials

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Journal of Technology in Addiction
Resources and Materials, cont.

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


Curb cuts and computers: Providing access to computers and information systems for dually handicapped individuals, by G. Vandenberghe, Indiana Governor's Committee, Indianapolis, IN, October 13, 1983.

The following is an interesting quote from the article.

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

Today, we find ourselves in exactly the same situation with regard to the area computers and information systems. Very rapidly, our society is moving toward electronic assisted everything. As in the process, electronic pathways are being laid throughout our society—pathways which could tremendously increase the functional mobility and abilities of individuals with physical and sensory disabilities.

If all of these electronic information pathways will be of help, however, if unrestricted access is not available. Patching one or two access points is not sufficient, in the same manner that providing curb ramps or curb cuts for some of the sidewalks is not sufficient. My message to you today is, let's not wait until all of the sidewalks have been laid and the curbs poured before we begin talking about curb cuts. It's incredibly expensive to go back and tear everything up to install the curb cuts later. Let's identify the problem and move now so that we can pour the curb cuts and provide unrestricted access while we are laying these electronic pathways.

Book and Reports


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

Microcomputer Application to developmentally disabled persons, a 59 page bibliography from Planet Press, 115 29th St., Newport Beach, CA 92663, $5.

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


Microcomputer Utilization in Private Practice, (April 84) a survey of the needs and current computer status of 500 practitioners, recent technology and product availability. Executive summary 15pp $15. Full report $20 from KIB Group Inc., 608 Parsons Dr.-100, Silver Springs, MD 20810.


Microcomputers in the Schools-Implementation In Special Education, by Hartley, T. V. IFA Technologies, 901 S. Highland St., Arlington, VA, 22204, October 1983.


RFP (Request for Proposal) methodology for human service agencies wishing to purchase or upgrade their computer facilities and sample RFP (Request for Proposal) methodology for human service agencies will be of little use, however, if unrestricted access is not available.


Software and Source Book (contains information on microcomputer applications and products and software for special education) available.


Part I: Quantitative Information in Mental Health Program Management
1. Epidemiological Inquiries in Mental Health Programs
2. Mental Health Components of a National Information Service
3. Uses of Statistics, Derived from Mental Health Services
4. Information Needs for Mental Health Planning
Microcomputers
& Special Services in the Schools

TABLE OF CONTENTS:

Editors' Introduction

"Computer-Assisted Assessment, Analysis, and Reporting" Jeff Grimes

"Computers in Direct Assessment of Handicapped Learners" Ted Hasselbring

"Instructional Use of Microcomputers and Elementary-Aged Mildly Handicapped Children" Joseph K. Torgesen

"The Microcomputer as Perceptual Tool: Searching for Systematic Learning Strategies by Handicapped Infants" Richard Brinker

(A monograph also published as Special Services in the Schools, Vol. 1, No. 1 July 1984


Send orders to: The Haworth Press, Inc., 28 East 22 Street, New York, N.Y. 10010

Randy Elliot Bennett and Charles A. Maher, Editors

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Visicall Speech Aid (for the Apple II plus or Apple Ie Microcomputer). The Visicall Speech Aid consists of an interface card, and a microphone, one program diskette and one data diskette, and an extensive Teacher Manual with operating instructions and lesson guides. Software Research Corporation, 3539 Quadra Street, Victoria, B.C. Canada V8T 1L5.

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

Computer Aids Corporation, Summer Catalogue, 4609 South Lafayette Street, Fort Wayne, Indiana 46809 (software for the blind).

Cape Publishing Corp., Microcomputer Courseware catalogue (computer literacy and occupational software) P.OB 5496, Orange, CA, 92667 (800-854-4101) or CA 800-821-0543.

JSIMS. A comprehensive, modular medical software package that includes billing, insurance claim preparation, BCR reporting, patient analysis, appointment scheduling and medical records functions. It runs on UNIX/XENIX. Write c/o 210 Lincoln St., Boston, MA 02111, Its All In One. A communication system for the visually impaired, write Maryland Computer Service, Inc., 2010 Rock Spring Rd., Forest Hill, MD 21050.

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

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Using Computers in Clinical Practice

Psychotherapy & Mental Health Applications

ALTERNATE SELECTION, BEHAVIORAL SCIENCE BOOK CLUB

Written and Edited by Marc D. Schwartz, MD

Here is an introductory handbook for the mental health clinician or administrator that is concise, easy-to-read, and invaluable as a guide to the acquisition and application of the small computer in clinical practice.

In each detailed chapter of Using Computers in Clinical Practice the authors share with you their personal experiences in developing computer systems—helping you to take full advantage of the extraordinary capabilities of the computer, while avoiding the common errors and pitfalls many have encountered.

CONTENT HIGHLIGHTS

An Overview

- Dealing with People
- Office Accounting Systems for the Psychologist
- Word Processing for the Clinician
- Psychological Testing
- Psychological Reports
- Clinical Assessment and Interviewing by Computer
- Computer-Based Diagnosis
- Computers in Neuropsychology
- Administrative and Clinical Information Management
- The Computer as a Therapy Adjunct
- Education as Therapy
- Choosing a Computer
- Other Issues

Selected Bibliography

Index

Upcoming Events, Conferences and Meetings


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

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


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


American Association for Medical Systems and Informatics (AAMSI), May 25-27, 1985, San Francisco, CA. Write AAMSI, Suite #402, 4465 East-West Highway, Bethesda, MD 20814.

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

Urban and Regional Information Systems Annual Conference, July 26-August 1, 1985, Ottawa, Ontario, Canada. Contact URISA, 1340 Old Chari Bridge, #900, McLean, VA 22101.


Software Reviewers Needed

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

Computers in Psychiatry/Psychology


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