Computer Use in Social Services Network

Networking: The Linking of People, Resources and Ideas

TABLE OF CONTENTS

About the Network

C U S S Electronic Network

Services Available

Articles, Reviews and Reports

Human Service Computing in several countries— A tourist perspective by D. Schoech

Computer use in Social Work Education in West German and Berlin Schools of Social Work— D. Schoech

Current Developments in Israel by M. Monnickendam

A Microcomputer-Based Cognitive Rehabilitation Programme for The Severely Paralyzed by S.H. Curry

The Impact of Information Technology on Decentralization of Services in Maine by J.T. Wass

Interactive Video in the Education of the Deaf by C.F.G. Jones

NHS Register of Computer Applications by J. Reardon

Open Software Library by D. McKendrick

Net, Inc. from P. Wingfield

Communit by P. Green

Activities in the U.K. and Other Countries

Resources and Materials

Electronic Information Resources

Networking, Magazines and Journals

Books and Reports

Software Announcements

Upcoming Events

About the Network

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

• Sending materials for the CUSS Newsletter, such as: member needs, interests, hardware/software use, activities, resources, ideas, experiences, computer applications, and events.

• Participating in the electronic network: skills bank, software clearinghouse and subgroups.

• Distributing newsletters at workshops and conferences. (We will send newsletters to distribute or place on a resource table)

• Referring vendors to advertise their services and products through the CUSS.

• Holding local CUSS meetings; local meetings in Dallas, Ft Worth, Chicago, Baltimore and Australia have been successful.

Network Dues: $10 individuals, $15 institutions (payable in U.S. Funds). Contact Dick Schoech, Associate Professor, School of Social Work, The University of Texas at Arlington, Box 19129, Arlington, Texas 76019.

The Newsletter is published approximately 4 times a year and is sent free to all network members. Back issues $5 each.

The Electronic Network (CUSS-net) establishes local bulletin boards, national and local mail and file transfer, downloading of public domain software, and access to numerous repositories of electronically available information on human service computing. CUSSNet builds on RICONET, approximately 900 microcomputer-based local bulletin boards across the U.S. and in 12 countries. Contact Dick Schoech for your local mode, or call 817-273-3966 and type the file in the HELP file area called FIDO/LIST.80. Communications are at 300-2400 baud, 8 data bits, 1 stop bit and no parity. Almost any computer or terminal modem will work.

The Skills Bank allows members to locate or share specific knowledge, skills and experiences for providing information about yourself. Contact Gunther R. Geiss, Adelphi U., School of Social Work, Garden City, NY 11530.

The Software Clearinghouse offers a computed inventory of commercial and public domain available human service software, a software review file and a software exchange. Contact Walter LaMendola, Professor, School of Social Work, U. of Denver, Denver, CO 80208.

Special Interest Groups (SIGs) are subgroups where significant networking is occurring on a special topic.


Hospital Social Services SIG, write Mike King, Director of Social Work and Discharge Planning, St. Francis Hospital, 100 First Washington Blvd. Roslyn, NY 11576.

Area Groups:

Baltimore, MD, contact Bob Elikin Professor, U. of Maryland, School of Social Work and Community Planning, 525 W. Redwood Street, Baltimore, MD 21201

California, James M. Gardner, Department of Developmental Services, Fresno State Hospital, 2501 Harbor Boulevard, Costa Mesa, CA 92626

Australia, Floyd Rotho, La Trobe U., School of Social Work, Bundoora Victoria, Australia, 3083

Israel, Menachem Monnickendam, School of Social Work, Bar Ilan University, Ramat Gan, 52100, Israel.

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Arlington, Texas Permit No. 81

Dick Schoech

CUSS Network Coordinator

The University of Texas at Arlington

P.O. Box 19129

Arlington, Texas 76019-0129
To use CUSNet
If a CUSNet node is in your city, you're in luck. Simply dial in using your computer and a modem and follow the directions. If no CUSNet node exists in your city, you can call long distance to any CUSNet node listed below (you can learn to use FIDO DDS software by calling a local node. To locate a local FIDO DDS node, ask your local microcomputer dealer or call any CUSNet DDS node and type find the nodeid in the file area. You can use a local FIDO DDS node to send mail and pick up whatever CUSNet information your local DDS node can get for you. Since DDS nodes have to pay a small deposit to your local FIDO. Communications are at 300-2400 baud, 8 data bits, 1 stop bit, and no parity. Almost any computer or terminal and modem will work. Steve Ice (below) can provide assistance.

Examples of Message and File Areas on CUSNet
Message Areas: Local messages, Local NEWS, FIDONET mail. National ECHOMAIL conference, and Resources books, announcements, software.
File Areas: Files related to mental health, disabilities, welfare, health, training, games, and utilities.

To start a CUSNet Node, dial Steve Ice in Seattle at 206.442.2430

Description of New CUSNet Nodes
Net/Node: 508/14
Board #: 31637615363
Sysop: Mark Mazeland, EDP Manager, FIRA, Remmenden Holland
Description: I am working as EDP manager at FIRA in the Netherlands, which is a social network for the social advisor and other workers in the welfare area, and for the laayman.

CUSNet Electronic Network
Overview:
The electronic component of the Computer Use in Social Services (CUSNet) establishes local bulletin boards, local & international mail & file transfer, and repositories of electronically available information.
CUSNet builds on FIDONET, 1700 nodes (bulletin boards) across the world. These nodes automatically connect nightly to exchange mail & files. Most local FIDONET DDS nodes are free with the exception of a small fee for electronically sending mail. CUSNet nodes perform functions such as:
- Maintain a bulletin board (messages/files) for local users.
- List a local message area for international & national conferencing.
- Exchange weekly specialty information/files with other CUSNet DDS nodes.

CUSNet DDS Nodes (echo specialty means it only carries the CUSNet conference)

<table>
<thead>
<tr>
<th>City &amp; State</th>
<th>Net/Node</th>
<th>Phone</th>
<th>Operator</th>
<th>Specialty Focus</th>
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<tr>
<td>Arlington TN</td>
<td>120/5</td>
<td>817.273.2866</td>
<td>D. Schaefer</td>
<td>Recent Publications</td>
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<tr>
<td>St. Louis MO</td>
<td>100/999</td>
<td>314.689.4695</td>
<td>B. Butterfield</td>
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<td>Murray KY</td>
<td>11/301</td>
<td>502.762.2140</td>
<td>A. Allbrtten</td>
<td>Handicap Info</td>
</tr>
<tr>
<td>Denver CO</td>
<td>104/614</td>
<td>303.671.2912</td>
<td>W. LaMendola</td>
<td>Software Info</td>
</tr>
<tr>
<td>Milwaukee WI</td>
<td>139/450</td>
<td>414.736.8451</td>
<td>W. Gingerich</td>
<td>Curriculum Info</td>
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<tr>
<td>New York NY</td>
<td>107/37</td>
<td>212.523.2727</td>
<td>G. Hoffman</td>
<td>Training Info</td>
</tr>
<tr>
<td>Raleigh, NC</td>
<td>188/191</td>
<td>919.861-6036</td>
<td>M. Bowen</td>
<td>Handicap Info</td>
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<tr>
<td>Seattle WA</td>
<td>138/35</td>
<td>206.492.8317</td>
<td>S. Ice</td>
<td>Federal Info. 12pm +</td>
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<tr>
<td>Garden City NY</td>
<td>107/240</td>
<td>617.226.7958</td>
<td>G. Gens</td>
<td>Skills Bank</td>
</tr>
<tr>
<td>Arlington TX</td>
<td>130/10</td>
<td>817.649.2857</td>
<td>C. Brown</td>
<td>Disabilities Info</td>
</tr>
<tr>
<td>Tempe AZ</td>
<td>114/23</td>
<td>602.956.1763</td>
<td>W. Rusch</td>
<td>Research papers</td>
</tr>
<tr>
<td>New Hampshire NH</td>
<td>132/111</td>
<td>603.798.4208</td>
<td>D. Hall</td>
<td>Disabilities</td>
</tr>
<tr>
<td>Phoenix AZ</td>
<td>114/15</td>
<td>602.235.9663</td>
<td>D. Dodell</td>
<td>Disabilities</td>
</tr>
<tr>
<td>Las Cruces NM</td>
<td>15/115</td>
<td>505.646.2698</td>
<td>M. Crooks</td>
<td>NASW NM State info</td>
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<tr>
<td>Washington</td>
<td>109/672</td>
<td>202.775.1840</td>
<td>B. Strausung</td>
<td>Community agencies</td>
</tr>
<tr>
<td>Cardiff, Wales</td>
<td>510/43</td>
<td>022.704.2739</td>
<td>W. Davidson</td>
<td>General</td>
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<tr>
<td>Wigan, U.K.</td>
<td>510/64</td>
<td>0942.272684</td>
<td>D. Kendrick</td>
<td>Health Information</td>
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<tr>
<td>Netherlands</td>
<td>508/14</td>
<td>+31837615363</td>
<td>M. Mazeland</td>
<td>General</td>
</tr>
<tr>
<td>Detroit, MI</td>
<td>11/207</td>
<td>to be added</td>
<td>L. Renaud</td>
<td>Residential Serv.</td>
</tr>
<tr>
<td>Indy, IN</td>
<td>11/207</td>
<td>to be added</td>
<td>M. Lonmankend</td>
<td>General</td>
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CUSNet Network Newsletter, Winter/Fall 1987

Vendor/Consultant | Contact Person | Services
--- | --- | ---
Illinois
GOTP ST, Inc. | Robert C. F. | F. Dean Luse, Ph.D. | CWS, President (312) 749-3954
1100 N. Central Park Drive | Park Forest, IL 60466

Syngentec System, Inc. | Joseph Zehner, MSW | (312) 680-6930
400 E. Illinois Road | Libertyville, IL 60048

Maryland
KBL Group, Inc. | Susan K. Buza, Executive | (310) 594-8731
President | Director

KBL, Inc. | Karen Levitan, Ph.D. | (215) 588-4633
Scientific 

Michigan
ON-SITE | Ken Nardini | (313) 877-2119 after 6:00 | (313) 646-7200
2955 Jackson Blvd | Highland, MI 48150

New York
273 1110 Park Ave

National College Software Associates
Geoff, N.Y. | G. David Gerroon | (516) 917-3307
School of Humanities and Science | Director
Box 6101, North Carolina State University
Raleigh, N.C. 27695

Rhode Island
Cooperative Research, Inc. | David G. Stallings | 400-272-2250
277 Washington St, Providence

Hawaii
Human Services Information System, Inc. | Floyd Bolonio, Ph.D. | (808) 687-6700
201 Chapman Blvd

Georgia
Wendy Gregory, Ph.D. | (404) 450-1906

Services Available
Consultation on feasibility and information system planning. Provides help with accountability, forms & report design, decision support systems, data-base development, software selection & evaluation, training staff to use computer systems, design micro and mainframe computer experiences.

The SOD team of human services/computer professionals help you with ready-to-use SOFTWARE exclusively for nonprofits. Fund Accounting, Donor/Receiving, Client Data, Management, Mental Health Client Tracking, Statewide Networking, Transportation Scheduling, Cargo Matching.

Services to help you use information, technology, and systems as professional resources. We work for you, with you, we help you do it yourself.

ON-SITE offers consultation; information system planning; training, workshops; hardware and software evaluation.

Producers of AMBS - flexible off-the-shelf software for hospital social work and discharge planning departments. Customized programs are also available.

A non-profit, educational, software service of North Carolina State University, the Clearinghouse develops and distributes low-cost programs for both IBM and Apple Macintosh computers. Offers them in a 440 computer package and Community Mental Health Simulation. Write or call for a list of programs available.

A developer and manufacturer of numerous software programs designed to operate on popular microcomputers. The programs are fully supported, documented and delivered in hundreds of locations. Programs include: Exceptional Child Assessment, Psychological testing (eg MMPI) office management (eg billing/insurance forms) or Assessment (eg psychosocial histories)

Consultation for Human Services, feasibility studies, training, designs, dev.

CUSNet Network Newsletter, Winter/Fall 1987

The above listed advertisements represent no endorsement or favorable review by CUSNet. When choosing a consultant, remember the standard advice: (1) talk to more than one consultant; (2) obtain several comparable bids, and (3) ask for several recent clients and talk to them about their satisfaction.

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

<table>
<thead>
<tr>
<th>Service</th>
<th>Rate per issue</th>
<th>Rate per year (4 issues)</th>
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<tr>
<td>under 15 words</td>
<td>$ 5</td>
<td>$18</td>
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<tr>
<td>under 45 words</td>
<td>$ 10</td>
<td>$35</td>
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<tr>
<td>under 150 words</td>
<td>$ 20</td>
<td>$70</td>
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<tr>
<td>under 450 words</td>
<td>$ 40</td>
<td>$140</td>
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<tr>
<td>over 1500 words</td>
<td>$ 120</td>
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Space Advertisements
Ad space is available in the CUSNet Newsletter at the following rates:

- one eighth page in one issue = $15
- one half page in one issue = $45
- one full page in one issue = $90
- three fourth page in one issue = $360
- one whole page in one issue = $50

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

Mailing Labels
Mailing labels are available at the cost of $5 per label.
To Use CUSSnet
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Net/Node: 508/14
Board # = 31637615363
Sysop: Mark Mazeland, EDG Manager, FIRA, Remmenden Holland
Description: I am working as EDG manager in Amsterdam at FIRA (the Dutch Association of Citizens Advice Bureaux). In our center we project to combine three activities:
1. Building a Videoex (videoex) information system in Dutch. It contains social information both for the social advisor and other workers in the welfare area, and for the layman;
2. Integrating the use of (micro-) computers in the daily work of our workers in the local branches, including information retrieval and storage, and the more general functions like word processing and so on (we try to do this by doing research on the actual needs of training of local staff and provision of hard- and software)pletat; and
3. Stimulating the development of very much needed specialized software by skilled organizations, Concerning our (complicated) tax system, social security system, and other applications that can be useful from our local staff from a lot of arithmic and paper work for the client. I hope to engage the discussion of the 1993 in the subjects in the CUSSarea.

To start a CUSSnet Node, call Steve Ice in Seattle at 206.442.2430.
Human Service Computing in several countries—A tourist perspective by Dick Schick

Throughout this year, Stuart Toole (the U.K. chair of the HUITSASS) and colleagues I have been involved in workshops and discussions in several countries. The intent of the visit was to contact those interested in human service computing and to promote their work. We had a series of workshops in England and discussions in several countries. The intent of the visit was to contact those interested in human service computing and to promote their work.

VideoSystem: The first was a videotex system at the FDTR, a government research division in Sweden. This videotex system is similar to videotex systems in several countries in that it allowed people in their homes to use a public database and change to other channels by using menu systems which present information on a variety of subjects. The FDTR had set up a separate videotex system called "Freedom" which could also send their messages through the system. Eventually, they hope to be able to have users send mail to agencies using the system. The use of the videotex system to date has been agencies updating themselves on the latest news and regulations and agencies visiting other agencies. The system is considered successful, but it seems that the funding which started it is about to end. The government has indicated they will not continue funding it. The government and the agencies and the government incorporated in a government department which is responsible for media.

Multimedia Data Collection System: Hans de Jong and some agency personnel and other Europeans of the same system he was in charge of. It was operated by a "superphone" which was equipped with an electronic mail portion of selected information from approximately 180 agencies and presented statistical reports back to the system. The system seemed similar to systems that local United Way may be in the United Kingdom, but more expensive than the U.S. Tom Tossa"in a small town in Canada, there was a computer for only our stay, an avid computer user and had the latest in public-domain software. Tossa's address is: Van Oost braakstraat 17, 9052 MA, The Netherlands.

The first major problem with computing in another country was that the way we thought of the language was foreign. Application software, such as dBase menus, must be written in Dutch. Many users would not understand what was happening on the screen. This is even more true in non-urban areas. And, some programs are more culturally dependent than I had envisioned. For example, the phone directory search in Dutch cannot be accessed by anyone who is not familiar with the language. Many of these adjectives were unfamiliar to those of us who were going to work in this area. It was necessary to learn the language in order to use the software.

Another observation concerns the importance of those in the human service computing field in the preparation for computing in another country. The first major problem with computing in another country was that the way we thought of the language was foreign. Application software, such as dBase menus, must be written in Dutch. Many users would not understand what was happening on the screen. This is even more true in non-urban areas. And, some programs are more culturally dependent than I had envisioned. For example, the phone directory search in Dutch cannot be accessed by anyone who is not familiar with the language. Many of these adjectives were unfamiliar to those of us who were going to work in this area. It was necessary to learn the language in order to use the software.

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The issues of security and privacy were important to the English people and to the American people during the occupation in WWII. In fact, security and privacy was the most important human service computing issue we encountered.

Amsterdam was especially interested in CUSNet. Many of the human service people were aware of CUSNet. The local FDTR had been approached by a micro club with thousands of Dutch members. Establishing a CUSNet section in Amsterdam was the next step to get them connected. The node is now operational as of 5/14/94.

### Articles, Reviews, and Reports

The IASSW was especially interested in working on curriculum issues related to computing and is presently in the process of presenting many office functions.

We found much interest in the United Nations especially in software for social development in third world countries (c/o Bureau for Social Affairs and Work Agencies, V.O.C. POB 700, 1-A400, Vienna, Austria). The location of the U.N. in Vienna along with other international and national perspectives on human service computing.

Two important contributions to social service computing were Welfare Research & Training (c/o Helmut Winterberger Bergasse 17, 1090 Vienna) and the International Association for Research in Social Service (IASSW), Palais Palat, Josipls Platz 6, A-1019 Vienna, Austria and Monska Vysoky, Silesia (activities section of this issue).

Great Britain:

**General Impressions:** The first thing you notice about multimedia is that it is expensive. It can also almost be double that in the U.S. For example, at a local office supply store in Bromley, England a package of 100 MB floppy disks were over 14.99 each. Rock bottom prices were over one dollar per disk, which is over twice the U.S. price. Not only were the prices much higher, but the quality was much lower. Unexploitable imports seem to be heavily taxed, or for some reason other than us, there are only the cheapest of systems to have in England. I see a substantial lack of development, especially at the hobbyist or home level computer. For example, in Cardiff, a metropolitan area in South Wales, there are only one or two more computer stores and primitive by U.S. standards. I don't know why things are so expensive, but they are not what you would expect to find in a developed country, especially Wales. Luckily, Cardiff has Walt Davidson, who set up an excellent FDTR on line service.

Despite the costs and the primitive support system, some interesting applications exist. I somewhat agree with Stuart Toole's observation that there is a tendency for people in the U.K. to develop applications that are ahead of their time. When you think about it, it makes sense. The only way to be on the cutting edge is to work on something else. It takes the U.S. or Japan to translate what the British have demonstrated into consumable products.

Most social service personnel do not have the entrepren- neurial spirit. The social service sector in the U.K. has too much going on to summarize in a brief report. See the Activities Section in this newsletter for more details of U.K. projects.

Austria:

Stuart Toole and I met with many organizations in Austria in their offices. We attended a conference where we hooked a special tour to a "romantic 5 day visit to 2 Vienna". It wasn't really romantic at all. The weather was cold and it was called "cold and snowing." The only relief from work and the cold was in the pubs, restaurants and coffee houses. We can report back that Viennese coffee is excellent and more expensive. The conference was coordinated by Vera Mehta, the Secretary General of the International Association of Social Workers (IASSW), Palais Palat, Josipls Platz 6, A-1019 Vienna, Austria and Monska Vysoky (see activities section of this issue).
Human Service Computing in several counties-A tourist perspective by Dick Sch. 

Throughout this year, Stuart Toole (the U.K. chair of the HURST conference) and I went on a speaking tour to several countries. The intent of the visit was to contact those interested in human service computing and to promote their papers and presentations. We particularly targeted the Information Technology Application (HUSTA) conference to be held in Birmingham, England. We were particularly unfounded, since we had to work overtime whenever possible and we wish to again thank our hosts for their generosity. We also wish all the language of computing is in English and the standard in Micron is in MS-DOS. It was nice to visit a number of MS-DOS disk drives and demonstrate a human service software without problems. Below are our observations:

Netherlands: Hein de Graaf, the Research Director of a federally funded, but independent research center, had arranged the agenda for our Sep 8th visit. He had a number of things to do, but he could be contacted via the Dutch node of CUSNet (508/144) or at 010-250 624. His going to a co-op in the Netherlands. I also had a chance to meet Albert Visser, the Netherlands CUSNet coordinator (see back cover) who has written an essay on curriculum issues with his colleagues.

General Impression: The people we met in the Netherlands were fairly sophisticated in their use of the computer and immediately known to what software we brought with us. They seemed to have Dutch IBM compatibles which were quite different from what we experienced in the United Kingdom, but more expensive than the U.S. Tom Tossia, a German software developer, told me that he had put on an IBM for a stay, was an avid computer user and had the latest in public domain software: Tom's address is: Van Ostadestraat 22, 1072 CL Amsterdam. The first major problem with computing in another language is that there are no technical papers (such as the dollar sign) are not programmed for special purposes in the local language. Even though many people in Amsterdam read English, they do not understand the language or writing the same papers in English. Application software, such as dBase menu, must be written in Dutch. Many of the technical papers we brought with us were not available in the non-English areas. And, some programs are more culturally dependent than I had envisioned. For example, Mind Prober was written in English, but has no language processing for other languages. Many of these adjectives were unfamiliar to those with no English language program.

Another observation concerns the entrepreneurial attitudes of those in the human service computing field in the Netherlands. These people are very interested in the power of the computer and were seeing the obvious need for software, training and systems. They are particularly interested in the need for computer system development and training, the increasing costs in social work services resulted in this entrepreneurial spirit.

The issues of security and privacy were important to the people of the Netherlands during the occupation in WW II. In fact, security and privacy was the most important human service computing issue we encountered.

Amsterdam was especially interested in CUSNet. Many of the human service people were familiar with CUSNet. The local FIDONET is operated by a micro club with thousands of Dutch members. Establishing a CUSNet section in Amsterdam is the next step to get them connected. The node is now operational as 508/14. We have used CUSNet Newsletter, Summer 1984.
applications in the U.K. and the U.S. seeing first hand what has worked and what has failed.

They also have problems in Israel, some unique and some common. One big problem is developing the user interface in Hebrew, which has a script. For Hebrew, but not for the Hebrew versions of software, they must either go local with software or wait until foreign licensing is available. This can never be more with popular microcomputer software, such as dBase III. We saw many systems. Most were very good, but they were better at performing basic tasks. Given that the systems are small, the expertise level is lower, the performance, in general, can be expected to be less. Some new research and new systems development is coming out of Israel over the next several years. Their major goal is to establish a healthy psychological computer science program.

Czechoslovakia

Czechoslovakia is a small country of about 15 million people. Human service computing is presently hampered by the lack of good reliable hardware. The problems with language are extensive. Each of the population does not speak English, although they may speak other languages. They humorously stated that some Czechs were bi-lingual, since they could speak Czech and German.

The psychiatric and psychological professions are in the forefront of information system development. Social work in Czechoslovakia is not a University trained profession but consists of paraprofessionals with on the job training. The expertise level of the people I met was good. They are avid readers and have read about much of what was happening in the East and West. The small size of the CUSNet electronic node, but have no MS-DOS clients with which to begin exploring the feasibility of such a node. The microcomputer revolution may well affect Czechoslovakia, but the Czechs have a long history of being in the forefront of mechanical technology. They seem eager to join in the electronics revolution.

Summary

When people interested in human service computing get together, they talk about what they are doing, what they want to do, and what they think about the whole thing. In our conversations we had some questions which were almost identical in every country we visited. Countries do have some unique questions, but the underlying, or unique ways that bureaucracies operate. Most professionals were in the phase of despotism trying to find the money to get good hardware. We found that the computer was not yet ready for the U.S. several years ago. The problems with the availability of low-cost microcomputers is still a problem. Systems will be inconsequential compared to the problems involved in creating more sophisticated and complex decision support systems on existing computer systems. From here on we will only focus on the social work profession in each of these countries. Our focus is on the Social Work profession.

Berlin

From this biggest school of social work many impetus went out, initiated by Prof. Jochen Brauns and Prof. Dr. David Kramer. In 1970 150 students at Berlin school. They organized the 1983 conference. Berlin was the first school to have their own IBM-PC AT for education and continuing education. The present school is 2000 Hamburg 90. Germany.

Emden: As a sociologist who has experience in computers and social work, he held courses in Information Technology for social work students. He was involved in the development of the A0 Apple II, that are replaced now by 10 new IBP-PC ATs. One or two more months are getting interested. Contact: Prof. Dr. Ursula Koch, Fachhochschule Ostfildern, Constantiadipl. 4, D-2970 Emden, Germany.

Hagen: D. Hasenratter at the Hagen school of public administration has developed a software (proso) to calculate health costs. He had already at the computer 1 year-study in the social service administration at Bremen. Contact: Prof. Dr. Hasenratter, Fachhochschule für öffentliche Verwaltung, Elsper Str 62, 41127 Düsseldorf, Germany. Schmidt, Gesamtschule Land und Stadtgemeinden, Kirschenhauptstr. 20/5, 40145 Düsseldorf, Germany.

Frankfurt: From the Frankfurt school of social work are developing social software that is meant to counterpartance institutions in the position of those that so far had to pay the social cost for, technical, economic and social change. B. Kischelner, A. Hofmann, and U. Staschel developed the software (SOLODI) especially for social workers, clients, and students. The program does not give information, it only gives information. There is no network intended. Contact: Prof. Dr. Branka Heuer, Gesamthochschule, Fachbereich Sozialpädagogik, Limesweg 9, D-6000, Frankfurt/Main, Germany.

Renz: Extensive new reactions against computers or curricular efforts to introduce computers are nonexistent. The political decision has been made by the Minister Schmidt-Hackenberg, Teckstr. 31, D-74107 Stuttgart, Germany.

Bern (Switzerland): R. Brack from the Bern School of Social Work is introducing computer systems for local social workers on computers. Mrs. Brack is already a member of the Swiss computer association. There is no lack of research, but rather at least a current interest. Contact: Ruth Brack, VSSA, Falkenplatz 2/4, CH-3012 Bern, Switzerland.

Current Developments in Israel

Mensch M. from the Inst. Prof. School of Social Work, Bar-Ilan University, Ramat Gan 52100, ISRAEL.

Computerization in the Social Services here is steady since they could develop their desired batch, hotel and interactive systems, and micro and mainframe systems. Most in the Computer Field. Systems could be classified into 4 types:

- Micro batch
- Hotel batch
- Micro interactive
- Hotel Interactive

The Probation Service is currently finalizing a type 2 system. It provides the Probation Officer with comprehensive data for a number of the cases, covering the probation officer suggestions. The system does not support the type 3 system which supports the court system. The type 4 system is being developed and is being considered for the court system. It is operating now on a day to day basis.

The question of social insurance which is steadily expanding its system for the Rehabilitation Service. Another type 3 system is the development of a microcomput¬erized database for the Social Insurance System. The system has been developed and software has been chosen (macintosh), and hardware is being acquired for the test sites (IBM). Data entry and retrieval are being handled themselves, hands on, without any go-betweens.

The Department of Mental Health in the Israel Defence Forces (IDF) has completed the trial runs of its system which is being developed on the IBM-3033 with a configuration of type 2 and 4.

Educational activities are increasing. The Bar-Ilan and Tel Aviv University schools of Social Work are both offering courses in computerization at the BA level.

A Microcomputer-Based Cognitive Rehabilitation Programme for the Severely Head-Injured by Salond H. Cuny, PhD, D. Reintz, P. Peron, G. Lanzinger, H. R. Ackermann, and H. Bühler, Universitätsklinikum, Stiok Lane, Stapleton, Bristol, England, BS16 1GT

Note: This work is being supported by the Frances and Augustine Newman Foundation and the Head Injury Recovery Trust (H.I.R.T.)

A microcomputer-based cognitive rehabilitation pro¬gramme has been developed for a severely head-injured patient to make as full and if intervention begins shortly enough his integration into community life possible. Patients enter the programme either as soon as possible after the trauma (usually upon emergence from a coma) which may be several years after the injury. The basic idea of the cognitive rehabilitation is to exploit the structure of the patient's set of stimulating and intellectually challenging material designed to exercise the more general aspects of cognitive functioning under controlled conditions. This involves attentional control, impoverished memory, slowwerness, logical processing speed, and a large number of other tasks both theoretical and economic – it was decided that the material should be presented by a small, relatively inexpen¬sive microcomputer.

One of the primary factors influencing this decision was the desire to design a rehabilitation programme that could be primarily home-based. In this programme the patients have, purchase or are loaned a relatively inexpensive micro¬computer based on an IBM or IBM-compatible (Target (or Master) and the necessary peripheral equipment (a high resolution color monitor, a printer, and so on). This system has been developed that allows each of the remote machines (if the patient's home) to be linked to a central computer at the rehabilitation centre, and the software in the central computer and the services of a rehabilitation centre. The network system provides both continuous control over the programs being run, via a video monitor, and monitoring of the patient's performance. The system is designed so that the telephone link is only connected for the transmission of data. The telephone link was designed in such a way that telephone charges do not become unreasonable for reasons of economy, but rather at least a current interest. The whole system provided a more or less direct result of a large clinical research project on the electrophysiology of closed head injury. These series of investigations provided insight into the nature of different process which occur in the brain and how one patient's brain is operating at any point in time and what is happening in each functional level as a result of therapeutic intervention. One of the unique aspects of this particular approach to 'cognitive rehabilitation' is the use of electrophysiological procedures to evaluate the efficacy of treatment.

The overall goal of this rehabilitation is to improve the quality of the patient's attention and the satisfaction of his or her interaction with the world. It is important to note that this technique appears to provide a pattern of deficient and low frequency that is present both in acute and chronic conditions associated with nearly all head injuries. For example, most head injury patients display some degree of fatigue, impaired short term memory, decreased motivation and slowing of both thought and action. The system provides a considerable 'general not only that they are nearly universal – but that within each of these deficiencies permeate
applications in the U.K. and the U.S. seeing first hand what has worked and what has failed.

They also have problems in Israel, some unique and some common. One big problem is developing the user interface in the Hebrew. For Hebrew, there are versions of software, they must either go with local software or wait until foreign translation is possible. This can take a year or more with popular microcomputer software, such as dBase III. We saw many problems. Most of the problems are caused by performing basic tasks. Given that the systems are small, the expertise level is high, it can be expected that some good research and new systems development coming out of Israel over the next several years. Their major goal is the health care reform. Israel will hopefully be hopping into CUSNet this Fall.

Czechoslovakia: Czechoslovakia is a small country of about 15 million people. Human service computing is presently hampered by the lack of good reliable hardware. The problems with languages were eliminated in each of the population does not speak English - although they many speak other languages. They humorously stated that some Czechs were bi-lingual, which we could speak Czech and German.

The psychiatric and psychological professions are in the forefront of information system development. Social work in Czechoslovakia is not a University trained profession but consists of para-professionals with on the job training. The expertise level of the people I met was good. They are avid readers and have read about much of what was happening in the East and West. Many of them are setting up CUSNet electronic nodes, but have no MOS-DOS clone with which to begin exploring the feasibility of such a node. The microcomputer revolution has reached Czechoslovakia, but the Czechs have a long history of being in the forefront of mechanical technology. They seem eager to join the electronics revolution.

Summary:

When people interested in human service computing get together, they talk about all sorts of things that are of interest to them. We had some conversations which were almost identical in every country we visited. Countries do talk about their particular situation, funding, or unique ways that bureaucracies operate. Most professionals were in the phase of despondently trying to find the money to get good hardware. Not one of the institutions we visited was competitively funded by the U.S. federal government. We learned that the problems with the availability of hardware in the various countries were in the beginning so inconsequential compared to the problems involved in creating more sophisticated and complex decision support systems, or computer based clinical decision support systems. Hence almost all professionals in the countries we visited are struggling with the finding of the money to purchase the computer systems. What is important for what decisions and how to best represent that information in a computer so that it is most useful to practitioners? Concerning these problems, it is important to take an international perspective, so that one's research is relevant in other countries. For example, in constructing a knowledge base, it may be important to structure the knowledge to make it as culturally independent as possible. That may be the best way, but we need to be thinking in those terms to aid technology transfer. Also, in constructing a knowledge base, it may be important to structure the knowledge to make it as culturally independent as possible. That may be the best way, but we need to be thinking in those terms to aid technology transfer.
and diminish all levels of cognitive activity. It is primarily these 'general' defects that we are attempting to remediate with our microcomputer-based 'cognitive' training programmes.

In practical terms the cognitive rehabilitation project has benefited from the cooperation of the following:
1. Complete and accurate monitoring of each individual patient's performance from the first time they use the system.
2. The performance monitoring permits the continuous evaluation of progress for each patient and thus facilitates the tailoring of the rehabilitation programme to the specific patient.
3. An increase in the number of patients that may be dealt with simultaneously, which increases the effectiveness of management due to points 1 & 2. The use of the computer system for the remote links ensures that the thin facility could be available to serve patients wherever there is a need.
4. Although the criteria for efficacy of the rehabilitation programs may not rest solely or predominantly on patient progress on the training material; there are nonetheless some very important questions that can be answered by close examination of the individual patient's progress during rehabilitation. The system has been designed to provide this information.

The Impact of Information Technology on Decentralization of Services.

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and diminish all levels of cognitive activity. It is primarily those general defects that we are attempting to remediate with our microcomputer-based 'cognitive' retraining programme.

In practical terms the cognitive rehabilitation project has benefited from the network in the following ways:

1. Complete and accurate monitoring of each individual's performance from the first to the last time they use the system.
2. The performance monitoring permits the continuous evaluation of progress for each patient and thus facilitates the planning of the rehabilitation programme to the specific patient.
3. An increase in the number of patients that may be dealt with simultaneously, which will result in an increase in the effectiveness of management due to points 1 & 2. The use of a computer network for the remote links ensures that the this facility could be available to serve patients wherever there is a computer terminal.
4. Although the criteria for efficacy of the rehabilitation programme rest not solely or even predominantly - on this progress on the training material; there are nonetheless some very important qualitative criteria that can be answered by close examination of the individual patient's progress during rehabilitation. The system has been designed to provide this information.

At the time of writing the 'network system has been operationally tested. The performance of the performance of the system affirms it to be effective and practical solution to the problems of managing a home-based rehabilitation programme.

The Impact of Information Technology on Decentralization of Services. by Mike Hooker, Director, Public Sector Deparment, POB S. County Hall, St. Ann's Crescent, Lewes, East Sussex, BN7 1SW

Background

East Sussex took the decision to decentralise its social services to a network of patch teams in 1981. East Sussex covers an area of approximately 92,000 acres and has a population of approximately 461,100, over 80 per cent of whom live in urban areas. Decentralisation resulted in the establishment of locally based social services teams each covering a small area of the county; originally organised into 11 areas within two divisions plus a central administration.

Responding to change

The creation of a decentralised organisation raised a number of issues including the new demands and control. It was apparent that management needed to be much tighter and more information was required at a local level. In response to these needs, the authorities were committed to a dual strategy that:

1. Developed the existing data base and home help systems to the fullest possible extent;
2. Took full advantage of the rapidly developing computer technology.

On the basis of the knowledge that was obtained from the evaluation of the intelligent terminals, it has been possible to create a computer/communications network linking county hall with divisional and patch offices.

Some of the potential pay-offs are:

1. Up-to-date management control information will be available to all managers simultaneously.
2. The facility to monitor in detail the department's financial activities, handling payments, billing, and accounts and performing budgetary analysis.
3. Improved personnel management, drawing on data covering staffing levels, vacancies, use of overtime, absenteeism rates and sick leave.
4. Word processing facilities increasingly used by managers and practitioners for letters, reports and maintaining a system of filing and retrieving of patient data.
5. Sharper analysis of consumer demands and service provision in a manner that will provide details of areas where information specific to that area is required, and, at the senior management level where aggregated information is of greater value to the decision making. This includes demographic information, day case statistics and the monitoring of statutory case reviews.

Further Developments

There are now a number of very promising developments which are being applied both to the mail handling and viewer data system is currently being piloted and will in due course be made available to the department's network as a whole. In addition to the advantages of electronic mailing - messages and information can be relayed in seconds - the viewer data system will provide easily accessible update of critical departmental information, such as who's who, salary scales and mileage allowances.

Following the introduction of the local authority's new computer systems and printer for senior officers for a trial period, this facility will over the next two years be made available to all staff within the team to providing direct access to mainframe systems including electronic mail and viewing of the existing computerised micro-computing facilities such as a spreadsheet and chart

The terminal will enable a manager to have a whole range of information at its fingertips, with the ability to manipulate and transfer data. It represents a significant move away from a closed information environment and control by specialist administrators to an open environment, and is in keeping with major developments in the computer technology in recent years.

Experience has proved that it runs services effectively local managers must have local control and the effective local services be flexible and can be on the fly in flexibility within local budgets.

An approach to computing has allowed pilot attempts in certain areas to break down the traditional local authority bureaucratic system and restructure it in such a way as to encourage local managers to shift money around without the need for constant reference to someone else in the hierarchy with a central team and team manager has vacancies in old people's homes he can release the staff, staff suppliying staff to helping people in the community. The intention is to establish pilot team budgets over the next two years.

An approach to computing has allowed pilot attempts in the ICT sector to break down the traditional local authority bureaucratic system and restructure it in such a way as to encourage managers to shift money around without the need for constant reference to someone else in the hierarchy with a central team and team manager has vacancies in old people's homes he can release the staff, staff suppliying staff to helping people in the community. The intention is to establish pilot team budgets over the next two years.

The main social workers determine (on the basis of what they think the client needs) which resources should be made available. They do so largely in consultation with the people they work with, who in commerce and our personal lives would not be tolerated.

We have, therefore, developed a micro-computing system to compare assessments of client needs with the range of services that are currently cost available and we areble to complete. These will be used to access the mainframe computer and also provide local micro-computing facilities.

INTERACTIVE VIDEO IN THE EDUCATION OF THE DEAF* from Christopher F. Vass, National Deaf Children's School for the Deaf, West Costes, EDINBURGH EH12 5JJ

This interactive video (IV) system is based on the Philips Professional Laservision video-disc player, the BBC micro-computer and the VDU screen. The software and computer system are based on commercially produced laserdisks.

There is a powerful educational potential for the IV system. The hardware requirements for the interactive video system is quite simple and straightforward. You need the following:

1. The VDU or video disc player.
2. A BBC micro-computer with the option of a text or speech decoder.
3. A laservision monitor.
4. RS232-C cable to connect the BBC microcomputer with the Laservision player.

READER'S PERSPECTIVE ON IV PROGRAM

The first frame, the 'Reading and Comprehension', IV program is based on the story of Iyor, the Engine, the popular children's television series from the BBC. Children's favourite programmes (BBC Enterprises). Deaf children prepare the framework and the slide viewer. The slides are then transmitted by the video disc player to the predetermined times and for each scene the video micro-computer stops the Laservision player to allow the child time to read each sentence before proceeding to the next scene. After a short session of video play together with appropriate subtitles, the micro-computer stops and displays a storyline containing all the subtitles used so far without the video background. The next scene then displays in reading without visual component and this is followed by each scene until all the slides have been viewed.

If the deaf child gives an incorrect answer, he is given the storyline before answering the question again. If the child has answered correctly, he is taken back to the beginning of the video sequence together with appropriate subtitles and the storyline will continue. Should he fail to answer the question the third time, he is then shown the answer straight away. When the child gives the correct answer, the Lavision player shows either a still picture or a dynamic moving sequence relating to the correct answer given together with the appropriate subtitles. The Lavision player will control the deaf child to direct his participation in reading. Colour. That is the very link between language and action. As Seymour Papert's ideas are not ideal for use in education, teachers of the deaf are unable to create the right kind of environment for many things including the use of colour, the use of words, the use of the passive voice. Interactive video in this particular case can be used to help teachers in their work of teaching the deaf to show deaf children the concept of time. The particular program makes use of white boxes containing both the auxiliary verb and the verb but using different colours for the appropriate tense as well as the passive voice. The coloured texts work together, read and blue in the future, present, past and the passive voice respectively. The micro-computer instructs the Laservision player to provide a blank picture containing the subtitles of the sentence in the future. Deaf children are able to see the sentence written in the future tense together with a blank video picture so that they realize that something is going to happen. When the (SPACE) bar is pressed, the micro-computer instructs the Laservision player to display the sentence written in the present tense, and the action of the event together with a subtitle written in the present tense. The child is able to see the dynamic link between the language medium used, the information written in the present tense and the action of the event. As soon as the event is finished, the micro-computer instructs the Laservision player to display the sentence together with a frozen scene of the event implying to the child that the event is now completed and is now in the passive voice. The child is invited to press the (SPACE) bar. The passive voice where applicable. It is not possible to display the whole passive voice text. The child is invited to press the (SPACE) bar. The passive voice was chosen because it was the least possible way of displaying the passive voice. The child is able to see for himself the way the text is written in the passive voice and relate it to the picture. This particular program initially has produced great excitement from teachers.

INTERACTIVE VIDEO DICTIONARY: Deaf people find reading difficult because of 45% of the vocabulary is made up of words that use prefixes and prefixes that use prepositions. Dictionary is the only way of looking up ideas and demotivating tasks of looking up words in dictionaries. Not only relatively easy but also way of accumulating the way these prefixes work together. The way the system is written on the VDU (visual display unit) provided from the floppy via the micro-computer. When he comes across a word that is known, he can press the (SPACE) bar and the contraction indicator under the uncorrected word and then press another button and a micro-computer instruction will be transmitted. The Laservision player to provide the appropriate picture and/or a sequence in sign. The reading materials selected are from the micro-computer. When a micro-computer instruction is prepared in textform and placed on floppy discs together with the appropriate graphics. The way the system was commissioned so that the laserdiscs contained either photographic stills of graphics of the nouns together with the English vocabulary. The material selected is a Free English which is based on BSL but available in English text together with various marks to indicate tenses of verbs etc.

CUSB Network Newsletter, Summer 87
The interactive video dictionary can be used as a powerful interactive reference manual which should appeal to parents of deaf children wishing to use total communication. There are two ways of developing this unique, one way an excellent interactive video system or to use it linearly with a domestic Laserdisc player for the BBC's 'About Us' relationship between language and action and that much more work in providing many different application of interactive video in the education of the deaf is needed. Interactive video is the most ultimate medium for use in the education of the deaf.

INTERACTIVE VIDEO DICTYONARY PACK. This pack will contain a custom made laserdisc containing the signs for over 3000 words in appropriate context. The pack will also contain 2 books: 1- A complete set of LINK-UP series books 1-5. The appropriate floppy disk. Please standard a 3 1/2 inch floppy disk double sided.

You may order this pack for research and evaluation purposes. Price: 150 pounds (about $229 dollars).

INTERACTIVE VIDEODICTYONARY PACK. This pack will contain one of 'BBC Children's Favourites: laserdisc and one floppy disc. Please state 40/80 track / single or double sided.

Price: 75 pounds (about $112 dollars).


Kogan Page: London.


REGISTRATION OF COMPUTER APPLICATIONS from Joy Reardon National Health Service Register of Computer Applications, Regional Computer Applications Coordinator, Union Lane Chesterton, Cambridge, England CB4 1RF

Description: The NHS Register of Computer Applications is a central register of computer applications used or under development within the NHS. Information on transferable applications is of particular interest to the English Regional Health Authority where the Register is maintained.

The Register of Computer Applications is in three sections: PRIMARY, SECONDARY, and TERTIARY. To be on the PRIMARY Register, an application must be of a regional nature, be capable of being transferred, fully documented, supported, maintained, operational, and transferred to at least one other NHS computer centre. In addition to the application and its documentation should be to a standard minimum quality and should be relatively easy to transfer. It is expected to meet some of the Primary Register criteria. An application which does not satisfy the criteria for inclusion on the PRIMARY Register will be placed on the TERTIARY register for information purposes only. All applications will be given a regional code, agency - department code, function of the software code, computer model code, operating system code, and the availability of the software code.

Regional Managers have requested that the Register should contain details of foreign computer systems that are operating in foreign countries. It is proposed that these systems will be used as an exchange of ideas and information on interactive video systems. However, the principal function of OPEN SOFTWARE LIBRARY is the collection of computer programs designed for health care professionals, and is not intended to be a repository for the distribution of programs designed for health care professionals. The library will register and bank original programs designed by authors who do not wish to publish their software, which they have designed and in a compact disc version which can be included in OUP's medical texts, plus texts from other journals and from other databases.

INTEROPERABILITY. The standardisation under Unix, but there is also a version on a Research Machines Nimbus. It is intended that any international development would be targeted at low cost machines.

The British Computer Society: The British Computer Society is the professional body for computer professionals and is comprised of the Health Informatics Specialist Group, and computer professionals in all health care professions. A section on the OSL BBS is assigned for their use. Here is a sample of one of the BCS files.

MEDINFO - 86: Washington Revisited: Tuesday 2 December 1986; by Connolly Hall, 41 Tavistock Square, London WC1. MEDINFO 86: WASHINGTON 26-29 October 1986 the fifth triennial event of the International Medical Informatics Association (IMIA), a special interest group of the International Federation for Information Processing. The conferences are held to provide a forum for the presentation and exchange of information relating to health care applications in information technology. It followed the progressively successful events at Stockholm, 1974, Tokyo, 1978, and now at Washington. The World Health Organization presented a scientific exhibit showing some of the latest applications in health care and this was well attended.

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The interactive video dictionary can be used as a powerful interactive translation tool which should appeal to parents of deaf children wishing to use total communication. There are two ways of developing this visual tool, one way is an excellent interactive video system or to use it linearly with a domestic Laserdisc player and a video camera. It is a relationship between language and action and that much more work in providing many different applications of interactive video in the education of the deaf is needed. The second way of using interactive video is the most ultimate medium for use in the education of deaf children.

INTERACTIVE VIDEO DICTIONARY PACK:
This pack will consist of a custom-made laserdisc containing the signs illustrated on a laserdisc and possibly floppy disks. The laserdisc will contain at least 150 words and pictures associated with these words. The laserdisc will be a complete set of LINK-UP series books 1-5. The appropriate floppy disks. Please state any special requirements in the space provided on the order form. You may order this pack for research and evaluation purposes. Price £500 (about $229 dollars).

RESEARCH TOWARDS COMPREHENSION PACK:
This pack will consist of one 'BBC Children's Favourites'; laserdisc and one floppy disk. Please state 40-80 track / single side, single side added. Price £75 (about $112 dollars).


NHS REGISTRY OF COMPUTER APPLICATIONS
From Joy Reardon National Health Service Registry of Computer Applications, Regional Computer Applications Authority, Union Lane Chesterton, Cambridge, England CB4 1RF

Description: The NHS Registry of Computer Applications is a central database of all computer use or under development within the NHS. Information on transferable and under development systems is held at the English Regional Health Authority where the Registry is maintained.

The Registry of Computer Applications is in three sections: PRIMARY, SECONDARY, and TERTIARY. To be on the PRIMARY list, an application must be capable of being transferred, fully documented, supported, maintained, operational, and transferred to at least one other NHS computer system or acquired by another NHS computer system. An application and its documentation should be to a standard transferable format and be of a high enough quality to be expected to meet some of the Primary Registry criteria. An application which does not satisfy the criteria for inclusion on the PRIMARY list will be placed on the TERTIARY Registry. The TERTIARY Registry is for applications which do not meet the criteria for the PRIMARY list. A complete description of the transferable system or product and its documentation should be submitted. A complete transferable system is defined as one that is fully documented, supported, maintained, and available. The Registry of Computer Applications has the following Division: DESCRIP - Technical and Operational Services, Information Technology and Library. The Registry of Computer Applications is part of the Information Technology and Library.

OPEN SOFTWARE LIBRARY

By David Mckee

The Open Software Library is available for free on the World Wide Web. The Open Software Library is a wonderful resource for health workers involved in the use of microcomputers. Initially, the main function of the library was the distribution of health-related software, but with the growing interest in computer use in the NHS and the general expansion of use of microcomputers, OSL has progressed to provide a facility of wider applications to health workers. At our present stage of development we provide a technical database of software programs, agency - department codes, function of the software codes, computer model codes, operating system codes, and the availability of the software. However, the principal function of OPEN SOFTWARE LIBRARY remains the collection of computer programs designed to be freely available and which could be obtained at no cost. This will add to the range of software programs which the library will register and bank original programs designed by authors who do not wish to publish their software. As well as software, we also plan to include OUP's medical texts, plus texts from other journals and knowledge from existing databases.

The library information is distributed under Unix, but there is also a version on a Research Machines Nimbus. It is intended that any commercial development would be targeted at low cost machines.

The British Computer Society: The British Computer Society (BCS) is the professional body for computer professionals. It is the largest professional body for computer professionals in the UK and one of the largest in the world. The society is made up of members, so all computer professionals are welcome to join. BCS is a registered charity.

Research aims:
- To develop an evidence-based model of care for mental health service users
- To develop a web-based tool for mental health service users
- To develop a mobile app for mental health service users

The society is also involved in other areas such as cybersecurity, artificial intelligence, and digital health.

The BCS is a valuable source of information and support for professionals in the field of computing.
and apply dependency assessments. Methods available are the Norton Scale for Pain, or the user can define individual criteria and scoring. The program may also be used as a management tool for those evaluating patient progress. A printer output including simple statistics is also provided.

FORMAT: BIB/C (Disk). SUPPLIER: OPEN SOFTWARE LIBRARY.

Software Title: Pelican/Speak Up/Conflict: This comprehensive program of the behavioural approaches in psychiatric nursing, program 1 shows the use of stimulus/leading to encourage a patient to cross the road safely. The second program imitates the use of "shaping" to encourage a mute patient to talk. Program 3 shows approach in agoraphobia. FORMAT: SPECTRUM 48K (Cassette/Microdrive). SUPPLIER: OPEN SOFTWARE LIBRARY.

Software Title: Afishemia: A fully interactive program for the management and care of a patient suffering from anemia. This package is used as part of a daily workshop which includes; exercises (workbook included) and reflects the philosophy of the 1982 syllabus. It communicates with computers with. It contains a diagnostic, (IG), nursing care, medical treatment and management sections and pre and post test. FORMAT: SPECTRUM 48K (Cassette/Microdrive). SUPPLIER: OPEN SOFTWARE LIBRARY.

TITLE: WARD 13: This is a simple management game for less experienced nurses. No real patient events mean real events on a real ward. Players are divided into 'staff nurses' and 'trainees'. The game takes 8-10 hrs to complete surgically. The time span of the game is one shift. Problems arise throughout the shift and 'staff nurses' must decide how these may be resolved. The 'trainees' must be able to present a solution which can be absolutely right (or absolutely wrong) and solutions presented by 'staff nurses' are judged by a panel of experts but by their colleagues, this allows an element of debate and real life run parallel. FORMAT: BBC/Computer. SUPPLIER: OPEN SOFTWARE LIBRARY.
Net, Inc. is a BBS running on MIST software at Tel. 01382 7960. It has two conference areas of interest to the human services. Both are coordinated by Peter Wingfield, 28 Mile Lane, Park U.K. W11 3L. Excerpts from these two areas follow.

Date: 08/01/87 at 21:00:49
From: Peter Wingfield-St巴菲特 (Peter103)
Subject: ELECTRONIC NETWORKING: ABOUT WELCOME TO 3-WORLD ISSUES
This Conference is a place for PEOPLE to talk / think interactively about issues of International Development.
We want the FOCUS to be Countries where (This is the case) and the CONCERN there want to IMPROVE THEIR "OWN" (lot) in this world.

Date: 02/06/87 at 16:28:21
From: Peter Wingfield-St巴菲特 (Peter103)
Subject: ETHNIC LANGUAGE COMPUTER PROGRAMS
This item is about creating text in languages that are not designated around the 2 A & 1 to 10 alphabetic tradition.

Republic of China: CHINESE A report in Micro User Database Publications U.K. February 2nd issue describes a Workcentre graphics terminal with BAF-Automatic Text Pictogram. Text. There has been other comment about the development of computerization. A Place to Advance University That stems from Republic, a Professor of Chinese at Darwin College. His work has developed with Hatfield Polytechnic; in a novel key, he has developed a project of the various Chinese characters into a computer program to produce a very large font and screen text. This has been a problem with other technical approaches.

ARABIC: Various systems are available for Arabic. I have seen accounts of at least two Windows-based systems for the Gulf Institute in Petroleum: Dharam 1984.

Send a message to NetReach wants to hear about what you are doing and we will try to post up anything we hear about the World from the Networks... both Human and Electronic.

Date: 01/08/87 at 02:41:35
From: Peter Wingfield-St巴菲特 (Peter103)
Subject: ELECTRONIC NETWORKING AMONG DISABLED MEDICATION DATABASE FOR Those NETWORKING AMONG DISABLED GROUPS
This is a group of people with hearing and sight impaired disabilities. It appears to have existed some years and has a Co-ordinator person, to whom interest should at first be addressed.

There is a Directory called DISDIR covering members. It would appear to be the desirable thing to do with members might be maintained, but disabled newcomers are welcome. Members are spread throughout the U.K. and all kinds of help is welcome. The Network uses the BBS: Micro Mail for building a community amongst people of whom can be otherwise very isolated. I am seeking some contact addresses.

Date: 02/08/87 at 22:11:53
From: Peter Wingfield-St巴菲特 (Peter103)
Subject: DISABLED COMMUNICATIONS FOUNDATION Establishment of a Communications Foundation for the Disabled. This organisation exists to help with facilities needed by disabled people. They are members of the HAS/ICOM group on the IS. They are developing a special set of hardware and software systems. One current interest is to bring into touch those who are hard of hearing to help character code Braille system. The other is deaf, and wishes to see the rest of his blind friend. They are just beginning to have some success. They were interested how to do it by Modem & TTY: Contacts: 25 High St, Woking, Surrey. Tel 04862 27844.

Date: 04/15/87 at 19:25:08
From: Peter Wingfield-St巴菲特 (Peter103)
Subject: HANDINET AN EEC DATABASE IN MAKING FOR EQUIPMENT RESOURCES
HANDYNET A Project to Store in a Database a Complete Listing of all Technical devices for Disabled People or all EEC countries. This is a part of a group of projects organised by the European Community Commission and funded by the U.E. Contact Mienne Daniello Rimbert, C.E.E. Place Amboise, Bruxelles 1040.

The Database is a list of things in British equipment. The Database will be held on-line at the European Space Organisatio Computer, at some point any person will be accessible to all ordinary citizens of the EEC directly by the ECHO system.

and apply dependency assessments. Methods available are the Norton Scale and Living, or the user can define individual criteria and scoring. The program may also be used as a management tool for those evaluating patient progress. A printer output including simple statistics is also provided. FORMAT: BCC/ Disk. SUPPLIER: OPEN SOFTWARE LIBRARY.

Software Title: Pelican/Speak Up/Conflict: This is a behavior modification program for the treatment of stuttering. It uses a series of exercises and behavioral strategies in a structured environment. The program promotes increased self-confidence and reduces stuttering behavior. FORMAT: SPECTRUM 48k (Cassette/Microdrive). SUPPLIER: OPEN SOFTWARE LIBRARY.

Software Title: Aphasia: A fully interactive program for the management of aphasia and the care of a patient suffering from aphasia. The program incorporates the use as part of a day workshop which includes experimental exercises (workbook included) and reflects the philosophy of the 1982 syllabus. It contains graphics, diagnostic (ICO), nursing care, medical treatment and management sections and pre and post test. FORMAT: SPECTRUM 48k (Cassette/Microdrive). SUPPLIER: OPEN SOFTWARE LIBRARY.

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Title: English: Spoken English: English course. Learning English, spoken English, learning English, learning English.

Title: Arabic: Arabic is taught using the African version to help Arabic-speaking students. It is taught using the African version to help Arabic-speaking students.

Title: Chinese: CHINESE A report in Micro User Database Publications U.K. February 2nd issue describes a Workcentre graphics terminal with BAF-Automatic Text Pictogram. Text. There has been other comment about the development of computerization. A Place to Advance University That stems from Republic, a Professor of Chinese at Darwin College. His work has developed with Hatfield Polytechnic; in a novel key, he has developed a project of the various Chinese characters into a computer program to produce a very large font and screen text. This has been a problem with other technical approaches.

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Disability information service for Canada

DISC is a national information service for Canada. Limited to the disabled community. Provides BBS, newsletters, computers, books, aids, human rights, employment alternatives, Consultancy service for disabled people and community development. Joining fee $15 Canadian. No membership charges. Available via local datapac. Address: DISC, Walter Dinsdale Centre, University of Calgary, 609, 14th St NW, Calgary, Alberta, T2N 2A1

Date: 05/25/87 at 14:47:24
From: Peter Wingfield
Subject: POSSUMS

POSSUMS are available in several models suited to control BBC Model B: Apple II: ZX Spectrum microcomputers.

The descriptions show a keyboard that will vary in size from normal to large and keys in an arrangement that mimics the English alphabet. This helps people with memory to get to know and hold a key under better control. The system has also software that is designed to support people with sensory impairments to use the keyboard and the computer.

When funding is available, multi-user AT 386 based Unix conferencing systems with large fixed desks will be established in each major city. A gateway will be maintained to FidoNet, both for access to full-text messages, files and Echomail to users operating 'Dutchie' point software. The main services Comfnet will offer are Computer Conferenceing and Email and file exchange for remote type-setting and Desktop Publishing of text files uploaded from word-processing software. But we are also interested in chatlines, multi-player role playing games and services that will encourage non-computer-oriented people to get involved.

Internally, we have established a single line private FidoNet node, currently running Oopus 0.0 under SEADog 4.00, as a preliminary test node. This is accessible to users from numerous users and organizations to become familiar with various aspects of FidoNet and to provide some initial services. As our orientation is towards non-computer literates and we lack technical knowledge, especially with Unix and communications networks, we hope to learn a lot from other FidoNet users. But we also hope to eventually contribute useful services.

PHONE NUMBER: Although we are not yet open to the general public, and therefore do not yet have our phone number listed in the nodetlist where it could encounter the usual problems from numerous BBS users, we would welcome direct file transfers and communications from FidoNet nodes around the world. This can be achieved by simply including the following line in your LISTSERV.CTL configuration: PHONE 631/326 61-3-482.89

PLANNED SERVICES: Two Commnet services almost operational now:

1. 'Community Calendar'- a continuously updated list of activities and dates for public meetings and other events.

2. 'Public Radio News'- a professionally edited daily news feed for Public Broadcasters around Australia. This will have associated with it a discussion forum and a debate and exchange views, and that it will span separate discussion areas on particular topics.

Other services that have expressed an interest in setting up conference topics and interactive back-ups include the Community Arts Network and Community Youth Support

4. An establish a unitary position for the community sector in exploiting computer conferencing and build this up as a counter to the press and TV monopolies.

As Australia's mass media is dominated by a very small group of large owners, we see the potential for computer conferencing to provide an alternative media that is far more democratic and inclusive - allowing users to participate in the media rather than merely consuming it.

We also see computer conferencing as having great potential for breaking down international barriers. At present those potentials are mainly being used by people with a technical interest in computing. But as the availability of hardware keeps falling and the quality of software keeps improving, more and more non-computer oriented people will join in.

Activities in the U.K. and Other Countries

Research at the Polytechnic has involved two human service expert systems projects, one on enuresis management (Enured) the other with Wolverhampton Social Services for child placement. Expert System Enured is a system designed to diagnose, give advice on treatment, assess progress, sort out problems with treatment, and advise on termination for childhood enuresis. It is currently being expanded and rewritten in Prolog. It will also include an automatic writing and have a database and notepad facility for clinical notes. The Wolverhampton Project is a system to advise on a child's needs to get them a better placement and to help advice on the best placement. It will be linked to a database on foster care resources. It is written in KEES with links to a Database using DBASE3Plus. They have also developed a prototype decision support system on Case conference decision tracking. This activities are in sharp contrast to the social work program here in Cardiff and probably elsewhere in the U.K. The social work program at Cardiff has a mainframe terminal which does not work, a mimi which is not working and neither IBM PC which is only used for word processing by the secretaries. Some students receive training in SPSS, but it may be as limited as setting up an SPSS program on a terminal and then not knowing what to do. Before, they can be punched on cards and run. However the school is eager to move forward and the training I did for faculty, students and field agencies was very well attended.

Computers in Psychotherapy

The essential quarterly for clinicians using computers

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

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Volume 7 (quarterly commencing January 1985): $45

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City

State

Zip
14

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Computers in Psychiatry/Psychology

Computer conferencing is an electronic discussion forum for the exchange of information and ideas over a network of computers. This allows people to communicate with each other without the need for physical travel, making it possible to connect with others around the world.

The development of computer conferencing has been driven by the need for faster and more efficient ways to communicate, particularly in research and education. With the rise of the internet, computer conferencing has become more accessible than ever before, allowing people to participate from anywhere in the world.

One of the key advantages of computer conferencing is the ability to connect with others who share similar interests or expertise. This can lead to the development of new ideas and the sharing of knowledge in a collaborative environment.

In addition to its use in research and education, computer conferencing has also been used in various other fields, such as medicine and psychology. In medicine, computer conferencing is often used for continuing education and professional development, allowing doctors and other healthcare professionals to learn from experts in their field.

In psychology, computer conferencing is used to facilitate discussions and learning among students and practitioners. This can include group discussions, collaborative problem-solving, and the sharing of research findings.

Overall, computer conferencing is a powerful tool for facilitating communication and collaboration in a variety of contexts. It offers a unique opportunity for people to connect with others from different parts of the world and to share ideas and knowledge in a safe and supportive environment.
The experienced social worker and doctor take into account at least 40 factors in conjunction with assessing whether removal of a child from home is necessary in cases of child abuse or non-accidental injury to children. However, it has just been reported to the local social workers of a large city that the managers of the newly opened daycare centers have failed to communicate to their less experienced staff their awareness of these factors and the ability to judge their balance in any particular case.

The Decision Priorities System (DPS) software package is being used as a basis for decision making as a basis for training less experienced staff in handling these dramatically difficult problems in the Essex Social Services Department.

The 40 factors are first classified and weighted using DPS. With one case, 7 key factors were first used to screen a child’s situation predominated in the decision. The 7 factors were then considered in terms of 6 criteria established previously with DPS, for exemplification of discernable damage, etc. Additional analysis established threshold points for removal based on the weightings.

DPS was used to guide the practitioners through a diagnostic process which provided general guidance on the cases considered. The interviews which the workers might take were similarly elicited and prioritized using DPS, together with the collection of information. The various responses were appropriate. The system in a more thorough assessment of risk in the case at hand, aids in explaining supervisors to train less experienced staff, and helps make case meetings more focused and productive.

U.K.: LAMASC Social Service Application Group: from Ian Robertson, Senior Consultant. LAMASC (Local Authorities Management Support Association) proposed the establishment of agreed standards in terms of both social work and the treatment of the social work function. An informal group worked to resolve the existing uncertainty about social work methods. The establishment of agreed standards in terms of both social work and the treatment of the social work function. An informal group worked to resolve the existing uncertainty about social work methods.

LAMASC is bi-equal to our Association of cities and counties. LAMASC is bi-equal to our Association of cities and counties. LAMASC is bi-equal to our Association of cities and counties. LAMASC is bi-equal to our Association of cities and counties. LAMASC is bi-equal to our Association of cities and counties.

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The experienced social worker and doctor take into account at least 40 factors in conjunction with assessing whether removal of a child is necessary in cases of child abuse or non-accidental injury to children. However, it has given rise to the need for health and social workers to communicate to their less experienced staff their awareness of these factors and the ability to judge their balance in any particular case and the outcome and consequences. The Decision Prioritization System (DPS) software pack is being used by the Social Services Department as a basis for training less experienced staff in handling these difficult problems in the Essex Social Services Department.

The 40 factors are first clarified and weighted using DPS. With one case, 7 key factors were ranked as the child’s situation predominated in the decision. The 7 factors were then considered in terms of 6 criteria established previously with PDS, for example, the possibility of children’s rights, the opportunity of harm, risk of discernable damage, etc. Additional analysis establishes threshold points for removal based on the weightings.

DPS was used to guide the practitioners through a diagnostic process which provided general guidance on the cases considered. The interventions which the workers might take were similarly elicited and prioritized using DPS, together with an indication of the appropriate professional responses were appropriate. The system resulted in a more thorough assessment of risk in the case at hand, aids in explaining supervisors to train less experienced staff, and helps make case meetings more focused and productive.

U.K.: LAMSAC Social Service Application Group from Ian Robertson, Senior Consultant, LAMSAC, Local Authorities Management Services Association; Vincent House, Vincent Square, London SW1P 2NB. LAMSAC is the British equivalent of our Association of cities and counties. LAMSAC is a forum concerned with the effective use of computers in Social Services Departments. LAMSAC is unique in being a national forum that has taken on some basic projects, for example, new system development, ethics and security. Other computer systems, software development, publications and information are also available. Some of its publications are listed in the Resource section of this issue.

A current 3 year microcomputer project with a software vendor is CRISP, Care Record and Service Package. CRISP software will link micros and larger computers with the intent of tracing case histories and the services provided to children in home and care. This will be being developed through funding by a consortium of over 33 local authorities.

LAMSAC would be the best contact for anyone wanting information on how local government social services are using computers in the U.K.

Implementing and Managing Computerized Client Information Systems by Stuart Montgomery
Social Psychology and Information Technology by Norman Smith
Recording Tapes and Data Protection by Peter Ash Welfare Benefits Computing by Gareth Morgan
Microcomputers as Aids to Social Work Practice by David Pierson
Computers in Social Work—A Practitioners View by Gordon Smith

Title: Directory of Research into Automated (Psychological and Psychiatric Testing) (DRAT)
Source: Sarah L. Wilson, Research Department, The Royal Hospital and Home for Incurables, West Hill, London SW15 3SW, UK. One pound or three dollars to cover printing and postage. Make cheques payable to the Development Trust for The Young Disabled. The directory is 14 computer printed pages.

CONTENTS:
This directory/printout list research projects in computer-based psychological or psychiatric assessment: it lists the projects, principal workers, hardware, software, target subjects, and publications about the project. DRAT has been in existence since 1983.

Title: Data Protection and Personal Information: A Code of Practice for Social Services

CONTENTS:
This code is written for a typical social service department which has adopted a policy of taking 67,000 personal records from storage and openness in recording. The code relates to personal information held either in manual or computerized records and is designed as a model which is understood in 1987. It is consistent with the Data Protection Act of 1964.

Title: Paths to the development of computerized information systems
Source: LAMASC Social Service Application Group. Vincent, Hirsch, London SW1P 2NB, December 1986, 40p. 2.35 pounds or about 5 dollars should cover the report and shipping.

CONTENTS:
The report is meant to follow a report titled Issues and Options of Computer Based Social Services Management Information Systems, which provided an introduction to computing. It outlines the models of a design in specifying, developing, implementing and using computerized information systems in Social Service Departments. It presents the practical tasks involved in setting up a computerized information system, the legal, administrative and professional scope of the commitment and involvement required by a Department. Although it is directed toward a comprehensive client record system, its principles can be readily applied to smaller client groups or other applications.

Software Announcements
Priorities helps an individual or group establish priorities and objectives in an efficient and orderly manner. It is the basis of several of the applications discussed in this issue, such as the work priority system and the child welfare decision priority system. This software is a winner of the Standard Award for Best Business Software Management and Computer Media from Management Today and The Financial Times. For more information, write Work Sciences, 26 Southwood Lawn Road, Higate, London N6 5SF, England.

The Patient Care System and Computer Record Information System (CRISIP) offer computer education and information technology functions for a modern psychiatric service, in hospital, day hospital, out-patient, and community. The system requires a minicomputer system with 150 terminals. For more information, contact Berry Minett, Protechnic Computers LTD, 264 Newmarket Road, Cambridge, England CB5 8JR.

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Dick J. Schoeck, Associate Professor, U of Tx at Arlington—Social Work, P.O. Box 19129, Arlington, TX 76019-0129

Upcoming Events
Third Annual Computer Technology Special Education/Rehabilitation International Conference, 15-17 Oct 87, Los Angeles California. Write California State U. Northridge, Northridge, CA 91320
Symposium on Computer Applications in Medical Care (SCAMC), November 1-4, Washington D.C. Contact Katherine A. Nelson, University of South Carolina.
The First International Conference on Computers in Health Care, Training, and Education, Koole University, Ottawa, Ontario, October 27-29. For the open software library together with the National Health Service Training Authority (NHSTA) will organize this three day conference for people interested in the field. Abstracts should be sent to Graham Ward, Conference Chairman CIT 88, Open Software Library, 164 Winds Park Road, Austin-in-Makerfield, Wigan, England WN4 9TS. Telephone 0404 712835
Third Annual National Symposium on Information Technology as a Resource to Health and Disability Professionals, April 27-28, Atlanta, Georgia. For more information contact Grish Yajnik, Kathy Mayfield, or Denise Wiley, National Symposium on Information Technology, 12445 Blossom St., 5th Floor, University of California, Santa Barbara, CA 93102, 805-777-4435.
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This computer system provides an interface of all the clinical information in the patient's record. The system has functions for a modern psychiatric service, in hospital, day hospital, out patient, and community. The system requires a microcomputer system with 5.25 in. disks. To find out more information contact Barry Minett, Protechnic Computers, LTD., 264 Newmarket Road, Cambridge, England CB5 8JR.

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**Guest Editors Wanted**

Edit an issue of the CNS Newsletter on your favorite topic. As an editor, you can increase your contacts with those working in your specialty area and become more familiar with their work.

For more details, contact:
Dick Schoeck, UTA GSSW, POB 19129, Arlington TX 76019, Phone 817 273 3964
Networking: The Linking of People, Resources and Ideas

TABLE OF CONTENTS

About the Network .................................................. 1
CUSS Electronic Network ........................................... 2
Services Available .................................................. 3
Articles, Reviews and Reports .................................... 4
Human Service Computing in several countries: A tour perspective by D. Schoech .................................... 4
Current Developments in Israel by M. Monnickendam .................................................. 7
A Microcomputer-Based Cognitive Rehabilitation Programme for The Severely Handicapped by S. H. Cumy .................................................. 7
The Impact of Information Technology on Decentralization of Services in the People's Republic of China by J. T. W. F. .................................................. 8
Interactive Video in the Education of the Deaf by C.F.G. Jones .................................................. 9
NHS Register by Computer Applications by J. Reardon .................................................. 10
Open Software Library by D. M. Knechtle .................................................. 10
Net. Inc. from P. W. Mingford ........................................ 10
Communet by P. Green ................................................ 14
Activities in the U.K. and Other Countries ................... 15
Resources and Materials ............................................. 17
Electronic Information Resources ................................ 17
Newsletters, Magazines and Journals .......................... 17
Books and Reports .................................................. 18
Software Announcements .......................................... 18
Upcoming Events .................................................... 19

About the Network

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

- Sending materials for the CUSSN Newsletter, such as: member needs, interests, hardware/software use, activities, resources, ideas, experiences, computer applications, and events;
- Participating in the electronic network: skills bank, software clearinghouse and subgroups;
- Distributing newsletters at workshops and conferences, if we send newsletters to distribute or place on a resource table;
- Referring vendors to advertise their services and products through the CUSSN;
- Hosting local CUSSN meetings; and discussing the U.S. Network at the University of Texas at Arlington, Box 1192, Arlington, TX 76019.

The Newsletter is published approximately 4 times a year and is sent free to all network members. Back issues $5 each.

The Electronic Network (CUSS net) establishes local bulletin boards, national and local mail and file transfer, downloading of public domain software, and access to numerous repositories of electronically available information on human service computing. CUSS net builds on FIDONET, approximately 900 microcomputer-based local bulletin boards across the U.S. and in 20 countries. Contact Dick Schoech for your local node, or call 817-273-3966 and type the file in the HELP file area called FIDOLIST.80. Communications are at 300-2400 baud, 8 data bits, 1 stop bit and no parity. Almost any computer or terminal model will work.

The Skills Bank allows members to locate or share specific knowledge, skills and experiences for providing information about yourself. Contact Gunther R. G. E. F. A. University of Social Work, Garden City, NY 11530.

The Software Clearinghouse offers a computerized inventory of commercial and public domain available human service software, a software review file, and a software exchange. Contact Walter LaMendola, Professor, School of Social Work, U. of Denver, Denver, CO 80208.

Special Interest Groups (SIGs) are subgroups where significant networking is occurring on a special topic. Contact Dick Schoech, Associate Professor, School of Social Work, The University of Texas at Arlington, Box 1192, Arlington, TX 76019.

Address correction requested 15-184