Computer Use in Social Services Network

Networking: The Linking of People, Resources and Ideas

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About the Network

Computer Use in Social Services Network (CUSSN) 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. Send either in printed or MSDOS format.
- Distributing Newsletters at workshops and conferences. (I will send newsletters to distribute or place on a resource table.)
- Holding local CUSSN meetings. CUSSN meetings in California, Baltimore and Israel have been successful.

Network Dues: $15 individuals, $25 institutions (payable in U.S. Funds). Contact Dick Schoech, Associate Professor, School of Social Work, The University of Texas at Arlington, Box 19129, 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 Disk Copy Service makes human services demos and shareware available to members for a small processing fee. See inside this newsletter (page 4) for details.

The Electronic Network (CUSSnet) 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 FIDONET, approximately 3000 microcomputer-based local bulletin boards across the U.S. and in 9 continents. See page 3 of this newsletter or contact your local computer store for a list of local FIDO/OPUS nodes. Communications are at 300-2400 baud, 8 data bits, 1 stop bit and no parity. Almost any computer or terminal and modem will work.

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

The Software Clearinghouse offers a computerized inventory of commercial and public domain available human service software. Contact Cindy Richie, U. of Washington, School of Social Work, 4101 15th Ave. NE JH-30, Seattle, WA 98195.

Special Interest and Area Group) are subgroups where significant networking is occurring.

- *Educators SIG* — contact Wallace Gingerich, School of Social Welfare, U of Wisconsin-Milwaukee, Milwaukee, WI 53201.
- *Hospital Social Services SIG* — write Mike King, Director of Social Work and Discharge Planning, Saint Francis Hospital, 100 Port Washington Blvd, Roslyn, NY 11576.
- *Baltimore, MD,* contact Bob Elkin, 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, Fairview State Hospital, 2501 Harbor Boulevard, Costa Mesa, CA 92626

See also country contacts listed on the back cover.

Services Available

Vendor/Consultant	Contact Person	Services

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Planet Press
P.O. Box 3477
Newport Beach, CA 92663-3418

Anne Breuer
(714) 650 5135

Consultants and developers for schools, group homes, residential facilities, and human service providers. Specialist software for Quality Assurance, Case Management, Behavior Management and Human Rights Documentation, Consent Decree Litigation Review, Adaptive Behavior assessments, School Psychologist Report Writing.

Florida

Community Service Council of
Broward County, Inc.
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P.O. Box 22877
Fort Lauderdale, FL 33335

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A full range of consulting and technical support in the automation of Social and Human Services. Systems include Agency Inventory/Directory Production, Information & Referral, Client Case Management, Mental Health Client Tracking. Personal computer and minicomputer versions available.

Indiana

Master Software Corp.
8604 Allisonville Rd., Suite 309,
Indianapolis, IN 46250

Joan K. Boyer
(317) 842-7020

Fund-Master development software features donor/prospect tracking, online inquiry to demographic and pledge/gift records, account selection capability, word processing interface, labels, campaign analysis, pledge processing, and more. Fund-Master runs on IBM PC's & compatibles, Data General Desktop and MV series. Single-and multi-user versions are available.

New Hampshire

ECHO Software Products
Main Street,
Center Conway, NH 03813

Loren Davis
Director of Marketing
(603) 447-5453

Complete Human Service Software Systems including client information and tracking, accounting, and fund raising.

New York

King Associates, LTD.
215 Shoreward Drive
Great Neck, NY 11021

Michael A. King, D.S.W.
(516) 487-5995

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

North Carolina

National Collegiate Software
Clearinghouse, School of
Humanities & Social Sciences
Box 8101, N. Carolina State U.
Raleigh, NC 27695

G. David Garson
Director
(919) 737-3067
(919) 737-2468

A non-profit, educational, software service which distributes 240 low-cost programs for IBM format. Offerings include PC DataGraphics & Mapping ($33) and Abnormal Behavior Tutorial ($23). Write or call for a free catalog.

Pennsylvania

Handisoft, 4025 Chestnut St.,
Philadelphia, PA 19104

John G. Vafeas, D.S.W.
Consultant (215) 898-4933

Feasibility Studies; Training; Custom Designed Software, Sales of Popular Software & Hardware (own line of PC Clones); Networks: Sales, Installation and Support; and Hardware Maintenance.

Rhode Island

Applied Innovations, Inc.
South Kingstown Office Park
Wakefield, RI 02879

(800) 272-2250
(401) 789-5081

A developer and manufacturer of numerous software programs designed to operate on popular microcomputers. The programs are fully supported, documented, and operational in hundreds of locations. Programs assist with Psychological Testing (e.g., MMPI), Office Management (e.g., billing/insurance forms), or Utilities (e.g., pop-up DSM-III-R info.)

CUSSN ELECTRONIC NETWORK

Overview

The electronic component of the Computer Use in Social Services Network (CUSSnet) establishes local bulletin boards, local and international mail and file transfer, conferencing, and repositories of electronically available information. CUSSnet builds on a network of 3000 + local bulletin boards (FIDO, OPUS, etc.) around the world which automatically exchange information.

To Use CUSSnet

If a CUSSnet node is in your city, you're in luck. Simply dial it up using your computer and a modem and follow the directions. If no CUSSnet node exists in your city, call long distance to any CUSSnet node listed below (you may want to learn to use a BBS by calling a free local node.) To locate a local node, ask your local microcomputer dealer. You can use a local node to send mail and pick up whatever CUSSnet information your local BBS operator will get for you. You may have to pay a small deposit to your local node for long distance mail. Communications are at 300-2400 baud, 8 data bits, 1 stop bit and no parity. Almost any computer or terminal and modem will work.

Examples of Message and File Areas on CUSSnet Nodes

- **Message Areas:** Local mail (public and private); international mail; conferences on human services, psychiatry, addictions, disabilities, Vietnam veterans issues, AIDS, violence, etc.
- **File Areas:** Files related to mental health, developmental disabilities, welfare, health, training, games, and utilities.

CUSSnet Nodes:

It has been increasingly difficult to maintain a list of CUSSnet nodes. The first listing below contains those nodes which participated in the CUSSnet conference from August to November 1988. Below that list are other nodes that I believe are operating. I plan a future issue on CUSSnet which will provide more detail on these nodes.

Name of BBS	City	Phone #	Net/Node #

Insight of **Pittsburgh** (..uunet!hadron!insight!bhh) (Opus 1:129/65)

UNIVERSITY OF **WASHINGTON**/HDS HUMAN SERVICES BBS (Opus 1:343/35)

EQUAL:Computers & the Disabled — **Raleigh-NC** (919) 851-6806 (Opus 1:151/101)

NURSE LINK TBBS Multiline — **Denver**, CO (104/52)

St. Joseph's Medical Center **Phoenix AZ** (602) 235-9653 (1:114/15)

An Enemy of the State * (1:107/105.1)

On Line **New Hampshire** (Opus 1:132/111)

Murray State University-Kentucky 502 762-3140 (1:11/301)

BLACK BAG BBS (1:150/101)

P2B2S (Public Psychiatry BBS), **Denver** 303-329-3337 (1:104/51)

SoundingBoard 713-821-4148 **Houston** 'Just Say NOpus' (Opus 1:106/12)

The Eclectic Co. **Las Cruces, NM** (505)523-2954 (Opus 1:305/104)

Mojave Net, Denver, CO. (303) 399-9758 (1:104/62)

San Luis Valley Mental Health Center (1:1077/300)

National Head Start BBS — A different way to network (Opus 1:109/756)

The **NY** Transfer — People Reaching People 718-442-1056 (107/105)

The HOST BBS, (518)793-9574, **Glens Falls, NY** (1:13/41)

DD Connection, **Arlington TX** (817/640-7880) (Opus 130/10)

CG MEDTERM BBS — **Coral Gables, FL** USA (305)444-5615 (Opus 1:135/8)

NASW New Mexico — **Las Cruces,NM** — (505) 646-2868 (Opus 1:305/101)

Marsh Mallow / CUSS, **Remmerden Netherlands** (Opus 2:283/200)

OSL Health Services BBS (**Wign U.K.**) (Opus 2:255/64)

City & State	Net/Node	Phone Number	Operator	Specialty Focus
Phoenix, AZ	114/15	602 235 9653	D Dodall	Disabilities
Chico, CA	119/13	916 343 4422	T Baughman	Disabilities
Washington DC,	109/672	202 775 1940	B Straugham	Community agencies
Indianapolis, IN	11/207	317 842 7728	D Appel	Funding Acct. software
Garden City, NY	107/240	516 228-7938	G Geiss	Skills Bank
Pittsburgh, PA	129/65	412 487 3701	B Hughes	General
Houston, TX		713-749-1744	P Raffoul	Health (5pm- 8am)

Send revisions to Dick Schoech at Node 130/10

CUSSN Disk Copy Service

Developmental Disabilities

AUGMENT (1 disk)—Information on augmentative communication readiness [F] IBM-PC (no copy charge)
McDSC (1 disk) Community Residential Services Demo MIS from Micro Decision Support Center [D] IBM-PC
DD Connection (1 disk)—Illustrates a Developmental Disabilities (OPUS) bulletin board [D] IBM-PC (no copy charge)

1-Finger (1 disk)—Handicapped Keyboard Enhancer from Trace Research & Developmental Center [F] IBM-PC
1-Finger allows someone using only one finger, a mouth stick or a head to hold down two keys at the same time and to delay the automatic repeat feature

Education/training

AMS (1 disk)—Academic Merit System—Automates merit review process from WALMYR Publishing Co. [L] IBM-PC
BASIC Professor (1 disk)—An interactive BASIC tutorial from Eagle Software [U] IBM-PC

GRADES + (1 disk)—Course grading program from Penguin Computing [D]IBM-PC
GRADES + tracks and analyzes the results of a single test, combines several score columns to compute a semester grade, or assigns letter grades.

SCREE (1 disk)—Sequential Criterion Referenced Educ. Evaluation System from WALMYR Pub. Co. [L] IBM-PC
TAS (1 disk)—Teacher Assessment System from WALMYR Publishing Co. [L] IBM-PC
TUTOR.COM, (1 disk)(Ver 4.4) DOS Tutor from Computer Knowledge [U] IBM-PC

Health

AMIS (1 disk)—Hospital Social Work/Discharge Planning demo from King Associates Ltd. [D] IBM-PC
Medical Rehabilitation Manager (2 disks)—Demo from Easter Seal Society [D] IBM-PC {HD}
Vocational Rehabilitation Manager (1 disk)—Demo from Easter Seal Society [D] IBM-PC {HD}

Mental Health

Agency Simulation (1 disk)—CMHC simulation source code & reports for Dec 10 [F] IBM-PC
This disk contains the source code, sample data, output reports and documentation. The simulation will run on any DEC 10 computer running Tops 10. The Community Mental Health Center simulation was developed using the language SIMULA at the U. of Washington in 1987 under a NIMH grant.

CAS (3 disks)(Ver 5.2)—Clinical Assessment System from Walmyr Publishing [L] IBM-PC

Hamilton Depression Assessment (1 disk)—from Grant Fair[F] IBM-PC
Administers, stores, retrieves, scores and prints the result of a modified Hamilton Depression Scale consisting of 19 questions.

MMPI (1 disk) MMPI scoring demo from Applied Innovations [D] IBM-PC

PsyMed (2 disks)— Guide to psychotropic medications from Psych Soft Inc. [U] IBM-PC
PsyMed provides condensed indications, adverse reactions, dosage, and visual identification information for over 130 medication definitions commonly needed by Mental Health professionals and others.

Management

Bernie Cares (2 disks)—I&R demo from Central Referral Service, Inc. [D] IBM-PC {HD}

Community Services Locator (1 disk)—I&R demo from Pinkerton/Galewsky [D] (IBM-PC)
Illustrates The Locator which tracks caller activity, maintains a program database, searches and retrieves community resources, and prints reports and queries.

Donor Network (3 disks)—Shareware donation and pledge tracking system from A + M Software [U] (IBM-PC) {HD}
Detailed pledge and contribution transactions, including matching gifts, with the ability to pinpoint specific funds or projects. Over 50 reports available including mailing labels and phone directories.

EZ-Forms (1 disk)—Forms generator and manager from EZX Corp. [U] IBM-PC
Helps design, store and print master forms. Forms can also be filled in on the screen, printed and stored. Over 100 pre-designed, modifiable forms are available.

Fixed Asset Manager (2 disks) — Shareware Fixed asset system from A + M Software [U] (IBM-PC) {HD}
A fixed asset system that handles multiple depreciation methods.

Fund Accountant (2 disks) — Shareware fund accounting system from A + M Software [U] (IBM-PC) {HD}
handles 9999 Accounts, 99 funds, 26 checkbooks and unlimited projects. Statements by organization, fund, or project. Automatic posting of receipt and disbursement entries.

Fund Accounting (1 disk) — Demo from Executive Data Systems [D] IBM-PC
Fund Accounting Manager (2 disks) — Demo from Easter Seal Society [D] IBM- PC
HSS (1 disk) — General Ledger demo from Great Lakes Behavioral Research Institute [D] IBM-PC
In-Site Billing (1 disk) — Demo from Applied Innovations [D] IBM-PC

MIS Manager (2 disks) — Shareware computer inventory tracking system from A + M Software [U] (IBM-PC) {HD}
Detailed depreciation journal entries each time depreciation is taken. Over 100 different reports available including inventory labels.

MPB (1 disk) — Multi-Provider Billing System demo from Applied Innovations [D] IBM-PC

Painless Accounting (3 disks) — Office accounting system from Painless Accounting [U] IBM-PC {HD}
Provides a generic office accounting system that can be set up for an individual or small group practice

Volunteer Network (3 disks) — Shareware for tracking & scheduling volunteers from A + M Software [U] (IBM-PC) {HD}
Regular schedules and special assignments. Automatic updating of year-to-date and total hours with each work entry. Ability to search for volunteers with particular skills and experiences and print about 200 reports.

Statistics

CRUNCH (1 disk) — Demo from Crunch Software Corp., [D] IBM-PC
SPPC (4 disks) — Stat Package for the Personal Computer (student edition) from WALMYR Publishing Co. [F] IBM PC

Welfare

Child Abuse (1 disk) Intake Prioritization Expert System demo from Dick Schoech [F] IBM-PC

Miscellaneous Packages and Utilities

Book Maker (1 disk) from WALMYR Publishing Co. [L] IBM-PC
Disk Protector (1 disk) from WALMYR Publishing Co. [L] IBM-PC
EXSYS (2 disks) Expert System Shell demo from EXSYS, Inc. [D] IBM-PC
Pen Pal (1 disk) from WALMYR Publishing Co. [L] IBM-PC

Demo/shareware/freeware disk order form

To order, circle the disks requested. Enclose $5 **per disk** ($7 for non-members and overseas mail) to cover mailing and handling. Disks may be accompanied by vendor advertisements, order forms, etc. Proceeds from disk sales go towards furthering the CUSSN activities. Order from D. Schoech, CUSSN, UTA GSSW, POB 19129, Arlington, TX 76019-0129.

Number of software products = _____ ; Number of computer disks = _____

I enclose: (pay in U.S. dollars only) (Number of disks X $5 or $7 per disk =) _____

Name: _____

Mailing Address: _____

City: _____ State: _____ Postal Code: _____ Country: _____

Computers in Psychiatry/Psychology

The essential quarterly for clinicians using computers

Featuring articles and software reviews on diagnosis, testing, research, office management, and therapy. Includes bibliography, calendar of events, & reader activities. Vol. 10 (quarterly commencing January 1988) $45

Computers in Psychiatry/Psychology, 26 Trumbull Street, New Haven, CT 06511

Please send me Vols _____ of CPP. (add $10 for postage outside the U.S.)

My check for $_____ is enclosed

Name: _____

Address: _____

City: _____ _____ State: _____ Zip: _____

Report of the HUSITA International Working Group

Reason for this report

At the September, 1987 HUman Service Information Technology Applications (HUSITA) conference in Birmingham, England, the final day was devoted to international concerns, including the forming of an international body for human service information technology activities. The approximately 100 persons who were present at the international meeting requested that a small Working Group comprised of Hein de Graaf (Netherlands), Walter LaMendola (USA), Dick Schoech (USA), and Stuart Toole (U.K.) determine the feasibility of establishing an international body concerned with technology and human services.

This Working Group communicated by electronic mail and finally met in Denver, Colorado for three days in May 1988 to continue their deliberations. Bryan Glastonbury (U.K.) functioned as recorder. Funding for the Denver meeting of the Working Group was arranged by Hein de Graaf through the Government of the Netherlands.

The following document is the result of the Denver meeting. It is being submitted to the general human service community for comments and suggestions. The complete minutes are available from any of the participating members.

Background of the report

US: The Computer Use in Social Services Network (CUSSN) was founded in the U.S. in 1981. It is a group of human service professionals in several countries who are interested in computer applications.

England: CASW (Computer Applications in Social Work) started in the U.K in 1984 as an informal group to setup and run national conferences and to publish the CASW journal (which is now retitled "Information Technology in the Human Services"). Based on the success of two U.K. conferences, Stuart Toole contacted Walter LaMendola and other members of CUSSN about a 1987 International HUSITA (Human Service Information Technology Applications) conference. Support for HUSITA 87 was sought from a variety of sources by Stuart and Walter, the conference co-chairs. In order to provide the organizational, legal, and budgetary framework for setting up the HUSITA 87 conference, CASW became the limited company called CASW Ltd. HUSITA to date is solely a name which was used for the first international conference.

The Netherlands: Following HUSITA 87, Hein de Graaf helped the Netherlands hold a series of gatherings (called WELCOM) designed to increase the knowledge and understanding of information technology in the Dutch human services. (See the accompanying report from Hein in issues of the CUSSN Newsletter and the CASW Journal)

The basis of the Netherlands funding of the HUSITA Working Group was the production of a feasibility report which would be valuable to the Dutch Government as well as the Working Group. The report will discuss:

- the establishment of an international communications network, using a variety of channels (conferences, electronic, publications).
- the developments of international projects.
- the possibility of an International conference.
- the feasibility of establishing a "Center for Information Technology" in human services.

The first phase of this report will be finished in December 1988. A questionnaire is to sent to HUSITA participants and others to help obtain feedback on these issues.

Husita working group: Pictured from left to right, top to bottom are Bryan Glastonbury, Hein de Graaf, Walter LaMendola, Stuart Toole, & Dick Schoech

Assumptions of the Working Group

The working group felt it important to document the assumptions under which they approached the feasibility of an international body. These assumptions are as follows.

- Enthusiasm for information technology applications will grow as awareness and familiarity with technology grows.
- There is a set of values and principles underlying human service technological developments.
- Human service technology must be under the control of the human service community.
- Those working with human service technology have important knowledge and ideas to offer both the general human service community and the information technology community, and both of these communities have much to offer us. At present the level of communication

between these communities is inadequate.

- Human service technology cuts across cultural and national boundaries and those involved with its development and use have much in common and something to offer each other.
- It is desirable to strengthen and increase international, crosscultural and multidisciplinary networks.
- The getting together of human service technology personnel from around the world has a synergistic effect.

Identified needs and issues

If HUSITA is to be an ongoing entity, there must be a set of needs for it to address. It must also address the major technology issues facing the human service community. The Working Group identified the following needs and issues for those in the human service community who are concerned with information technology. These needs and issues are listed in the form of questions.

- Where do you get information on information technology e.g., how do we get education and training?
- How can information on technology be transferred from one user to another?
- How do I find and evaluate the information technology I need?
- How do you find out about people who are doing things in information technology?
- What are the processes one goes through when using technology, and how do I find out about them?
- How do I adapt information technology to my culture, language and value system, e.g., protect my values of security, privacy and confidentiality?
- How can I offer my own ideas, projects and products to others?
- How can we develop the knowledge to control our own information technology progress, without having to reinvent the wheel?
- How can I integrate professional values with information technology developments?
- How do we promote fellowship and support amongst the dispersed advocates of human service information technology?
- If we need a support system, what is the nature of that support system?
- How do we promote progress in less developed communities?
- How do we promote research in this subject?
- How do we promote coordination and continuity?
- How do we establish relevant multidisciplinary networks, involving technologists and other service professionals?
- How do we identify the "somebody" when we say " somebody needs to develop this"?
- How do we interface with users, whether direct service workers or clients?
- Do we need to help users handle the psychological stress and issues raised by computerization?
- What mechanisms will help us pursue this list of needs?
- How can we make judgments about the future of information technology and its impact?

Objectives and possible projects

Part of the startup of HUSITA as an entity should be a clear statement of objectives, structures, and mode of operation. Three groups of participants can perhaps be identified in establishing the objectives which meet identified needs:

1) those who have no knowledge of and possibly little motivation to use information technology;
2) those who have knowledge of and commitment to use information technology, and who hold a middle position in giving and receiving expertise;
3) those who are acknowledged experts about the design and use of information technology and whose primary role is to give.

Clearly this classification is volatile, but if HUSITA is to play a part in meeting the needs listed above, then it must have the active involvement of people in the third group, and a procedure for offloading those who show themselves more interested in taking than giving or who are going through a phase of inability to give. HUSITA must be a giving organization as far as resources permit, and always an enabling and enthusing body. Implicit in its mission is that HUSITA needs both credibility within the information technology and human service worlds and an appropriate level of resourcing.

The following objectives and projects were identified and rated A, B and C priority, where:

A = An objective/project which deserves immediate attention;

B = An objective/project of the same level of importance as A, but which, for a variety of reasons, cannot be treated with the same urgency.

C = High priority, but needing more preparatory analysis before being advanced for action.

- Facilitate international cooperation in human service technology (A). As a route to achieving this, attention must be paid to the role and potentials of the interim steering group (A).
- Encourage standards for making human service technology culturally independent (C).
- Encourage international research efforts (B).
- Encourage human service technology development (A).
- Survey software needs annually(B); Present awards for outstanding software(B); present seed-money for software (B); evaluate human service software (B).
- Collect and disseminate information on human service technology (A); encourage the development of an international software clearinghouse and registry of "who's doing what" (A).
- Organize workshops, conferences and other gatherings (B); encourage the development of training material (B); establish a clearinghouse for training materials. (A).
- Encourage electronic and human networking on human service technology, including tackling the problems of language translation (A).
- Provide technical assistance in human service technology (B); encourage Third World involvement (B).
- Stimulate international discussion on key human service technology issues and encourage position papers in areas such as security/privacy/confidentiality, cur-

riculum content and teaching methods, and ethical issues in system/software development and use (A).
- Develop the capacity of a steering committee to undertake the goals and objectives of HUSITA through face-to-face meetings and electronic networking (A).
- Encourage publications about human service information technology (A).

Discussion of the Objectives

The Working Group took a systematic approach by discussing where we had been, our needs, where we wanted to go, and our assumptions. During our discussions, we often diversed into the details of potential future operations. This part of our report summarizes some of these discussions.

Lessons from HUSITA to date:

AT HUSITA 87, we realized many common concerns (if not common levels of development) across the world. This took tangible form in the extensive building of networks and joint activities during HUSITA 87. The outcome of HUSITA 87 has been the broadening of knowledge and information, improvements in exchange arrangements, crossfertilization in the context of applications, and a considerable volume of written material, much of which has been or is about to be published. We had the experience of meeting together and appreciating the pleasure and stimulus which follows.

On the negative side HUSITA 87 was clearly a first attempt at an international conference, with attendant organizational problems. Resourcing was a major concern throughout, and persons with information technology expertise were diverted into organizational matters. Future conferences of the size of HUSITA 87 will need professional organization, though a different approach may be more appropriate for smaller meetings, gatherings and workshops.

Future conferences

The experience of HUSITA 87 was that the organization of an international conference required substantial resources and organizational skills. CASW Ltd. may wish to promote more conferences on the basis of its growing national and international experience. However, the international body of HUSITA could be responsible for the content of a conference, but should not get involved in either the conference organization or the financial arrangements.

This Working Group feels that a future international conference would be desirable, as long as a 24 month lead-in time is provided (i.e., Autumn 1990 or Spring 1991). Any HUSITA member or linked group is invited to submit a proposal for such a conference, giving outline material on content, location, time and estimated cost per person. HUSITA will circulate the proposal on all available networks, requesting responses and offers to help in such a project. Dependent on the responses, HUSITA will then invite the proposer to go ahead and seek the necessary financial sponsorship. Once this is obtained and HUSITA is satisfied as to the proposed arrangements, the conference will be given the HUSITA approval. A contract can be signed between proposer and sponsor(s), and a subcontract between HUSITA and sponsor under which HUSITA specifies its role in the conference content planning. A con-

dition for any such conference will be a clear public distinction from the start between HUSITA's responsibility (for conference content, etc.) and the proposer/sponsor's responsibility (for conference budgeting and organization, etc.). HUSITA will need to be satisfied that any HUSITA sponsored conference organization is in professional hands.

Communications

The central role of HUSITA, whether for steering group or anyone wanting access, has to be communication. Face-to-face and written contacts are important, but the geographical spread and required networking places an emphasis on electronic communication. Persons wanting to participate in all but locally based projects will require access, directly or indirectly, to electronic mail and/or a bulletin board.

The emphasis on communication illustrates that a HUSITA association will have several roles, like communications, which cut across projects and tasks. These roles could be called executive roles, although executive does not mean centralized. Since some executive roles will have attached costs, a budget and accounting procedure will be needed.

In addition to executive roles, HUSITA will require enabling roles, e.g. facilitating conferences with HUSITA support, promoting special interest groups, and promoting nationally or regionally based groups. The Working Group is presently investigating organizational structures which will allow these roles to be carried out through many geographically remote projects.

Developing structure:

There appears to be no need, especially when resources are limited, for any kind of centralized office or secretariat. The need is for a representative **HUSITA Steering Committee** to be established. This Steering Committee will perform a mixture of executive and enabling roles which were mentioned previously. Members of the Steering Committee would have clear responsibilities for specified roles and tasks, and for group activities (e.g. voting). Given the complexity of selection of a Steering Committee, we would propose that the existing Working Group continue as an interim Steering Committee to present and canvass widespread opinion on these proposals, after which an "open access" Steering Committee would be formed. That is to say, interested persons would be invited to join the Steering Committee, subject only to meeting criteria.

The criteria for membership on the Steering Committee would be access to electronic mail in English, and a commitment to undertake executive and enabling tasks. Non-performance over a specified period would automatically terminate membership from the Steering Committee.

The Steering Committee would coordinate, authorize, or sponsor many projects. One project of the Steering Committee would be to publicize and invite interested persons to set up or participate in special interest groups, or locally based geographic groups. General members of the HUSITA organization would then volunteer to take on these roles without Steering Committee involvement. Encouragement for people to volunteer, either to be linked generally with HUSITA or be part of a specialized or local group, would stem from the access to communications and database

material which participation in HUSITA would open up. Some areas may not attract volunteers, and a task for the Steering Committee would be to assess if any gap is so important that executive action must be taken to fill it.

Geographic location

At present, the group does not want a physical base (i.e.,. a building and secretariat), but may need one or more points where HUSITA can be contacted and can make links with other organizations, such as European Economic Community, and the United Nations. It is anticipated that the Steering Committee will spend about a year on the setting up phase. We then feel that sometime during the following 2 years (maybe at a next HUSITA conference) the whole structure and activities should be reviewed.

Signed:

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All readers of this report are encouraged to send in their views on the issues/projects raised above. Suggested headings for your responses are:

- Your overall view about the desirability of an international HUSITA organization
- The assumptions of the Working Group
- Identified needs and issues
- The list of possible projects and priority ratings
- Future conferences
- Means of communication
- Possible structures of an organization
- Next steps
- Any other views
- Summary of your main points

Send comments before March 1989 to:
Bryan Glastonbury of CASW or
Dick Schoech of CUSSN
at the postal mailing addresses or electronic addresses above.

Update on the Dutch Situation with I.T. in Social Services by Hein de Graaf

Stichting CREON, Charlotte de Bourbonlaan 5, 2341 VC Oegstgeest Netherlands)

At the end of 1986 the Netherlands began to realize that information technology (IT) was also important in the field of social services. That insight was strengthened by a research report written by me, regarding computers in the field of social services (De Graaf 1986) and a visit of a Dutch delegation to an English conference in Birmingham about this topic (the forerunner of HUSITA).

The Ministry of WVC developed a group of three people, which included a civil servant of WVC, a professional organizer and the undersigned. They designed a long term plan, which in 1987 and 1988 indeed was carried out.

Long Term Plan

Purpose of the plan was to stimulate the introduction of IT in the field of social services, but also to control it. Also a policy had to be formulated, a vision on the role of IT in social services, so that priorities could be set.

WELCOM

The first step was a grand manifestation for all people working in the field of social services, under the name of WELCOM (Welzijn en Computers) in November 1987. This manifestation was held on the initiative of the Ministry of WVC, the actual organization was carried out by a professional office, the responsibility for the contents of WELCOM was in my hands.

The purpose of WELCOM was: "see and learn," what do computers mean to you. The applications, not the hardware was important. The hardware was — as much as possible — hidden behind flowerpots and curtain's.

The applications came for the greatest part from the practice of the social services and were also presented by people from the field of the social services. Beside these 60 stands there were also about 20 commercial stands.

Design of WELCOM: a kind of "look-don't-buy market," central presentations, video, stand-alone applications (hands-on possibilities), lectures and a theatrical performance. For four days, every day a program was presented to a group of about 500 people.

After the opening by the Minister of WVC (first day life, later on by video), a theatrical performance followed, done by people from an actual community- center in Rotterdam. They acted out the role of the computer in the future of a community center and besides referred to applications that were actually there to be seen during the rest of the day. Further on the day one could visit the stands, try out computer applications themselves and talk about it among themselves. On fixed times there were series of presentations, lectures (among which Walter LaMendola) and video performances in the central hall.

Target group of WELCOM was the interested layman (in the field of computers) from the social services.

Result: about 2000 visitors, a quarter of them women, a quarter professional workers. From an inquiry held about a month after it turned out that the visitors appreciated WELCOM very much. 90% wanted another WELCOM within 2 years. About one-third told us that they now had a better opinion about computers than before.

Telephone Hotline

The second step was to establish a "telephone hotline" directly after WELCOM. Everyone who had questions about computer practice in the field of the social services, could call. This "hotline" still exists. In the first period of six months about 100 people made use of it. From April 1988 there started also, in connection with this hotline, a biweekly column in the professional journal for the social services.

The hotline was financed by the NRMW, the Dutch umbrella-organization of social service organizations. Both the hotline as well as the column are done by a meanwhile established foundation CREON, under management of undersigned.

New Foundation

The third step was the start of this new foundation CREON (Computer Research en Ondersteuning in de nonprofit sector) whose aims are among others: coordination, stimulation to do research, to give advice, to function as a transfer point, and to develop special projects in this field. Till then there wasn't one organization which could carry out similar tasks. I was asked to become managing director of CREON. CREON carries out his task without subsidy from the government. The customers pay for the services of CREON.

Colloquium About IT

The fourth step was a colloquium about IT in the field of social services, on the initiative of the NRMW. The organization of this colloquium was carried out by CREON.

The purpose of this colloquium was to start a discussion under guidance of professionals in this field about themes as advice/expert systems, privacy, public information systems, cooperation between commercial and social service organizations and computers as management tools.

The design was two sessions about the six themes (so everyone could attend two themes), introduced briefly by two professionals. After that there was a session for interestgroups (for instance teachers, management, care for the elderly, youth care etc...)

Issue Management

The fifth step is taken now. The goal of this project is "Issue management," collect and develop ideas about the impact and consequences of IT for the social services and to organize a platform to discuss and augment these ideas. Furthermore the purpose of this project is to give advice to the government about the policy they should follow regarding IT in the field of the social services.

Financed by the Ministry of WVC and the NOTA (Netherlands organization of technology assessment), the project is carried out by the NOTA and CREON.

The project, I will call it WELCOM-3, includes three phases:

1st phase: Four professionals have been asked to write an essay about the following subjects:

- New computer systems/software to be developed for the social services;

- Changes in society as a result of IT and the new tasks for the social services that are connected with these changes;
- Consequences for governmental policy;
- Consequences for social service agencies, and
- IT and the quality of the services.

2nd phase: In a joint meeting the four essays plus a summarized analysis will be reviewed by a group of people involved with IT and social services in Holland.

3rd phase: Analyzing the material and writing a report to advice the government what the priorities are in this field and what measures to take in the future.

Conclusion

Aside from the above mentioned general projects there are also local initiatives. At the same time meetings are being organized for specific areas like the handicapped, older people, youth, ethnic minorities. With most of these projects and meetings CREON is involved.

In the Ministry of WVC there are presently grand plans for the adjustment of the various sources of information for the "public" and to develop a standard in this field. The social services institutions are planned to function as a distribution network to actually bring the information to the groups which are hard to reach otherwise.

In short, there is an IT fuse burning in Holland. As soon as the boom will burst, you will hear of it.§

HUSITA — The Way Ahead: A questionnaire by Hein de Graaf

You are requested to complete the following questionnaire because we are very much interested in your views about the future of HUSITA (Human Service Information Technology Applications). Following the international conference held in Birmingham, UK in the Autumn of 1987, we need to plan the future for HUSITA, and so urge you to return the questionnaire as soon as you can.

You are asked to **return your answers of the questionnaire** in written form to Hein de Graaf, member of the working committee. He will write the report on the results of this questionnaire.

The address of Hein de Graaf is:
Stichting CREON
Charlotte de Bourbonlaan 5
2341 VC Oegstgeest
Netherlands

Background of questionnaire

HUSITA was the first international conference concerned with information technology in the human services. It was attended by some 300 delegates from 23 different countries. Over 130 papers were presented. Many of the delegates played a key role in their country in this subject area, either officially or through informal consultation, and many were part of nationally or regionally based networks of interested persons.

HUSITA tried to achieve several goals:
- Definition of the field.

- Production of a volume of written material on IT applications.
- Development in writing and through discussion of conceptual material.
- Demonstrations of applications.
- Establishment of a sense of community amongst those actively working in the field.
- Increased awareness in the social welfare community of the existence of a body of IT knowledge.
- Formation of special interest groups, such as in Expert Systems and Education.

In the year since the conference the organizers have sought to place as much as possible of the written material for publication. This includes two books of conference papers: Glastonbury.B, LaMendola.W and Toole.S.K. (Eds.), Information Technology in the Human Services, John Wiley & Sons, Chichester, 1988.

LaMendola.W, Glastonbury.B and Toole.S.K (Eds.), A Casebook of Computer Applications in the Social and Human Services, Haworth, New York, due in 1989.

In addition papers have appeared and/or are scheduled for Information Technology in the Human Services (UK) and the CUSSN Newsletter (USA). A few papers are being translated for European journals.

HUSITA Proposals

After the end of the conference there was an "international day" to discuss future plans, for which about 100 delegates stayed on.

This group expressed a strong desire to continue with the work and maintain the newly made contacts. Options discussed included a further program of conferences and joint projects, and attempts to establish an international network based on bulletin boards and other electronic means.

During the discussion the delegates reached the conclusion that before firm decisions could be made it was desirable to test the feasibility of a range of possibilities, and a group consisting of Hein de Graaf, Walter LaMendola, Dick Schoech and Stuart Toole was set up to undertake this review. Later the group decided to ask Bryan Glastonbury to join in.

The group took on three tasks:
- To seek funding for and carry out a feasibility study of the possibilities for international activities, networks and structures.
- To form a Steering Committee which could liaise with representatives from different disciplines, interests and countries, to co-ordinate developments under the HUSITA banner.
- To communicate the results of feasibility studies and other possible developments, and to canvass the views of all those concerned with giving HUSITA a future.

The group was briefed to produce a report on these matters, with clear plans for future actions or organizations, and proposals for appropriate funding.

To date funding has been received for the first phase of the group's activities from the Government of the Netherlands, and the outcome of a meeting held in Denver (May 1988) is in process of being given wide circulation. The questionnaire which follows is a continuing part of the feasibility study.§

THE QUESTIONNAIRE

1. Some personal data

Name:

Working for what organization:

Address:

Telephone:
    If you can be reached through electronic mail (i.e. FIDO, BITNET etc.), indicate number, access code etc.?
Profession:

2. Interest in computers

What are the subjects regarding the use of computer applications in human services you would like to know more about? In other words what do you need to know from others?

What experience in computer applications in the field of Human services do you have? In other words, what do you have to offer to others?

What research topics are you actively pursuing in Human Service Information Technology?

What research topics do you think an international associations should encourage?

3. Human network

Which persons and organizations in your country or abroad do you know of and/or are you in contact with, that are important for us to know of?

To which organizations in your country or abroad can you distribute information you get from us or others?

From which organizations in your country or abroad can you get information we and others would like to have?

What kind of contacts do you have with which influential people in this field, people we can contact through you? What kind of influence do these people have?

For the future of HUSITA it is important to find financial resources. What advice do you have for us regarding financial funds, national or international for our purposes?

Are you yourself connected to a funding organization? If so, what are the possibilities to get financial support for the Husita activities?

Do you know of possible funds that we can contact, possibly through you?

4. Electronic network

Are you a participant of a electronic network, bulletin board related to our subject 'Information Technology/computers in Human services' in your country?

Do you know of such a network/bulletin board? If so how can we contact somebody that is in charge of this network?

5. Projects and material

What material do you have that is of possible interest to others in our field?

Software

Written material

Training material

Equipment

other,......

What material do you <u>need</u> to have and why?

Software

Written material

Training material

Equipment

other......

What <u>databanks</u> do you know of that can be of interest to others in our field? (Description of contents, how to access them, via whom)

6. Next International Conference

Are you in favor of the view that an attempt should be made to hold a second International Conference late in 1990 or soon afterwards?

If not, what alternative do you propose? Would you for instance support several regional conferences instead of one international conference, to be held in Europe, North America, Far East etc.?

If the International Conference was held in Europe (eg. in the Netherlands) would you be able to attend? If not, for what reasons?

If the International Conference was held in North America or Canada would you be able to attend? If not for what reasons?

What kind of International Conference should it be, and what subjects should it cover?

In what manner could you contribute to this conference, regarding the actual organization as well as the contents of the conference?

7. Proposed future organization of Husita and your role in it.

During the Denver meeting of the working committee in May 1988 we drafted a proposal for the future organization of Husita. This proposal is included with this questionnaire. This document stresses the need to recruit active participants in the running of HUSITA, and spelled out the commitment that would be required.

Within that framework do <u>you</u> want to be involved in the HUSITA Steering Committee? If so, please indicate the tasks you would be willing to perform.

The report of the Denver meeting puts forward views about the future organization and projects (with a priority rating) for HUSITA. What views do you have about these proposals in relation to

Organization:

Projects--what special projects do you think Husita must start? Can you tell us in which projects you yourselves want to be involved:

Do you know of other people that are possibly interested in being a member of the Steering Committee, or in being involved in a special project (name, address, telephone, function)? Could you send them a copy of this questionnaire?

Member Activities

High Tech Teaching Coming to Social Work Education from Don Maypole, College of Education and Human Service Profession, Department of Social Work, University of Minnesota, 220 Bohannon Hall, 10 University Drive, Duluth, MN 55812-2496, Tel.: (218) 726-7245

The College of Education and Human Service Professions at the University of Minnesota, Duluth campus, has embarked on a three-phase videodisc technology development project for the human services field. The College's Department of Social Work is an integral part of the project. Approximately $1.0 million have been received from private foundations, to date.

The goals of the project include:
- To establish a network of university and community practitioners who have collaborated in the topic selection, instructional design and evaluation of the value of each of the discs in relation to their enhancing the helping skills of human service practitioners.
- To produce instructional programs on videodiscs which are specifically designed to improve the helping skills of human service students and community practitioners.
- To establish a regional, northern Minnesota network of physical and human resources through which improved practitioner education may be delivered through advanced learning technologies.

The project will develop 21 stand-alone, interactive videodiscs, which are related to the providing of human services. Approximately 3-5 hours of instruction are provided by each disc. The discs include pre and post knowledge tests and instruction in a learner-paced format. Discs on group dynamics, cultural diversity, descriptive statistics and problem-solving have been produced, so far.

Interactive videodiscs involve video, audio, stills and text resources to enable learners to observe, describe, analyze and to test out their thinking and learning. The combination of the computer and monitor, which shows real life simulations, may be one of the most powerful instructional aids developed to date. The learners are asked to solve real life problems, such as appropriately responding to the concerns manifested by clients in a counseling situation and then are provided a number of response alternatives from which to choose.

Each alternative is then worked out on the screen, in text, diagrams or real actors. The learners are provided feedback and, based on self-assessments, may try alternative forms of instruction, on some discs. From a menu on the touch-screen system, the students may choose to go back to review any of the instructional materials. If a question is missed on a test, the learner is given specific instructions on where to find the answer in the instructional section. In critical human services interventions involving complex variables, videodiscs bring together the real life simulations and the learner in a non-threatening environment, which enhances the acquisition of the knowledge and skills for helping our clients.

The Department of Social Work is involved in assessing the value of videodisc technology for social work education. The descriptive statistics videodisc was used in the Department's Research II course and evaluated by the students. Furthermore, a survey has been made (by mailed questionnaire) of the 93 MSW programs in the Nation. The purpose of the survey was to determine the degree of videodisc applications in graduate social work education. As it turned out, no program, other than UMD, is using videodiscs.§

Outcome Measurement & Expert Systems from Ray Carlson, School of Social Work, Dalhousie University, Halifax, N.S., B3H 3J5, Canada.

Outcome measurement is becoming increasingly popular, but a series of technical difficulties remain unresolved. Improving the accuracy of the measurements seems to be the easiest problem to resolve. Two other challenges need more experimentation and appear to require computer assistance.

First, programs or services can best be compared by using the same outcome measurement for all. But any single measure is likely to be more relevant to certain programs. Progress may be made by using subscales that sum to a general rating of a person's status. Each subscale should be relevant to the goals of several programs or services. Progress for a program would lead to improvement on a subscale which would lead to improvement in the overall score. A computer program is used to compute the overall scores and project the impact of any subscale change.

A second problem results from the fact that some clients are more likely to make progress. Programs serving such clients are benefited at the expense of those that serve the more challenging ones. This difficulty could be reduced if it were possible to project the likely progress of varying subgroups so that a program's impact is assessed in relation to how it improved on or fell short of that likely progress rather than focusing on actual progress.

We are currently involved in two projects seeking to test the proposed resolutions of these difficulties. In the latter instance, an obstacle is the limited knowledge/database available on factors that will predict progress. One alternative, supported by expert system-related research, may be to capture the assumptions about such factors developed by highly experienced professionals.

This research requires participation from a large number of such professionals. The number needs to be much larger than those available locally. As a result, it is necessary to locate appropriate volunteers. Such volunteers would need to review 8 to 10 computerized cases indicating their expectation with and without treatment. I would appreciate hearing from anyone interested in volunteering or in helping arrange interviews with such experienced persons. The current focus is on chronic mental illness.§

Dialog Beginning between Practitioners and their Database from Michael J. Gorodezky, PSP Information Group, #800, 116 New Montgomery, San Francisco, CA 94105 (415-495-6969).

PSP Information Group has continued to develop large VAX based applications for county mental health systems in California. We currently have 6 systems in place which have from 12 to 120 terminals on each system. In each county, all providers are connected to their own computer and all of the computers can communicate over a network (DECNET).

One of the problems we confronted early on is the conflicting needs of local organizations to meet their needs while simultaneously meeting county and state requirements. To support that goal, we are providing a query and report language Datatrieve and SPSSX to allow ad hoc reporting to supplement the many standard reports. We are beginning to find that users are growing in their sophistication and the questions they ask of their database are becoming more complex as they learn the power of their computer.

I have found that question asking is going through a consistent and natural evolution. When a system is first installed, managers tend to ask questions that they have asked before. Often the questions are a function of the information processing capabilities of the past. Caseload statistics are an example. The concept of simply counting cases at a clinic or cases assigned to a particular clinician is an obviously useful measure of activity. However, as managers quickly learn, they can also ask the number of cases that have been seen in the past 30 days and the percentage of cases that are inactive. In fact, caseloads are often at best only an indirect measure of activity. Integrating service data with case information can yield more powerful information.

While this may seem obvious, for many managers at the local level, it is a revelation that they can pose questions of the system. They can ask for a list of all their clients with a particular class of diagnoses who have not been seen by a physician in 60 days. In an office with 1 very busy clerk, one learns not to ask questions that will take many hours of searching through charts. It is now time to re-learn to ask questions of the computer, which is in reality Super-Clerk.

I frequently encourage managers to think of the computer as a Super-Clerk that will work all night and search all the records (not a sample) for particular patterns of care or for potential problems in the system of service delivery. In many respects we have not yet begun the dialog between line managers and the computer. But I believe the process is definitely beginning.

In all of our counties micro-computers both in the clinics and in the homes of staff have greatly alleviated the computer phobia that I saw 5 years ago. We are working to down-load data from the VAS to IBM and MacIntosh systems to permit more and more local question asking. A project in Santa Clara County to create a standard research file for local providers use is quite exciting. They plan to use SPSS for PC's.§

Direct Computer Response from Roy Borley, Information Sudbury, #208, 69 Elm St. W., Sudbury, Ontario, P3C 1T4.

We are a computer based Community Information Center about to extend our software into the domain of "direct" human services. We shall be offering multi-user access to answer "what if" situations. Our database will be loaded (forgive the metaphor!) with professionally constructed responses to individually confronted problem situations. The following represents an example.

Problem: I suspect neighbors are abusing their children. What are my responsibilities? What should I do? Who should/could I call? How can I best help this family?

Response: The response will be confined to the present non-clinical requirements of the law and a presentation of local helping resources.

Resources

Newsletters, Magazines, Journals

NARIC Quarterly A newsletter of disability and rehabilitation research and resources, is available from the National Rehabilitation Information Center, 8455 Colesville Road, Suite 935, Silver Spring, MD 20910- 3319 (800-346-2742).

Planet Press Newsletter focuses on disability events, publication and software from Planet Press. Contact Planet Press, Southwest Regional Office, 3100 South Lamar Blvd., Austin, Texas 78704, (512) 441-4404

MUMPS News, a newsletter on the MUMPS operating system/language, from MUMPS User's Group, 4321 Hartwick Rd. # 510, College Park, MD 20740 (301- 779-6555)

International Journal of Approximate Reasoning from Elsevier, Inc., POB 1663, Grand Central Station, NY, NY 10163

NEWS: A forum for Professionals interested in automated assessment is a short newsletter from National Computer Systems, Professional Assessment Services, POB 1416 Minneapolis, MN 55440.

Books and Reports

Financing Adaptive Technology: A Guide to Sources and Strategies for Blind and Visually Impaired Users. By: Steven B. Mendelsohn. Published by Smiling Interface, PO Box 2792, Church Street Station, New York, New York 10008-2792, 212-222-0312. $20.00 plus $1.25 Shipping.

The Directory of Computer Equipment for the Blind and Visually Impaired contains more than 150 entries, including hardware and software suppliers, peripherals, researchers, and training and demonstration centers is available from the

Computer Center for the Visually Impaired, Baruch College, 17 Lexington Avenue, Box 515, New York, NY 10010. Cost is $24.50. Also included in the directory are indexes by product and by vendor, and advice on selecting appropriate equipment.

The Academic Courseware Exchange: Developer's Handbook gives advice on developing academic software. Write Kinko's Academic Courseware Exchange, Attn.: Developer Sales Manager, 4141 State St., Santa Barbara, CA 93110, 800-235-6919 (in California 800-292-6640).

The Apple Guide to Courseware Authoring from Apple Computer, 20525 Mariani Ave., Cupertino, CA 95014 (408-996-1010).

A Basic Guide to On-line Information Systems for Health Care Professionals by Ronald Albright, from Information Resources Press, 1700 N. Moore St., Arlington, VA 22209 (703-558-8270).

Software Announcements

Software Support for Unfunded Research The WALMYR Publishing Co. has announced the decision to support unfunded human service research by providing up to $25,000 worth of free Clinical Assessment System (CAS) software to qualified researchers. Contact Dr. Walter W. Hudson at WALMYR Publishing Company, PO Box 3554, Leon Station, Tallahassee, FL 32315 (602) 897-1040.

RIE: Regional Information Exchange will help rehabilitation service organizations and consumer groups learn about and adopt management and client assessment software systems and rehabilitation technology in vocational rehabilitation. Contact RIE at 1849 Sawtelle Blvd. #102, LA, CA 90025 (213) 479-3028.

Workshop Information Manager includes Piece & Hourly Rate Client Payroll, DOL Wage & Hour Reporting and Client & Production History Reporting. Contact Vertex Systems Corp., 705 Lakeview Plaza Blvd., Worthington, OH 43085.

StreetSmart finds the best route, prints the directions and displays the route graphically. From Street Map Software, 1014 Boston Circle, Schaumburg, IL 60193. (312-529-4044)

PC Track tracks and manages clients, families and resources. Contact Storey/Ross/Barker, Inc., 172 East State St., #501, Columbus, OH 43215 (614) 365-9777.

PC Information and Referral also available from Storey/Ross/Barker, Inc., (above).

ASH PLUS: Automated Social History from Anderson Publishing Co., 2035 Reading Road, Cincinnati, OH 45202 (513-421-4121).

DacEasy Accounting Software and Instruction Guide for teaching college accounting, from DAC Software, Inc., 17950 Preston Rd #800, Dallas, TX 75252.

Communication Aids for Children and Adults from Crestwood Co, POB 04606, Milwaukee, WI 53204-0606 (414-461-9876).

Catalogue of software for Mental Health Professionals from Precision People, Inc., 3452 N. Ride Cir. S., Jacksonville, FL 32217. 40pp.

1988/89 Catalogue of assessment material and computer software from Multi- Health Systems, Inc., 908 Niagara Falls Blvd., North Tonawanda, NY 14120-2060 (1-800-666-7007).

Catalogue on software for the humanities and social sciences from National Collegiate Software Clearinghouse, NCSU Box 8101 Raleigh, NC 27695 (919-737- 3067)

Upcoming Events

Technological Innovations for an Aging Population, January 30 — February 1, 1989, Grosvenor Resort, Walt Disney, Village, Buena Vista, Florida. Contact Kim Falk, Office of Continuing Education, University of Wisconsin-STOUT, Menomonie, Wisconsin 54751, 1-800-22-STOUT (in Wisconsin), 1- 800-45-STOUT (outside Wisconsin)

Computers in Healthcare, Feb 28-Mar 2, 1989, Infomart, Dallas, TX. Contact 6300 S. Syracuse Way, #650, Englewood, CO 80111 (303-220-0600).

Medical Informatics & Education International Symposium, May 15-19, 1989, The University of Victoria, Victoria, B.C. Canada. Contact Tom Lietaer, Conference Office, University of Victoria, P.O. Box 1700, Victoria, B.C., Canada V8W 2Y2, Phone: (604) 721-8475, E-mail:MIEDU89@UVVM.BITNET

18th Annual Meeting of the Mumps Users' Group, May 15-19, Seattle, WA. Contact Mumps Users Group, 4321 Hartwick Rd. #510, College Park, MD 20740.

International Conference on Microcomputers in Transportation, June 21-23, 1989, San Francisco, CA. Contact E. Yee, Conference Manager, American Society of Civil Engineers, 345 E. 47th St., New York, NY 10017-2398 (212-705-7139)

The Sixth Annual Conference of the Connecticut Special Education Network for Software Evaluation, July 11-14, 1989, Bishop Center, University of Connecticut, Storrs, CT 06268. Contact Chauncey N. Rucker, U Conn. Sp. Ed. Center Tech. Lab., 249 Glenbrook Road, U-64, Storrs, CT 06268, (203)-486-4031

State of the Art Conference on Augmentative and Alternative Communication, and Seating, Positioning, and Mobility, September 24-26, 1989. Contact John M. Wellman, Division of Conferences, 116 Stewart Center, Purdue University, West Lafayette, IN 47907, USA.

I wish to join/renew membership in the **CUSS Network.** Send to:
Dick Schoech, UTA, POB 19129, Arlington, TX 76019.

- In Australia send to Floyd Bolitho, La Trobe U, Social Work, Bundoora, Victoria, Australia 3083.
- In Austria, send to Mag. Monika Vyslouzil, Sickenberggasse 7/16, 1190 Wien, Austria.
- In England, send to Stuart Toole, City of Birmingham, Polytechnic, Dept. Soc. & Applied Social Studies, Birmingham, England B42 2SU.
- In France, send to Alain Mazet, 10, Boulevard Gambetta, 87000 Limoges, France.
- In Greece, send to Christine Vayes, EKLOGI Journal, Skoufa 52, 106 72 Athens.
- In India, send to Vidya Rao, Tata Institute of Social Sciences, Deonar, Bombay -- 400-088.
- In Israel, send to Menachem Monnickendam, School of Social Work, Bar Ilan University, Ramat Gan 52100, Israel.
- In the Netherlands, send to Hein de Graaf, Charlotte de Bourbonstraat 5,2341 VC Oegstgeest, Netherlands.
- In Switzerland, send to Armin Murmann, Institut D'Etudes Sociales, Rue Pre'vost--Martin 28' 1211 Geneve 4, Switzerland.
- In West Germany, send to Berndt Kirchlechner, Fachhochschule Fachbereich Sozialpadagogik, 6000 Frankfurt, Limescorso 9, Frankfurt A.M., West Germany.

Name _____   Title/Occupation _____
    (if renewal, send copy of mailing label if possible)

Organization _____

Address _____

City _____   State _____   Zip _____

Country _____

Dues: I enclose_____ for membership or renewal of membership (please pay only in U.S. Funds). Make checks payable to CUSS Network.

Dues are $10 for students and the poor, $15 for individuals (personal check) and $25 for organizations. Foreign subscribers should add $5 for overseas postage and handling. UTA's Federal Taxpayer's ID# is 75-6000121W. Please indicate if you do not want your name provided to those interested in using the CUSSN mailing list.

NL 8/3

Note: The date of your last paid issue is on your mailing label. Check it to make sure your membership is current. Other codes are as follows:

DUE means you requested to be billed, your bill has been sent and CUSSN is waiting for your payment.

Ex means you receive the CUSSN Newsletter because of your position or in exchange for services/publications. However, dues are still welcome.

CPS-11-88

Dick Schoech
CUSS Network Coordinator
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