I wish to join/renew membership in the CUSS Network. Send to:
Dick Schoech, CUSSN, UT Austin, Box 19129 Graduate School of Social Work, Austin, TX 78712. 
- In Austria send to Floyd Bolzho, Le Trobe JL, Social Work, Bundesra, Vienna, Austria 1012.
- In Austria, send to Mag. Nicole Kanzelbauer, Steinhofgasse 716, 1100 Wien, Austria.
- In England, send to Stuart Toole, City of Birmingham, Polytechnic, Dept Soc. & Applied Social Studies, Birmingham, England B42 5SU.
- In France, send to Rainer Mallet, 10, Boulevard Gambetta, 75002 Paris, France.
- In Greece, send to Christine Vayes, EKLOGI Journal, Skoua 52, 106 72 Athens.
- In India, send to Vidya Rao, Tata Institute of Social Sciences, Devar, Bombey 400 008.
- In Israel, send to Menachem Morinckendek, School of Social Work, Bar Ilan University, Ramat Gan 52100, Israel.
- In the Netherlands, send to Hein de Graaf, Charlotte de Bronsbrunstraat 5, 2341 CV Ceggstgeest, Netherlands.
- In Switzerland, send to Armin Murmann, Institut D'Educat Sociales, Rue Pre-voi-Marin 28, 1211 Geneva 4, Switzerland.
- In West Germany, send to Berndt Kirchiner, Fachhochschule Fachbereich Sozialpädagogik, 6000 Frankfurt, Limesstrasse 9, Frankfurt A.M., West Germany.

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

Organization: 

Address: 

City: 

State: 

Zip: 

Country: 

Due: 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 checks) and $25 for organizations. Foreign subscribers should add $5 for overseas postage and handling. Pay in U.S. Dollars only. UTAs Federal Taxpayers ID is 75-000123W. Please indicate if you do not want your name provided to those interested in using the CUSS Network mailing list.

NL 92

Note: The date of your last paid issue is on your mailing label. Check it to make sure your membership is current. Offer 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.

The University of Texas at Arlington
Dick Schoech
CUSSN News Coordinator
Box 19129 Grad School Social Work
Arlington, Texas 76019-0129

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Computer Use in Social Services Network
Vol. 9, No. 2
Summer 1989

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. Membership is open to anyone with an interest in networking.

- Sending materials for the CUSSN Newsletter, such as needs, interests, hardware/software, activities, resources, ideas, experiences, computer applications, and events. Send either in printed or MS-DOS 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 includes $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 demands and shares available to all members via a local area processing fee. See inside this newsletter, page 2 & 3 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 several databases on human services computing. CUSSNet builds on FIDONET, about 6000 microcomputer-based local bulletin boards across the U.S. and in 9 continents. Contact your local computer store for a list of local FIDONET nodes. Communications are at 300-2400 baud, 8 data bits, 1 stop and no parity. Modems will work. Usually no fee is required.

The Skills Bank allows members to locate/subscribe to specific knowledge, skills & experiences. Contact Gunther Gepstein, Adelphi U., School of Social Work, Garden City, NY 11530.


Special Interest and Area Group are subgroups who initiate networking, occurring regularly. Contact: Social Workers SIG, c/o Wallace Gingerich, School of Social Welfare, U Wisconsin-Milwaukee, Milwaukee, WI 53201.

Hospital Social Services SIG, c/o Mike King, Director of Social Work & Discharge Planning, St. Francis Hospita, 100 Port Washington Blvd, Roslyn, NY 11576.

Baltimore MD, contact Bob Elkin, Professor, U of Maryland, School of Social Work & Community Planning, 252 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.

56-184
CUSSN Disk Copy Service

Definitions of software codes:
[D] = Demo - Software that highlights a product and/or gives you the feeling of how the actual product operates.
[*] = Freeware - Full working version; no restrictions on use.
[-] = Limited Use Version - Lets you examine the product, but limitations prevent continued use.
[Web] = Tier Supported Shareware - Full working copy you are expected to register and pay the vendor if you use it.
[IBM-PC] = Will run on the IBM personal computer and compatibles.
[BSD] = Requires a hard disk.
[CR] = Requires a color graphics card.

Note: Diskettes are directly shipped to the vendor and copied with vendor permission. Thus, disks are free of computer viruses.
All disks are guaranteed to work. However, disks may get damaged in the mail. If you have a problem, do a PrntSc of the problem and return it with your disk for a new copy.

New Disks since the Last Issue

AIDS Information (2 disks) - Hypertext shareware [U] with AIDS example [F] [D] IBM-PC

Memory resident hypertext shareware program for listing ASCII text files. Good for creating educational programs for rapid browsing of diverse information such as the AIDS information package (1 disk). Order one or both disks.

Campaign Jr. (1 disk) Demo of software to manage political campaigns [D] IBM-PC

Devises software which provides list management, contribution tracking, financial reporting, volunteer management, and sending personalized targeted letters. May be useful in advocacy efforts.

Empirical Practice (3 disk) - Materials for a course on empirical practice [F] IBM-PC

Contains class notes, actual readings, homework assignments, sample exams, and other teaching materials for a course on applied clinical measurement. Written by Walter Hudson.

Examination Administrator (3 disk) - Test administration and scoring program [L] [H] IBM-PC

Program for administering and scoring a large number of "right answer" test questions to a large number of examinees.

Freedom Writer (1 disk) - Demo of input program for persons with limited mobility [D] IBM-PC

Canas key and scanning demo of a one key, light pens, speech, and speech output word processor. Demo includes HELP U TYPE, a program offering keyboard macros, word prediction, automatic spelling, repeat key deficit and one finger operation.

KwikStat (2 disks) - Shareware statistical package, Ver. 1.3 [U] IBM-PC [C]

KwikStat includes the basic statistics including multiple regression analysis, and graphical output.

MEI (1 disk) - Demo of Micro Experimental Laboratory system [D] IBM-PC [C]

MEI is an experiment authoring system allowing users to run experiments by filling in blanks on forms. MEI runs the experiment, and collects, analyzes, and displays the data. Students can re-run experiments without programming. User tutorials included. Worn the EDUCOM/CRIPITAL higher education award for best Social & Behavioral Science Software.

Newkey (1 disk) - Key redefinition keyboard enhancer [U] IBM-PC

Allows user to assign a sequence of keystrokes to any key to speed up the input of frequently used words and phrases. Memory resident so it works with most programs and word processors. Includes Warpしい which speeds up the repositioning of the keyboard without overwriting.

Nonprofit General Ledger (1 disk) - Shareware nonprofit general ledger [U] IBM-PC

Menu driven shareware accounting system and expenses by service program and funding source, prints income statements and balance sheets, provides an audit trail of transactions, compiles expenses to reports, etc.

PcFastTyping (1 disk) - Typing instruction program [U] IBM-PC [C]
A graphics oriented typing tutor where you view the displayed keyboard image on the screen. Works for either the AT style keyboard or the new "Enhanced" style keyboard.

Sas (2 disks) - Demo of the SAS statistical package [D] IBM PC

Demos of a complete database and statistical package.

TNCinfo (2 disks) - Texas Networks for Children Electronic Information System [U] IBM-PC

Menu driven system that enables the user to access information on 241 Texas residential facilities for children & youth. Good example of how an alliance of agencies can serve its membership.

SNAP-1 (1 disk) Demo of a Simple Nonprofit Accounting Program [D] IBM-PC

Demos of nonprofit accounting system which prints checks, records deposits and general journal entries for accounts receivable, payables, and adjustments.

Wp/Word (1 disk) Easy-to-use large type font Word Processor [U] IBM-PC

A fast way to word processor designed for young children. Uses 40 columns and 20 columns per screen mode. A 10 column 3 row screen version is also available for the visually impaired.

Disks described in previous issues

Developmental Disabilities

Augment (1 disk) - Information on augmentation communication readiness [F] IBM-PC (no copy charge)

McDSC (1 disk) Demo of a community residential service information system [D] IBM-PC

CAPTAIN (1 disk) - Demo of a cognitive rehabilitation system [D] IBM-PC

DD Connection (2 disks) - Illustrates a disabilities oriented (OPUS) bulletin board [D] IBM-PC (no copy charge)

Finger (1 disk) - Makes keyboard more usable for those with disabilities [F] IBM-PC

Stickey (1 disk) - One finger/stick program with keylock for people using a stick access device [U] IBM-PC

AMS (1 disk) - Academic Merit System - Automates the merit review process [L] IBM-PC

Basic Professor (1 disk) - Shareware interactive tutorial on the language basics [U] IBM-PC

Grades (1 disk) - Demo of program to automate course grading [D] IBM-PC

Screed (1 disk) - Sequential Criterion Referenced Education Evaluation System [L] IBM-PC

Tax (1 disk) - Teacher Assignment System [L] IBM-PC

Tutorcom (1 disk) (Ver. 4.4) A general tutorial on the DOS operating system [U] IBM-PC

Health

AMIS (1 disk) - Demo of a hospital social work/discharge planning system [D] IBM-PC

Medical Rehabilitation Manager (2 disks) - A medical rehabilitation information system [D] IBM-PC [HD]

Vocational Rehabilitation Manager (1 disk) - Demo of a vocational rehabilitation info. system [HD]

Mental Health

Agency Simulation (1 disk) - Agency simulation source code & reports for a Dec 10 computer [F] IBM-PC

CAS (4 disks) (Ver. 5.2) - Clinical Assessment System [L] IBM-PC

DIS (1 disk) - Demo of client self-administered Diagnostic Interview Schedule generating DSM III info [D] IBM-PC

Hamilton Depression Assessment (1 disk) - Automates a depression scale [F] IBM-PC

HelpSoft (1 disk) - Demo of self-help software for assertiveness, self-esteem and stress [D] IBM-PC

MMP (1 disk) - Demo of software which helps interpret the MMP [F] IBM-PC

PsyMed (1 disk) - Provides an easy to use guide to psychotropic medications [U] IBM-PC

Management

Bernie Care (2 disks) - Demo of an information and referral system [D] IBM-PC [HD]

Community Services Locator (1 disk) - Demo of an information and referral system [D] IBM-PC

Donor Network (3 disks) - Shareware donation and pledge tracking system [U] IBM-PC [HD]

EZ Forms (1 disk) - Shareware program generates and manages forms [U] IBM-PC

Fixed Asset Manager (2 disks) - Shareware fixed asset management system [U] IBM-PC [HD]

Fund Accountant (2 disks) - Shareware fund accounting system [U] IBM-PC [HD]

Fund Accounting (1 disk) - Demo of fund accounting software from Executive Data [D] IBM-PC

Fund Accounting Manager (2 disks) - Demo of fund accounting system from Easter Seal [D] IBM-PC

HIS (3 disks) - Demo of general purpose human service information system [D] IBM-PC [HD]

HSS (1 disk) - Demo of general ledger system from Great Lakes Behavioral Research Institute [D] IBM-PC

In-Site Billing (1 disk) - Demo of multi-provider practice billing system [D] IBM-PC

MIS Manager (2 disks) - Shareware computer inventory tracking system [U] IBM-PC [HD]

MFB (1 disk) - Demo of a Multi-Provider Billing system [D] IBM-PC

Painless Accounting (3 disks) - Shareware office accounting and billing system [U] IBM-PC [HD]

Professionals' Billing System (2 disks) - Shareware clinical practice billing system [U] IBM-PC [HD]

SuperSync (1 disk) - Demo of software for analyzing and managing teams in the workplace [D] IBM-PC

Volunteer Network (3 disks) - Shareware for tracking and scheduling volunteers [U] IBM-PC [HD]

Statistics

Crunch (1 disk) - Demo of Crunch Software statistical package [D] IBM-PC

SPP (6 disks) - Shareware statistical package (student edition) [F] IBM-PC

Welfare

Child Abuse (1 disk) - Demo of how an intake priority determination expert system might work Dick Schoech [F] IBM-PC

Miscellaneous Packages and Utilities

Book Maker (1 disk) Helps print large documents [L] IBM-PC

Disk Floater (1 disk) Protects computer from unexpected interruptions in a floppy environment [D] IBM-PC

EXSYS (2 disks) Demo of an expert system shell [D] IBM-PC

Pen Pal (1 disk) Private correspondence aide [L] IBM-PC

Help build the list. If you have found a human service oriented demo/freeware/shareware disk to be useful, please send it along. For every demo/freeware/shareware disk you send us, I will send you any two disks free.

Demo/shareware/freeware disk order form

To order, circle the disk requested. End each $5 per disk (for non-members and overseas mail) to cover mailing and handling. Disks may be accompanied by vendor brochures, order forms, etc. Proceed from this disk to obtain further details from the CUSSN activities. Order from D. Schoech, CUSSN, UTA, Box 19129 GSSW, Arlington, TX 76019-0129.

Number of software products =
Number of computer disks =
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Name:

Mail Address: State: Postal Code:

Country:

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C U S S N  N e w s l e t t e r , S u m m e r 8 9
CUSSN Disk Copy Service

Definitions of software codes:
[D] = Demo - Software that highlights a product and/or gives you the feeling of how the actual product operates.
[F] = Freeware - Full working version, no restrictions on use.
[L] = Limited Use Version - Lets you examine the product, but limitations prevent continued use.
[S] = Tier Supported Shareware - Full working copy you are expected to register and pay the vendor if you use it.
IBM-PC = Will run on the IBM personal computer and compatibles.
(DD) = Requires a hard disk.
(HD) = Requires a color graphics card.
Note: Discs are direct from the vendor and copyrighted with vendor permission. Thus discs are free of computer viruses. All discs are guaranteed to work. However, disks may get damaged in the mail. If you have a problem, do a PCTEST of the problem and return it with your disk for a new copy.

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Program for administering and scoring a large number of "right answer" test questions to a large number of examinees.
Freedom Writer (1 disk) - Demo of input program for persons with limited mobility [D] IBM-PC
Can use key andscanning demo of a one key, light pen, speech, and joystick operated word processor. Demo includes HELP U TYPE, a program offering keyboard macros, word prediction, automatic spacing, repeat key disable and one finger operation.
KWXSTAT (2 disks) - Shareware statistical package, Ver. 1.3 [U] IBM-PC [C]
KWXSTAT includes the basic statistics including multiple regressions along with graph output.
MEL (1 disk) - Demo of Micro Experimental laboratory system [D] IBM-PC [C] MEL is an experiment authoring system allowing users to set experiments by filling in blanks on forms. MEL runs the experiment, and collects, analyzes, and displays the data. Students use experiment creation, and run experiments without programming. User interface included. Won the EDUCOM/NSF/PAH 1986 higher education award for best Social & Behavioral Science Software.
Newly (1 disk) - Key redefinition keyboard enhancer [U] IBM-PC
Allows user to assign sequences of keys to any key to speed computer input of frequently used words and phrases. Memory resident so it works with most programs and word processors. Includes Warpfield which speeds up the setup rate of the keyboard without overtaxing.
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Menu driven shareware separates income and expenses by service program and funding source, prints income statements and balance sheets, provides an audit trail of transactions, compares expenses to receipts, etc.
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Demos of a complete database and statistical package.
TCInfo (2 disks) Texas Networks for Children Electronic Information System [U] IBM-PC
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Demo of nonprofit accounting system which prints checks, records deposits and general journal entries for accounts receivable, payables, and adjustments.
WPKE (1 disk) Easy-to-use large type font Word Processor [U] IBM-PC
A way to use word processor designed for young children. Uses 40 columns and 20 columns per screen mode. A 10 column 3 row screen version is also available for the visually impaired.

Disks described in previous issues

Developmental Disabilities
AUGMENT (1 disk) - Information on augmentative communication readiness [F] IBM-PC (no copy charge)
McDISC (1 disk) Demo of a community residential service information system [D] IBM-PC
CAPTAINLOG (2 disks) - Demo a cognitive rehabilitation system [D] IBM-PC
DD Connection (1 disk) - Illustrates a disabilities oriented (OPUS) bulletin board [D] IBM-PC (no copy charge)
Finger (1 disk) - Makes keyboard more usable for those with disabilities [F] IBM-PC

Stickey (1 disk) - One finger/stick program with keylock for people using a stick access device [U] IBM-PC
AMS (1 disk) - Academic Merit System - Automates the merit review process [L] IBM-PC
BASIC Professor (1 disk) - RAAS interactive tutorial on the language [D] IBM-PC
GRADES + (1 disk) - Demo of program to automate course grading [D] IBM-PC
SCREE (1 disk) - Sequential Criterion Referenced Education Evaluation System [L] IBM-PC
TAS (1 disk) - Teacher Assessment System [L] IBM-PC
TUTORCOM (1 disk) [Ver. 4.4] A general tutorial on the DOS operating system [U] IBM-PC

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Vocational Rehabilitation Manager (1 disk) - Demo of a vocational rehabilitation info. system [D] IBM-PC [HD]

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Help-Software (1 disk) - Demo of self-help software for assertiveness, self-esteem and stress [D] IBM-PC
MMP1 (1 disk) Demo of software which helps interpret the MMP1 [D] IBM-PC
MMP2 (1 disk) - Demo of software which helps interpret the MMP2 [D] IBM-PC

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BernieCares (2 disks) - Demo of an information and referral system [D] IBM-PC [HD]
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Fund Accountant (2 disks) - Shareware fund accounting system [U] IBM-PC [HD]
Fund Accounting (1 disk) - Demo of fund accounting software from Executive Data [D] IBM-PC
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HSIS (3 disks) - Demos of general purpose human service information system [U] IBM-PC [HD]
KXKWITNESS includes the basic statistics including multiple regressions along with graph output.
ISS (1 disk) - Demo of general ledger system from Great Lakes Behavioral Research Institute [D] IBM-PC
Is-In-Site (1 disk) - Demo of health practice billing system [D] IBM-PC
MIS Manager (2 disks) - Shareware computer inventory tracking system [U] IBM-PC [HD]
MPB (1 disk) - Demo of a Multi-Provide Billing system [D] IBM-PC
Painless Accounting (3 disks) - Shareware office accounting and billing system [U] IBM-PC [HD]
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SPSS (1 disk) - Shareware statistical package (student edition) [F] IBM-PC

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Child Abuse (1 disk) - Demo of how an intake prioritization expert system might work Dick Schoech [F] IBM-PC

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Disk Protector (1 disk) Protects disk files from loss during power failures [L] IBM-PC
EXSYS (2 disks) Demo of an expert system shell [D] IBM-PC
Pen Pal (1 disk) Private correspondence aide [L] IBM-PC

Help build the list. If you have found a human service orientated demo/shareware/shareware disk to be useful, please send it along. For every demo/shareware/shareware disk you send in, I will send you any two disks free.

Demo/shareware/freeeware disk order form
To order, circle the disk 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 sales go towards furthering the CUSSN activities.
Order from D. Schoech, CUSSN, UTA, Box 19129 GISSW, Arlington, Texas 76019-0129.
Number of software products =
Number of computer disks =
I enclose: (pay in U.S. dollars only) (Number of disks x $5) (members) or $7 (non-members) per disk =
Name: ________________________________
Address: _________________________________
City: __________________ State: ________
Postal Code: ________ Country: ________
CUESnet—CUESnet’s Electronic Network

Overview
The electronic component of the Computer Use in Social services Network (CUESnet) establishes local bulletin boards, local and international mail and file transfer, conferencing, and repositories of electronically available information. CUESnet builds on the CUESnet conference network of about 6000 local bulletin boards (FIDO, OPUS, etc.) around the world which automatically exchange information. Usually no fees are charged except for long distance mail.

To Use CUESnet
If a BBS carrying the CUESnet conference (echo) is in your city, you’re in luck. Simply dial it up using your computer and a modem and follow the directions. If no CUESnet node exists in your city, call long distance to the DD Connection (817-640-7880). Check message area 8 which contains the CUESnet echo. Look for messages from CUESnet users located near you (you may want to learn to use a BBS by calling a free local node). To locate a local FIDO or OPUS BBS, ask your local microcomputer dealer. You can use a local node to send mail and pick up whatever CUESnet 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 900-2400 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 CUESnet
- Message Areas: Local mail (public and private); international mail; and conferences on human services, psychiatry, addiction, disabilities, Vietnam Veterans issues, AIDS, Violence, etc.
- File Areas: Files related to mental health, developmental disabilities, welfare, health, training, games, and utilities.
- Conference Areas: (called echos on Networked BBSs from Blackbag BBS) Alcoholism and Drug Abuse/National AIDS National Discussion; Child Abuse National Echo; Disabled Interests National Echo; Fine/Editors National Echo; Grand Round National Medical Discussions; Health and Safety Network National Forum; Medical Ethics National Echo; National Psychiatry Echo; National AA meeting; Physics National Echomall; Physicians Only National Conference; Spinal Injury National Echo; Social Services National Echo; Science National Echomall; Stroke/CVA National Discussion; Diabetes National Echo.

CUESnet Nodes: FidoNodes Carrying the CUESnet Echomall Conference as of 5/21/89.

<table>
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<th>Net/Node</th>
<th>BBS Name</th>
<th>City &amp; State</th>
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<td>9600</td>
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<td>130/10</td>
<td>DD_Connection</td>
<td>Arlington,VA</td>
<td>D. Hall</td>
<td>703-811-7260</td>
<td>2400</td>
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<td>Conc.NH</td>
<td>NH</td>
<td>D. Hall</td>
<td>603-235-7161</td>
<td>2400</td>
</tr>
<tr>
<td>138/35</td>
<td>CG Medterm BBS</td>
<td>Coral Gables</td>
<td>M. Farhney</td>
<td>305-444-5615</td>
<td>2400</td>
</tr>
<tr>
<td>138/35</td>
<td>HDS_Uncorg</td>
<td>Wash,Seattle,WA</td>
<td>C. Ritchie</td>
<td>206-543-3719</td>
<td>2400</td>
</tr>
<tr>
<td>150/101</td>
<td>Black_Bag_BBS</td>
<td>Newark,DE</td>
<td>E.DeGroo</td>
<td>302-731-1968</td>
<td>2400</td>
</tr>
<tr>
<td>151/101</td>
<td>EQUAL</td>
<td>Raleigh,NC</td>
<td>M. Bowan</td>
<td>919-861-6906</td>
<td>2400</td>
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<tr>
<td>267/41</td>
<td>The_HOST_BBS</td>
<td>Glenns Falls,NY</td>
<td>M. Sodden</td>
<td>518-793-9574</td>
<td>2400</td>
</tr>
<tr>
<td>305/101</td>
<td>NASW_New_Mexico</td>
<td>Las Cruces,NM</td>
<td>M. Connealy</td>
<td>505-644-2986</td>
<td>9600</td>
</tr>
<tr>
<td>321/109</td>
<td>Pioneer_Val_PCGU1</td>
<td>Amherst,MA</td>
<td>M. Sternfeld</td>
<td>413-256-1037</td>
<td>9600</td>
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<tr>
<td>321/203</td>
<td>VTetlink #</td>
<td>Pittsfield,MA</td>
<td>G. Pack</td>
<td>413-443-6313</td>
<td>2400</td>
</tr>
<tr>
<td>284/201</td>
<td>Poly_Opus</td>
<td>London,UK</td>
<td>E. McCabe</td>
<td>441-580-1690</td>
<td>2400</td>
</tr>
<tr>
<td>283/201</td>
<td>Dataworken_IN</td>
<td>Remerdon,Hammond</td>
<td>M. Mazeland</td>
<td>318-375-1563</td>
<td>2400</td>
</tr>
</tbody>
</table>

From: Mike Connealy, NASW New Mexico (above)
Services Available

Vendor/Consultant  Contact Person  Services

California  
Hunting Pena
P.O. Box 3477
Newport Beach, CA 92663-3418
Anne Breuer
(714) 650-5135

Florida  
Community Service Bureau of Broward County, Inc.
1300 South Andrews Avenue
P.O. Box 23877
Fort Lauderdale, FL 33335
Carole L. Dowds
CSE
Programmer/Coordinator
(305) 524-8437
A full range of consulting and technical support in the automation of Social and Human Services. Services include Agile Invention/Inventory/Production Information & Reporting, Client Case Management, Mental Health Client Tracking. Personal computer and minicomputer versions available.

Indiana  
Master Software Corp.
8064 Allendale Rd, Suite 309
Indianapolis, IN 46250
J. R. Long, Vice President of Sales
(317) 642-0200
Fund Master development software features document/record tracking, online inquiry to demographics and pledge/record accounts, annual report printing, weekly/monthly pledge report, pledge/project reposi-
tory, work order tracking, pledge tracking, fund raising, and much. Fund Master runs on IBM PC's, MAC and DEC computer. Also starting a job/individual system.

New Hampshire  
ECHO Software Products
Main Street, Center Conway, NH 03813
Loren Davis
Director of Marketing
(603) 447-5453
(603) 635-2029
Complete Human Service Software Services including client information and tracking, accounting, and fund raising.

New York  
King Associates, LTD.
755 Shore Road
Great Neck, NY 11021
Michael A. King, D.S.W.
(516) 487-7500
Producers of AMES flexi-off-shelf software for hospital social work

North Carolina  
National College of Software
Clearinghouse, Duke U. Park
6697 College Station, Durham, NC 27708
Pierce R. Green
Director
(919) 737-3067
A non-profit, educational software service which distributes 240 low-cost programs for IBM format. Offers include: PC Thesaurus, Word Processing & Mapping (MMAP) and Abnormal Behavior Tutor (AMPS). Write or call for a free catalog.

Pennsylvania  
Handick, 4025 Chestnut St., Philadelphia, PA 19104
John V. Estes, D.S.W.
Consultant
(215) 896-4933
Programmer: Feasibility; Custom Designed Software, Sales of Popular Software & Hardware; Services: Sales, Installations and Support; and Hardware Maintenance.

Rhode Island  
Aplpad Innovations, Inc.
South Kingston Office Park
Wakefield, RI 02879
(400) 772-2250
(400) 772-5070
A manufacturer and distributor of numerous software programs designed to operate on popular microcomputers. The programs are fully supported, documented, and operational in hundreds of locations. Programs all have Psychological Testing (e.g., MMPI, OPIF, Office Management (e.g., billing/insurance forms), or Classes (e.g., pop-up 15MM-1500).

Toronto, Canada  
Canada Services
Informatics Ltd (HSI)
600 The East Mall, 2nd Floor
Toronto, Ontario M9J 4B1
Canada
Jim Armstrong, Ph.D., President
John McColl, M.S.W., V.P. & Sales/Marketing
(416) 622-8900
Developers of specialized information management systems which enable human service agencies to manage caseloads, service transactions, human and financial resources. This software package has a unique ability and permits users to ensure quality and cost containment, on a constant basis. Requirements: IBM of compatible 8-bit, 16-bit, (Compaq, Systim, PCs, IBM), or Systim with Superior and Support for more sophisticated statistical data analysis.

Service Listing Announcements: Interested vendors/consultants should send payment along with their description. Rates are as follows: Under 15 words, $15 per word. Under 30 words, $25 per word. Under 45 words, $45 per word. Under 60 words, $75 per word or 80 per word.

Space Advertisements: Advertising space is available in the CUSN Newsletter at the following rates: one eighth page in one issue $25; one half page in one issue $65; one full page in one issue $275; two full pages in one issue $575. Ten words per word with a minimum of 25 words per advertisement back. Two full pages in one issue $1550. Applicants must furnish a copy ready for publication. If the ad will run for four times, a 10% reduction in cost is permitted.

Mailing labels: Mailing labels are available at the cost of 7 cents per label.

CUSNnet—CUSNnet's Electronic Network

Overview
The electronic component of the Computer Use in Social Services Network (CUSNnet) establishes local bulletin boards, local and international mail and file transfer, conferencing, and repositories of electronically available information. CUSNnet builds on the CUSNnet conference of area (which has over 6000 local bulletin boards (FIDO, OPUS, etc.) around the world which automatically exchange information. Usually no fees are charged except for long distance mail.

To Use CUSNnet
If a BBS carrying the CUSNnet conference (echo) is in your city, you're in luck. Simply dial it up using your computer and a modem and follow the directions. If no CUSNnet node exists in your city, call long distance to the DD Connection (817-640-7800). Check message area 8 which contains the CUSNnet echo. Look for messages from CUSNnet users located near you (you may want to learn to use a BBS by calling a free local node). To locate a local FIDO or OPUS BBS, ask your local microcomputer dealer. You can use a local node to send mail and pick up whatever CUSNnet 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 900-2400 baud, 8 data bits, 1 stop bit and no parity. Almost any computer or terminal and modern will work.

Examples of Message and File Areas on CUSNnet
- Message Areas: Local mail (public and private); international mail; and conferences on human services, psychiatry, addictions, disabilities, Veteran Veterans issues, AIDS, Violence, etc.
- File Areas: Files related to mental health, developmental disabilities, welfare, health, training, games, and utilities.
- Conference Areas: (called echos on Networked BBSs from Blackbag BBS) Alcoholism and Drug Abuse/Alcohol-National AIDS-National Discussion; Child Abuse National Echo; Disabled Interests National Echo; Fine/Eating Disorders; Grand Rounds; National Medical Association; Polite Health National Forum; Medical Ethics National Echo; National Psychiatry Echo; National AA meeting; Physics National Echollam; Physicians Only National Conference; Spinal Injury National Echo; Social Services National Echo; Science National Echo; Stroke/CVA National Discussion; Diabetes National Echo.

CUSNnet Nodes:
FidoNet Nodes Carrying the CUSNnet Echollam Conference as of 5/21/89.

Net/Node  BBS Name  City & State  Sysop  Phone  Max baud
10/300  Bruce's Board  Barstow, CA  B. Hartell  619-252-5150  1200
11/301  Fido-Rider  Murray,KY  B. Arrittten  502-762-3140  2400
104/81  RC_25  Denver,CO  C. Warren  303-329-9577  2400
10/105  NY_Transfer  Staten Island,NY  B. Richards  718-448-2358  2400
109/507  Hid_Start_RC  College Park,MD  D. Mohney  301-985-7906  2400
109/12  Nat_Headstart BBS  Hyattsville,MD  S. McBride  301-985-7923  2400
11/15  St_Joes Hospital  Phoenix,AZ  D. Dovedick  602-255-9663  9600
129/75  Ecclesia_Place  Monroeville,PA  P. Pascuale  412-373-8612  9600
130/10  DD_Connection  Arlington,VA  T. Jones  817-640-7880  2400
133/11  ConNor,ND  D. Hall  602-777-8400  1200
15/8  CG Medterm BBS  Coral Gables  M. Fahringer  305-444-5614  2400
138/35  HDS_ Univ Of  Wash Seattle,WA  C. Ritchie  206-543-3719  2400
150/101  Black_Bag BBS  Newark,DE  E. DelGrosso  302-731-1968  2400
151/101  EQUAL  Raleigh,NC  M. Bowen  919-851-6806  2400
267/41  The_HOST_BBS  Glen Falls,NY  R. Callaway  518-793-9574  2400
305/101  NASW New Mexico  Las Cruces, NM  M. Connelly  505-646-2968  9600
321/109  Pioneer_Val_PUGI  Amherst,MA  M. Steinhelm  413-256-1037  2400
321/203  VETlink #1  Pittsfield,MA  G. Pack  413-443-6313  2400
254/200  Poly_Opus  London,UK  E. McCabe  441-580-1690  2400
523/200  Datawerken,IT  Remmenland,Holland  M. Hazeland  31817-51363  2400

From: Mike Connelly, NASW_New Mexico (above)
Survey of CUSSNet Bulletin Boards by Jerry Finn

University of North Carolina, Greensboro, Greensboro, NC 27412
Special thanks to Steve Ice and Mike Bowen for their time and insights. Written in January 89.

Introduction

CUSSNet was announced in the Summer, 1986 (Vol. 6, #2) issue of the CUSS Network Newsletter. Ten bulletin boards with a focus on the human services were described. Some were providing operational data from a DHHS Federal grant. The original purpose was to allow CUSS Network members to communicate electronically about issues and problems regarding information technology and the human services. All boards utilized FIDOnet software (in the public domain) and involved extensive use of people time and effort to provide a 'free' telecommunications network.

The network was (is) 'grass-roots' with each sypop operating independently. Grass roots developments in the human services (eg, the shelter movement for battered women) are a mingled blessing. They are high on human energy, commitment and creativity. They also face problems of 'burnout' of participants, scarce and/or uncertain continued funding, and trial and error program development. As a new 'product' they are also faced with the 'marketing' challenges of getting their services known and used.

During the summer, some boards have grown in terms of stability of funding, services provided, and participation by users. Others have ceased to exist. This study reports a survey of CUSSNet boards in order to identify the present use, funding, services, and problems and future directions of CUSSNet. A questionnaire was mailed to all known CUSSNet boards (Public and/or United States. This represents the vast majority of CUSSNet boards. It does not include boards which may have been recently established or which carry the CUSSNet banner, but do not focus on human services. The questionnaire was mailed to boards on both 5 1/4" floppy disk and paper form. Sysops were also given the option of answering by phone.

Research note: 5 people returned the questionnaire by disk; one chose to answer by telephone. The remainder returned the paper form. While those returning the questionnaire on disk commented that they liked being able to have the questionnaire on disk, their answers were no more detailed than those answering by paper form. The telephone interview was by far the most detailed due to its interactive nature. I recommend that future studies of this kind be conducted by phone.

Results

The following is a summary of information obtained from the sypops/operators of the CUSSNet boards.

BBs no longer Operational

ST. LOUIS, MO (1986-1988)
Location: School of Social Work, Washington University.
Sysop: Bill Butterfield, PhD
Purpose: Communication with other CUSSNet members
Original Funding: Federal Grant; School of Social Work Funds.
Reason Cancelled: Too much time to maintain the board; concern about viruses infecting the board.

MILWAUKEE, WI (1986-1987)
Location: School of Social Work, University of Wisconsin-Milwaukee.
Sysop: Walter J. Gingerich, PhD
Purpose: Promote networking/communication for human service professionals.
Original Funding: Federal Grant for hard disk and modem; University for other costs.
Reason Cancelled: Insufficient use to justify its upkeep (1-4 calls/week). When the sysop left on sabbatical in the Fall of 1987, board functioning ended.

DENVER, CO (1984-1987)
Location: School of Social Work, University of Denver.
Sysop: Walter LaMendola, PhD
Purpose: Experiment with electronic communications among and between social workers and social work organizations. Later decided to have the Software Clearhouse as the "board purpose."
Original Funding: Federal grant. Later funds and time provided by School of Social Work.
Reason Cancelled: University did not provide for coverage of the board while the sysop was on leave with other projects. University would not financially support the board when the sysop returned from leave, and discontinued the board when the sysop resigned.

SEATTLE, WA (1986-1998)
Location: Department of Health and Human Services.
Sysop: Steve Ice, Health Services Specialist
Purpose: Promote the exchange of information among human services, help agencies collaborate, provide federal information to local agencies.
Original Funding: Federal Office of Development
Reason Cancelled: Federal budget cuts in research and development funds; no legal mandate to maintain the board. The board has been transferred to the School of Social Work, University of Washington, Seattle, WA.

TEMPE, AZ (1986-1988)
Location: School of Social Work, Arizona State Univ.
Sysop: Walter Hudson, PhD with the help of Bill Butterfield, PhD.
Purpose: To have rapid and interactive communication across the globe re: professional issues.
Original Funding: Supported by the School of Social Work.
Reason Cancelled: The School has switched to BITNET for its communication needs.

NEW YORK, NY
Location: Human technology Associates;
Sysop: Gerald Hoffman
Reason Cancelled: Believed to have ceased — unable to contact

WASHINGTON DC
Location: Public Interest Computer Association
Sysop: Bob Sabbath
Reason Cancelled: Believed to have ceased — Bob no longer works there; unable to contact; known to have had a fire in the computer room.

CUSSN Boards Known to be Operating

MURRAY, KY (1985-)
Location: Murray State University; Murray, KY
Sysop: Bill Albright; Net/Node 11/201
Phone: (502) 762-3140; 300/1200/2400 baud
Purpose: Share information of computers and disabilities, adaptive technology and computer assistive devices.
The board has broadened its focus to include health and mental health issues.
Funding: Counseling Center Budget. Bill is the director of the counseling center, so he feels certain that funding will remain stable at the present level.
Hardware: PC-XT, 20 meg and 10 meg hard drive; Microsoft Mach 20 accelerator card.
Operation: 24 hours; about 30 calls/week; 60-70% in-person.
Services: National and international E-mail; public posting of information.
Echo Conferences: aids/recovery, grand rounds, feminism, cuss, politics, of fan, college.
Users: (50%) Students; (50%) about equal distribution of educational levels, human service personnel and the general public. Human service agencies are not using the board.
Recruitment: Advertise through local media, word of mouth.
Costs: $100/month- phone; 30 minutes/day-time.
Problems: None.
Future: To expand services to local computer club and social work club and add real time conferencing and on-line mental health assessment; would like to involve human service agencies.

PHOENIX, AZ (1989-)
Location: St. Joseph's Hospital, Scottsdale, AZ
Sysop: David Dodson; Net/Node 11/201
Phone: (602) 235-9653
Purpose: Public service; general education in medical information.
Funding: Hospital funding. Future funding is described as "guaranteed."
Hardware: PC-XT, 60 meg, hard disk
Operation: 24 hours/day; about 500 call/month with little change over time.
Services: E-mail, BBS (15 messages), downloadable files, public posting of information, conferencing, user search of a database.

Echo Conferences: disabled, em/mf/iren (firenet), recovery (aa), aids, cussnet, medical discussion, spinal injury discussion, psychosocial, human services, medical services, dental discussion, allied health (pt,ot,pt).
Articles, Reviews, and Reports

Survey of CUSSNet Bulletin Boards by Jerry Finn
University of North Carolina, Greensboro, Greensboro, NC 27412
Special thanks to Steve Ice and Mike Bowen for their time and insights. Written in January 89.

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During the seven years that boards have grown in terms of stability of funding, services provided, and participation by users. Others have ceased to exist. This study reports a survey of CUSSnet boards in order to identify the present use, funding, services, problems and future directions of CUSSnet. A questionnaire was mailed to all known CUSSnet boards (in Public Health). This represents the vast majority of CUSSnet boards. It does not include boards which may have been recently established or which carry the CUSSnet logo, but do not focus on human services. The questionnaire was mailed to sypops on both 5 1/4" floppy disk and paper form. Sypops were also given the option of answering by phone.

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Location: Human technology Associates;
Sypop: Gerald Hoffman
Reason Canceled: Believed to have ceased — unable to contact

Washington DC
Location: Public Interest Computer Association
Sypop: Bob Sabath
Reason Canceled: Believed to have ceased — Bob no longer works there; unable to contact; known to have had a fire in the computer room.

CUSSN Boards Known to be Operating

Murray, KY (1985+)
Location: Murray State University; Murray, KY
Sypop: Bill Albrite; Net/Node 11/240
Phone: (502) 762-3140; 300/1200/2400 baud
Purpose: Sharie information of computers and disabilities; adaptive technological and computer assistive device topics.
The board has broadened its focus to include health and mental health issues.
Funding: Counseling Center Budget. Bill is the director of the counseling center, so he feels certain that funding will remain stable at the present level.
Hardware: PC-XT, 20 meg and 10 meg hard drive; Microsoft Mach 20 accelerator card.
Operation: 24 hours; about 30 calls/week; 60%-70% in-ear.
Services: National and international E-mail; public posting of information.
Echo Conferences: aids/or, recovery, grand rounds, feminism, crus, politics, of fan, college.
Users: (50%) Students; (50%) about equal distribution of educational levels, human service personnel and the general public. Human service agencies are not using the board.
Recruitment: Advertise through local media, word of mouth.
Costs: $100/month-1 phone; 30 minutes/day-time.

Problems: None.
Future: Hope to expand services to local computer club and social work club; add real time conferencing and online mental health assessment; would like to involve human service agencies.

Phoenix, AZ (1986+)
Location: St. Joseph’s Hospital, Scottsdale, AZ
Sypop: David Dod; Net/Node 114/15
Phone: (602) 235-9563
Purpose: Public service; general education in medical information.
Funding: Hospital funding. Future funding is described as “guaranteed.”
Hardware: PC-XT, 60 meg, hard disk
Operation: 24 hours/day; about 500 call/month with little change over time.
Services: E-MAIL (.15/message), downloadable files, public posting of information, conferencing, user search of a database.

Echo Conferences: disabled, em/flre (firenet), recovery (aa), aids, cushion, medical discussion, spinal injury discussion, psychology, social services discussion, dental discussion, allied health (pt,ot,pt).

Message/Files: general interest, disabled, medical computer programs, disease file information, aids information, food and drug administration information, center of disease control, cancer, information file, dental information, fiihnet/health informc net-work/fidomews.

Users: Public (75%), Clients (15%), Direct Service Personnel (5%), Administrators (5%). Human Service Agencies do not use the board although "we have tried to get them to use it." Recruit: Local press releases, word of mouth.
Costs: $75/month-1 phone; 20 hours/week volunteer time.
Problems: Too time consuming for users.
Future: Expand into multi-line service, add online physicians referral.

Houston, TX (1987+)
Location: School of Social Work, University of Houston
Sypop: Paul Raffoul, PhD
Phone: (713) 749-1744
Purpose: Health Care Board for the community and Social Work students.
Funding: Univ. donated hardware, School of Social Work donated modem. Some donations from faculty and staff on campus. Create the board.
Hardware: DEC Rainbow Model 10 with 20 meg. hard drive; 2400 baud.
Operation hours: 5 P.M. to 8 A.M. on weekdays, 24 hours on weekends; uses Social Work telephone line during nonbusiness hours; about 75-100 call/month.
Services: Local area information files, public posting of information, posting of Continuing Education schedule. No E-Mail.
Echo Conferences: None.
File/Messages: public messages, continuing education, fiihnet, health care.
Users: Students (80%), Educators (10%), Public (5%), Direct Service Personnel (5%).
Recruitment: Part of courses for students; publication in list of local BBS.
Costs: Time.
Problems: Availability (only after 5: P.M., on weekdays), dirty phone lines, incompatible equipment, lack of time.
Future: Symp may take it home as a serious hobby, or it will have to exist with university support. Insufficient.
Symp would like to see the United Way use the Board as a file server to promote interaction with members agencies.

Raleigh, NC (1985+)
Location: Microcomputer Support Group, Raleigh, NC
Sypop: Mike Bowen
Phone: (919) 851-6806; Net/Node 151/101
Purpose: Central resource for adaptive equipment for the disabled, link handicapped with agencies designed to serve them; expand to a community communication
ECHO Conferences: cusnet, disabled, public psychology, vietnam vets, grand rounds.

Messages/Files Areas: general, private, transportation and technology, activities of daily living and technology, communication and technology, special education and technology, disabilities q & a, human services and computers q & a, health q & a, conferences/workshops/training, contents of latest publications, exchange of used equipment and devices, resna, humor, job opportunities.

Users: Clients (24%), Public (20%), Direct Service Personnel (20%), Administrators (10%), Students (10%), Educators (10%). Policy makers (5%) "deviates and converts" (1%).

Recruitment: CUSSN newsletter, local listing of ECHO's from local computer store, agency workshops.

Costs: Full time person. Money for a programmer and data entry person.

Problems: Mostly hardware/programming problems eg. getting the database to work under OPUS, getting three lines to work, future.

Future: Will depend on funding and support, at which this time is unknown. Sympo hopes to keep it going. They would like to add a 4th line, have an 800 number available, and increase use by professionals and students.

LA CRUCES, NM (1986-)

Location: New Mexico State University, Las Cruces, NM

Symp: Mike Contryman, Jerry Vest

Phone: (505) 646-2886; Net/Node: 305/101

Purpose: A computer communications link for Human Services workers which could also serve as a link to the greater community.

Funding: $9000 grant for equipment and one year's operation from NASA; $1000 for second year of operation; donation of 30 mg. hard drive and modem from Area Agency on Aging; office space and phone line contributed by NMSU. Director is also president elect of the local Area Agency on Aging and office space and phone line contributed by NMSU.

Future: There is a staff position to run the board and public consulting through September, 1989. The School of Social Work is expanding its interest in information technology and wants to make the board/con- sultant a permanent position.

Hardware: IBM Model 60, 70 mg. hard drive, two lines.

Operation: 24 hours/day; board still too new to access number of callers.

Services: E-mail, public posting of information, downloadable files, microcomputer consultation both online and by voice.

ECHO Conferences: cusnet, seniors, health care, disability, recovery (aa), aids, vietnam vets, feminism.

Message/Files Areas: files/cusnet, on-line counseling, drug and alcohol abuse, programs for ibm-compatible computers, telecommunications / modern programs, human service applications programs, text files on human service applications, aids information, text files on aging, aids, aging, computer users list, new technology, census data, vietnam text files, games, opus bbs,enery programs and files.

Users: 147 calls/month; Public (95%), Students (5%), Agency Administrators, Direct Service Personnel, Client Groups (about 1% each). Agencies include: City of Las Cruces, ECHO, MSU Medical Center, Hospice, Army Community Services, SWNM Area Agency on Aging, and Casa Alihasta Respite Care.

Recruitment: During the first year the sygop and project director introduced the numerous presentations at local confer- ences and workshops to human service agencies. Many local human service agencies came to see the ECHO network. Social Work students are introduced to the BBS as a part of class on community resources.

Costs: $2,500 per month; $200 per 2 hours at $20/hour (although the time put in by the public is much greater); great deal of time by syop and student intern.

Problems: Low use by human service agencies due to low level of computer literacy among local human service personnel.

Future: There will be a gradual increase in use by human service agencies, especially NASW members; would also like to see increased use by groups needing assistance with information technology, especially the disabled, elderly, children, and human service line workers.

SEATTLE, WA (1988-)

Location: School of Social Work, Univ. of WA, Seattle.

Symp: Cindy Rodatt, PhD

Phone: (206) 543-3719; Net/Node: 138/35

Purpose: This board replaces steve lice's at the desk of human services, Seattle, WA.

Serve local agency and academic needs for network- ing/communication; provide information on federal grants which will become repository for the Software Clearinghouse, formerly in Denver, CO.

Funding: There is a staff position to run the board and public consulting through September, 1989. The School of Social Work is expanding its interest in information technology and wants to make the board/consultant a permanent position.

Hardware: IBM 5580, 70 mg. hard drive, two lines.

Operation: 24 hours/day; board still too new to access number of callers.

Services: E-mail, public posting of information, downloadable files, microcomputer consultation both online and by voice.

ECHO Conferences: cusnet, seniors, health care, disability, recovery (aa), aids, vietnam vets, feminism.

Message/Files Areas: files/cusnet, on-line counseling, drug and alcohol abuse, programs for ibm-compatible computers, telecommunications / modern programs, human service applications programs, text files on human service applications, aids information, text files on aging, aids, aging, computer users list, new technology, census data, vietnam text files, games, opus bbs,enery programs and files.

Users: 87 calls/month; Public (95%), Students (5%), Agency Administrators, Direct Service Personnel, Client Groups (about 1% each). Agencies include: City of Seattle, Social Work, MSU Hospice, Army Community Services, SWNM Area Agency on Aging, and Casa Alihasta Respite Care.

Recruitment: During the first year the sygop and project director introduced the numerous presentations at local confer- ences and workshops to human service agencies. Many local human service agencies came to see the ECHO network. Social Work students are introduced to the BBS as a part of class on community resources.

Costs: $3,000 per month; $200 per 2 hours at $20/hour (although the time put in by the public is much greater); great deal of time by syop and student intern.

Problems: Low use by human service agencies due to low level of computer literacy among local human service personnel.

Future: There will be a gradual increase in use by human service agencies, especially NASW members; would also like to see increased use by groups needing assistance with information technology, especially the disabled, elderly, children, and human service line workers.

GARDEN CITY, NY (1986-)

(rest of the text continues...
system including other groups: eg. writers, gifted students program, Interagency Council on Youth.

Funding: Originally out of (sysop) pocket, some contributions, $50 grant from hospital.

Hardware: PC-XT, 65 meg. hard drive, 2400 baud modem.

Operation hours: 24 hours/day, 150-200 calls/day.

Services: E-Mail ($2.50 in state, $5.00 out of state), conferencing, public posting of information, downloadable files.

Echo Conferences: Disabled, grand rounds, alcohol/drug recovery, aids/arc, genealogy, spinal injuries, nc state-wide, osteoporosis, education, writing, sex therapy, gaynet, interpersonal relations, macintosh, edrom, mensa, national wordperfect.

Message/Files: cusnet, special education, learning disabilities, voice output hardware/software, hearing impaired, mobility impaired, visually impaired, triangle community services, public domain software, entire kyr bible, sky diving, from the writers desk, consulting forum, young lawyers forum.

Future: Will decide on future funding and support, which at this time is unknown. Sysop hopes to keep it going. They would like to add a 4th line, have an 800 number available, and increase use by professionals and students.

LA CRUCES, NM (19862).

Location: New Mexico State University, Las Cruces, NM

Sysop: Mike Corbett, Jerry Vest

Phone: (505) 646-2888; Net/Node: 205/101

Purpose: Establish a microcomputer communications link for Human Services professionals which could also serve as a link to the greater community.

Funding: $9000 grant for equipment and one year's operation from NASW; $1000 for second year of operation; donation of 30 meg. hard drive and modem from Area Agency on Aging; office space and phone line contributed by NMSU. The director is also president elect of the local Area Agency on Aging; office space and phone line contributed by NMSU. The director is also president elect of the local Area Agency on Aging; office space and phone line contributed by NMSU. The director is also president elect of the local Area Agency on Aging; office space and phone line contributed by NMSU.

Hardware: IBM-AT clone, 30 meg. hard drive; 2400 and 9600 baud modems.

Operation: 24 hours/day; 20 minutes/call on week days & 5 minutes/call, otherwise, 60 minutes/call.

Services: E-Mail ($2.00/call, free if 5+ years. Thd), public posting, conferencing, downloadable files.

Echo Conferences: cusnet, veterans aids, arc, arc grand rounds, school counseling, nmsu tech, alzheimer, news, abled, the news, health sciences on-line, news, specialty areas, education, cancer data, vitamin tets games, opus bibl, genealogy programs and files.

Users: 147 calls/month; Public (95%), Students (5%), Agency Administrators, Direct Service Personnel, Client Groups (about 1%) each.

Agencies include: City of La Cruces; NMSU; Mesila Valley Hospice, Army Community Services, SWM Area Agency on Aging, and Casa Alivio Respite Care.

Research: During the first year the sysop and project director participated in numerous presentations at local conferences and workshops to human service agencies.

The next steps of the project are to introduce the sysop to the ISS as a group of community resources.

Costs: Full time staff 2 hours/week at $20/hour (although the time put in by the sysop is much greater); great deal of time by sysop and student intern.

Problems: Low use by human service agencies due to low level of computer literacy among local human service personnel.

Future: Hopefully there will be a gradual increase in use by human service agencies, especially NASW members; also would like to see increased use by groups needing access to information, especially the elderly, abled, elderly, children, and human service line workers.

SEATTLE, WA (1988).

Location: School of Social Work, Unv. of WA, Seattle.

Sysop: Cindy Ried, PhD

Phone: (206) 343-1719; Net/Node: 138/35

Purpose: This board replaces steve lie's board at the Dep. of Human Services, Seattle, WA.

Serve local agency and academic needs for networking; communicate. Provide information on federal grants. Serve as a repository for the Software Clearinghouse, formerly in Denver, CO.

Funding: There is a staff position to run the board and provide consulting through September, 1989. The School of Social Work is expanding its interest in information technology and wants to make the board/consultant a permanent position.

Hardware: IBM Model 60, 70 meg. hard drive, two lines.

Operation: 24 hours/day; board still too new to assess number of callers.

Services: E-Mail, public posting of information, downloadable files, microcomputer consultation both online and by phone.

Echo Conferences: cusnet, seniors, health care, disability, recovery (aa), aids, veterans, veteran services.

Message/Files: Native american aging, foster care, social service jobs, news and events, children's protectice service, human service research, community agencies, head start, early childhood, youth, social service publications.

Users: No accurate assessment yet; students use the board as part of class assignments; some administrators and a smaller proportion of agency direct service personnel use the board, general public does not use the board.

Problems: Hardware/software-getting the board to run correctly; these are gradually being worked out.

Future: We are going to have to sell the position as a line item in the budget; expand the consultation service to human service agencies; become the repository for the Software Clearinghouse; add a database concerning child abuse information.

GARDEN CITY, NY (1986).

(No questionnaire received. Information was obtained from a brief telephone conversation with the sysop.)

Location: School of Social Work, Adelphi University

Sysop: Gunther Geiss, PhD

Phone: (516) 479-7240

Purpose: Skills data bank; information on colleagues in interests, skills, experience level in order to promote networking.

Future: The board has been operating 'minimally'. The sysop is presently trying to review the board with the help of a graduate assistant.

Discussion

BISS No Longer Operational

Seven boards are known or believed to have ceased operation. In one of these cases the board was transferred with all services to another location. Of the remaining six boards, four were located in Schools of Social Work in major universities. While the circumstances differed at each school, there were some similarities. The boards were expensive to maintain in terms of sysop time. In two cases the sysops were faculty with other responsibilities. When the sysops were engaged in other major projects, there was not sufficient financial or personnel support to maintain the boards. The lack of positive outside grant funding is a resource drain on Schools of Social Work. In times of scarce resources (which seems to be all the time for Social Work departments) it may be difficult to justify a project which requires considerable faculty time for managing the board as well as major training and recruitment efforts geared towards community professionals as long as a board is linked to a particular faculty member (or single individual in an organization) it is not likely to survive. The board must be institutionalized and justified in importance to the academic program, fee generation from workshops and consultation, and service to the community. (The board at the University of Washington, Seattle, is moving in this direction.)

A board whose primary purpose is to promote networking and communication among human service professionals in academic settings is also not likely to survive. Most universities have institutionalized telecommunication networks in their human service departments. A board would have to be a part of this network. Surviving CUSIS boards have focused on meeting the needs of local human service agencies and clients as well as the general public to survive a board must be institutionalized and justified on the basis of importance to the academic program, fee generation from workshops and consultation, and service to the community.
Interview with Carrie Brown
Director of the Bioengineering Program, Association for Retarded Citizens of the United States National Headquarters, Arlington, Texas, 7011

CUSNN: Could you describe your program?

C.B.: A quick history of the Bioengineering Program would help put the development of our electronic network in perspective. In 1982, the Bioengineering Project was started as the Association for Retarded Citizens of the US with basically three areas of focus:

1. The first focus is to evaluate existing technology and determine if it can be modified to have an appropriate application for people with mental retardation and other disabilities.
2. The second focus is to research and develop new technology for people with disabilities.
3. The third focus of the program is to educate our clients on how to use and maintain assistive technology so that they can apply what they learn in their own local ARC's. We have 150 state and local chapters across the country with a membership of 60/00.

Of course, assistive technology applications are not appropriate or desired for all members, but it is the desire to make sure that any member can make a well educated decision about whether they want to learn more about assistive technology.

In an effort to educate our membership about assistive technology, we conduct workshops, present at conferences, answer inquiries and generally share information. In 1982, we began to develop a hardcopy database of information on assistive devices for people with disabilities and mental retardation. Consequently, we subscribed to every newsletter, journal, publication and print resource that we could identify as having appropriate information. It quickly becomes a pretty monumental task of manhours to catalog and store the growing amounts of information.

It soon became apparent that stepping through file folders was not going to be an adequate method of handling all of this information, and that we needed to computerize our growing library of information. Additionally, our membership increased to a level of need to learn more about assistive technology, requests for information increased, and reports from parents and professionals.

CUSNN: Since we are focusing on electronic networking, could you indicate how the electronic network fits into your overall program?
One board reported that concern about virus infections on the board was partly responsible for closing the board. It is likely the real issue is "time." It takes extra time and effort to protect a board from virus infections. This may have been the proverbial last straw.

I was unable to obtain information about two boards outside of Social Work settings. In one case it appears that when the synop no longer worked at the agency, the board was closed. This may be another case of the board being tied to a person rather than an institution.

Currently Operating

Eight boards reported being currently operational. Of these, five boards are located in Schools of Social Work; the others are in a university Counseling Center, a Hospital, and in the home of a private consultant.

Purpose: While the original purpose of the boards was to promote national and international communication among human service professionals, the majority of boards which are still operating have established a specific purpose or target group as well as engaged in extensive outreach efforts with community agencies and the general public. Three boards have specialized in information concerning the disabled. Two boards focus on health care issues, and two other boards are actively engaged in helping local agencies to network. There appears to be a trend to serve a local rather national need. Boards which are associated with university functions are usually organized through use of the board as part of class assignments in information technology or community services courses.

While the original purpose of the boards was to promote national and international communication among human service professionals, the majority of boards which are still operating have established a specific purpose or target group as well as engaged in extensive outreach efforts with community agencies and the general public.

Funding: The funding and stability of the boards vary considerably. Four boards consider their present funding as stable. In New Mexico, ongoing sponsorship has been taken on by the local NASW (and the synop is the president elect) giving the board a degree of institutionalization. In Arlington, Texas the board is funded by a Texas Planning Council for Developmental Disabilities Grant which insures present funding, but future funding is uncertain. Funding is also stable in Kentucky where funds are provided by the counseling center budget. (The synop is director of the center; it is unclear whether the stability of the funding is dependent on the present director.) In Seattle, Washington the School of Social Work is attempting to make the synop and board line item on the budget, thus institutionalizing the board.

Two university related boards are in more tenuous positons. In Houston, Texas university support is minimal and the synop must consider whether to take personal control of the board or see it closed. In Garden City, NY the board has been in minimal use and its future is uncertain. The board in Raleigh, NC, a "private" board, is stable due to personal funding, but concerned about the amount of time and energy necessary to continue operation. Since there is no financial incentive, the synop would like to see the board transferred to a community agency. The future of this board is also uncertain. In this case, mixed feelings about running the board are evident, and "burn-out" is a real possibility.

Long term funding remains a concern for most CUSSN boards. In order to achieve stability boards need to seek institutional support, provide a service for local agencies and populations, and seek alternative sources of funds such as consultation, user fees or donations, or sponsorship from established organizations.

Hardware: Boards vary in their hardware from a minimum of a PC-XT with 20 meg, hard drive, and 1200 baud modem with a single line to a multiline 386 system with 2400 baud modem. There is a trend toward expanding from single line to multiline service as boards report initial difficulties with hardware/software operation, but these are surmountable given time and personnel.

Operation and Users: With one exception, boards are operating 24 hours a day. The number of calls received ranges from approximately 75 to about 1000 per month. The general public and students appear to be the primary users of the boards, although the synops communicate with others who share similar issues and concerns. In addition they offer a new means to distribute information of use to human service professionals and clients, and provide an expedient mechanism for human service agencies to coordinate and communicate for coordination of community services.

While a number of boards have grown and expanded their services, others have ceased to operate. There needs to be continued documentation of the factors which help boards to succeed and those which lead to discontinuation.

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CUSSN boards have boards on paper equity out of the interest, creativity and excitement of the people involved. They offer those interested in the human services the warmth that comes only with personal connections; they communicate with others who share similar issues and concerns. In addition, they offer a new means to distribute information of use to humans service professionals and clients, and provide an expedient mechanism for human service agencies to communicate for coordination of community services. While a number of boards have grown and expanded their services, others have ceased to operate. There needs to be continued documentation of the factors which help boards to succeed and those which lead to discontinuation.

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CUSSN: Could you describe your program?

C.B.: A quick history of the Bioengineering Program would help put the development of our electronic network in perspective. In 1982, the Bioengineering Program began its effort at the Association for Retarded Citizens of the US with basically three areas of focus:

- The first focus is to evaluate existing technology and determine if it can be modified to have an appropriate application for people with mental retardation and other disabilities.
- A second focus is that if we discover that existing technology cannot be modified in order to address the identified need of people with mental retardation, we would then conduct a research and development project to develop an appropriate assistive device.
- The third focus of the program is to educate our nation's people on the sensitive issue of assistive technology so that they can apply what they learn in their own local ARCs. We have 300 state and local chapters across the country with a membership of 100,000.

Of course, assistive technology applications are not appropriate or desired for all members, but it is our desire to make sure that any member can make a well educated decision about whether they want to learn more about assistive technology.

In an effort to educate our membership about assistive technology, we conduct workshops, present at conferences, answer inquiries and generally share information. In 1982, we began to develop a hardcopy database of information on assistive devices for people with disabilities and mental retardation. Consequently, we subscribed to every newsletter, journal, publication and print resource that we could identify as having appropriate information. It quickly becomes a pretty monumental task of manhours to catalog and store the growing amounts of information.

It soon became apparent that sifting through file folders was not going to be an adequate method of handling all of this information, and that we needed to computerize our growing library of information. Additionally, our computerization increased its need to learn more about assistive technology, requests for information increased and reported especially from parents and professionals.

CUSSN: Since we are focusing on electronic networking, could you indicate how the electronic network fits into your overall program?
Finally... the next generation of software for the social services is here...

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C.R.: In 1984, the Texas Planning Council for Developmental Disabilities funded an assistive technology service delivery project with Dick Schoeb of the University of Texas at Arlington as the principal investigator and my predecessor, Al Cavalier, as a subcontractor to computerizing our assistive technology database. We were also to test out methods of making this database available online to the public. Our efforts eventually resulted in the Developmental Disabilities Technology Library (DDTIL).

Additional funding in 1986 allowed for the system to expand with the full development of an electronic bulletin board, the Developmental Disabilities Connection, which is at conduit for accessing the DDTL. The DD Connection is an OPUS electronic network and bulletin board and our programmers linked it to the DDTL, which uses R/BASE. The DD Connection allows any user to phone our computer without any fee assessed (except for long distance telephone call charges), to share information with other users on the DD Connection, and to get information on assistive technology from the DDTL on publications, resources, and vendors. When in the DDTL, they can conduct their own search for an entry by title, author(s), publication date, or descriptor code...or various combinations thereof.

CUNSS: How was this effort received?
C.R.: One of our biggest challenges has been to educate our membership and our constituents about the DD Connection/DDTIL. And members are not the only users. Any person with a modem can call our system. People tend to be a little technophobe about networking so we spend time educating potential users about the ease of using electronic networking. Once they learn the techniques, they enjoy it and our system has been receiving rave reviews lately. The ARC's National Employment and Training Program, which serves membership nationwide, is beginning to transfer information and document to each other over the DD Connection. They send files back and forth, and leave messages for each other, they conduct business on a regular basis.

One of our biggest challenges has been to educate membership and our constituents about the DD Connection/DDTIL.

The ARC has been investigating whether we should use the DD Connection as an information forum for our state and local chapters across the country. In an organization the size of the ARC, it seems like a viable option for information sharing.

CUNSS: Do you see the DD Connection as a normal part of your agency operation or do you see it as a special project?
C.R.: At this point, it has been a special project, because it has been funded externally. However, I think it has very good possibility and potential to become a really strong component of the overall operation of headquarters. There has been some discussion/brought given to possibly having a special area for ARC business in addition to the technology-related business that it is now designed to handle. It has the ability to expand and really contribute for this kind of operation. Once again, I think that a real challenge is getting the users to become knowledgeable enough about electronic networking to feel comfortable with it. There is a process that has to take place for people to understand the concept of electronic networking. Once they accept the concept, then they need to devote the time to learning how to use the technology or they need someone with expertise to teach them the ropes. It is important to try and get in the habit of sharing information electronically a part of an ongoing routine.

CUNSS: Some corporations use bulletin boards, such as OPUS for internal electronic mail. Since you have the DD Connection in the ARCUS office, has it functioned as an internal mail system for staff?
C.R.: No, although it is certainly a viable option and one that could be easily adopted. The idea of mail automatically being sent electronically is attractive and is receiving some discussion.

CUNSS: If electronic networking and electronic mail is becoming part of maintaining the national office, can you move from project funding of the DD Connection to standard administrative funding. For instance, you pay for file cabinets, paper, etc., from your regular budget. Can you get funding from your regular budget for secretaries or data entry people to maintain the bulletin board?
C.R.: Getting funding for anything is never easy. But, I think that this is the direction we are going, because the administration of the ARC realizes that in order for a concept like this to be successful, there must be the commitment for ongoing maintenance. The efficiency of using an electronic networking system within an organization can quickly show itself to be cost effective. A key component for any system like this to be embraced by an organization is that upper management needs to understand electronic information sharing and they must approve and support it. Otherwise, the employee who does embrace such a process cannot get the support and time to use such a system. Staff as users need to have the training to know how to access the system. Probably one day of training per person would be adequate to make him or her a fairly comfortable user. If the system is handling large numbers of users, it is probably advisable to have a staff person assigned as a system operator/trainer.

A key component for any system like this be embraced by an organization is that upper management needs to understand electronic information sharing and they must approve and support it.

Top administration must agree with the idea because in addition to staff time, there is a financial investment for the hardware, software, telephone lines. For external use on a large scale, the budget needs to allow for adequate hardware and phone lines to handle the work demands. If there is also a database, there is the additional software cost and the cost of having a data entry person.

CUNSS Newsletter, Summer 89

Finally... the next generation of software for the social services is here...
Questions of a Sysop by Dick Schoech, Carrie Brown, and Terri Jones.

Q: How much programming do you think a person needs to have in order to be a sysop?
A: Programming is not as important as them being very knowledgeable about a computer and how it works. You need knowledge of the operating system, software and hardware, and the installation of software onto the hard disk. In areas where you have deficits, you could either find someone interested in helping you out of the goodness of their heart or you could hire someone to do it for you.

Q: How does the BBS network work?
A: The whole network operates much like the phone system. Each node has its number like a phone number. When a message or file (nemail) is sent it travels along agreed upon paths between Regions, Nets, and BBSs. For example, I may type a message to someone I know uses a bulletin board in Seattle. The message might be automatically sent by the DD Connection computer to the Local Net Coordinator's computer as soon as I logoff. At night when all the long distance costs are low, it may be grouped with other local messages going to Seattle. These would all be sent to the Seattle Local Net Coordinator's computer which would automatically distribute them to the local BBSs in the Seattle area.

Q: How does everyone keep up to date? With over 3000 nodes, there are bound to be changes every day.
A: The Net Coordinator makes sure that the local BBSs communicate within a bulletin board like a large relationship. The net coordinator for our area takes care of all of the nodes in Net 130. Net 130 covers the 817 area code. He is responsible for giving us weekly corrections of the technical and organizational nodestep. These updates come in a file called the nodefilter.

Q: What are some of the problems I can expect as a sysop?
A: Expect abuse and profanity and sometimes attempts to crash your system. These are annoyances, but the real challenge is the many little problems that make the system function incorrectly at times. For example, users who had too many messages and the system had stopped renumbering correctly. And, users received a memory overflow error which was caused by the nodestep being too large. These problems show up and can be extremely difficult to track down and solve.

Q: What about computer viruses?
A: You should check any software that is uploaded to your board to be sure it is not infected before making it available to other users.

Q: What are the joys of a sysop?
A: Networking is fun and can be addicting. People like networking and at times serve clients better because of it. Seeing the job satisfied and using something you created is very rewarding.8
Questions of a Sysop by Dick Schoech, Carrie Brown, and Terri Jones.

Q: I think I want to set up a BBS in my community. What should I do?
A: Think again real hard. The failure rate is probably about 50% within two years. Many human service oriented BBSs fail due to lack of forethought and planning.

Q: What questions do I ask myself?
A: First, determine how much free time you have. Read over the Duties described in the following chart. Ask yourself several questions. Do you have the necessary time? Do you have the necessary organizational support? Can you get the resources, separate phone line, hard disk capacity, etc. Do you stay committed for several years? What problems will the BBS solve? Who sees these as problems, you or a group willing to network to solve problems? Does your intended user base have a need to network? How do they handle that networking now?

Q: I have satisfied myself that I still want to proceed, what is the next step?
A: Ask yourself if you really need a separate BBS. Could you not satisfy your needs by working with an existing BBS?

Q: Do any local BBSs focus on topics that are similar to your interests?
A: Many local sysops will set up message, conference, and file areas for your use. Often you can have control over these areas. This may be done for free or for a small expense. For example, many sysops can easily set up a message to obtain a CUSSt echo for little or no cost. Operate in this intermediate mode while you determine whether all the work in setting up a BBS will pay off. We have set up a special message area for several groups of local mental health professionals. Some are still going. One has had only one message in several months, and that was by the person setting it up. Obviously that person had totally over-estimated the need and ability of colleagues to network.

Q: I still want to set up my own BBS. How do I proceed?
A: Get a list of BBS from a local computer store. Log on to a variety of local boards. You should find one or two that you feel have the features similar to how you would like to set up your board. Ask the sysops and they can tell you where to get the software, what hardware is needed, how to load it onto your machine, and any other questions you might have. Read the manual, of course. Determine they are sufficient given your technical expertise. Many sysops are hackers and what may be an insurmountable problem for you may be a 30 minute programming task to them. Many BBSs packages are freeware, you do not have to pay for using them. However, initial software savings may be quickly offset by good documentation. Finally, attend a meeting of local sysops where they talk about local problems/issues and get to know other sysops on a more personal level.
Duties of The Sysop and Support Staff on The DD Connection by Terri Jones

1. Message Area and File Area Maintenance (5 hours per week)
   - Maintain message areas by deleting old and inappropriate messages (twice a week)
   - Maintain file areas by moving files, sorting files, and deleting old and inappropriate files (three times a week)

2. Response to Users (3 hours per week)
   - Answering questions about the bulletin board and the software used
   - Answering questions about downloading and uploading procedures
   - Answering questions about electronic mail

3. Tracking System Problems (2 hours per week)
   - Bugs in the various software or utilities
   - Problems with database searches
   - Problems with surveys or questionnaires
   - Follow-up of solution to verify that the problem is solved and that new ones were not created

4. Database Maintenance (every day) (30 hours per week)
   - Gathering information by collecting journals, newsletters, books, proceedings, vendor catalogs and brochures
   - Checking for duplications of database entries
   - Ciding of the information using keywords which describe the document and facilitate database searches
   - Updating of files on information contained in the database
   - Continual updating, pruning, and checking of the information to be certain that it is accurate and current
   - Backup entire bulletin board and database using a tape backup system

5. Hardware and Software Upgrades (1 hour a week)
   - Tracking down of needed information from other Sysops
   - Consulting with the Programmer when needed
   - Keeping up with the latest versions & revisions to software and utilities used to run or maintain the bulletin board
   - Finding out about state-of-the-art equipment needed to handle networking
   - Keeping hardware and software current and up-to-date with the latest technology

6. Interacting with Volunteers and Monitors (1 hour a week)
   - Identify and solicit monitor with certain areas of expertise in order to manage a particular area
   - Answering questions regarding operation and any problems that may arise relating to their duties as monitors
   - Handle requests from message area monitors involving situations that cannot be handled remotely

Sample Messages from CUSSnet

CUSSnet is CUSSnet's electronic network component. Below are a few "illustrative" CUSSnet messages. Most are from a discussion on an agency commission. Note that messages for electronic networking are not "polished" as is traditional printed material.

From: Matthew Hille
To: Those Interested In Md/Dd Treatment
Mag #31, 19-Jan-89 21:01:08
Subject: Treatment of violence, aggression, and SIB in individuals with MR/DD

I am in the process of developing an expert system for the treatment of problems relating to hardware. If you have such cases that you would be willing to share (obviously without any client identifying information) please let me know.

I can be contacted here or via BITNET.

Thanks,
Matthew G. Hille, Missouri Institute of Psychiatry, BITNET: MEDIMIP@UMCMVB

Origin: DD Connection 1, Arlington Tx (B1754D7580) (Cpus 1:130 1)

From: Tripporah Benavraham
To: Richard Noyes
Mag # 71 Mar 89
Subject: Re: Software And Hardware For The Blind

Hello Richard,
Please send me netmail to 107/105 and I have a wealth of information for you. I have ABLEd here and am very informed about the materials for blind users.
I am blind myself and use a vovox. May be more help than you think. Hope your system has netmail. Please send me your address and phone and I will help there.

Origin: Byrne Systems Telephony: People Reaching People 716-440-2006 (107/105)

From: Byron Armstrong
To: Mike Connelly
Mag #75, 09-Mar-89
Subject: Computerization of agencies

On your last statement about 'looking outside the community' for examples of good automation, I concur, but there's more needed than just that. I'm a 20 + year program manager, and if this is the way to getting an MSW at Wordsen School of Social Work in San Antonio. So I have a foot in both worlds.

The single most common error that all businesses make is being intimidated by computers and programmers/consultants. The second mistake is confusing salesmen with experienced ADP types. The third is expecting programers to be people and process oriented, rather than being technics that program from specs given them to an interface person between customer and programmer. You certainly don't go to an adp consultant for an electrical problem, same is true with ADP and Mental Health professionals.

The other common mistake is to go through the 'process' of automation backwards. E.g. buy computer, then buy software, then figure out if or how to make the agency fit the computer and software.

Step one is for the agency to create a 'functional description' of what is desired. That means A LOT of time worked out the details and differences of opinions within the agency. All of this is in 'user' language, not computer language. If the agency people involved have little ADP experience, there's a lot of what computer can do in order. That can be accomplished in a variety of ways, e.g. hire a teacher, go visit other 'like' operations that are more ADP wise than you.

This process is not unlike the 'teaching' aspect of psychotherapy. The user's problem is one of 'lack of information' and 'disfunctional value systems' regarding computers. Beware of ADP types who say, "Oh, your requirements aren't hard to fill, we have a (---) that will fit the bill. My best advice is to wait until you have received 'sufficient counselling' to make a rational decision.

Another side to this is that most ADP systems serve burocratic requirements, not the local Helping Professional.

Another common mistake is to try to put all of the desired features into one massive ADP system in one shot. This philosophy has a number of faults, not the least of which is fear, anxiety, ... of agency people who usually are secret afraid of being replaced by a computer or being controlled by one. Separating the teacher, consultant, and manufacturer/sales person is a good policy. That gets you three sources of information such that you can make better and more confident decisions.

I'd like to see more discussion of this topic for a couple of reasons: One, my dualist career ambitions; Two I'm looking for good sound 'needs' of the mental health community with regard to ADP because I am a developer of such things. I'm new to this ECHO, hope this has shed some light for you and others. Please excuse any overlap as I'm not familiar with past CUSS discussions on this topic.

One last thing, please feel free to solicit my 'free' advice if it leads to something 'commercial' for me, fine, if not, fine.

The more 'up front' talking and planning you do before spending will be rewarded in the end.

Origin: ACS People Connection (1:387/404)

From: David Todd
To: Byron Armstrong
Mag #76, 11-Mar-89 22:02
Subject: Computerization of agencies

I've been developing a 'paperless' record system from scratch using the DECS component and an agency training clinic at the University of Massachusetts. I saw one commercial system that I liked (PSYCHPAK), but it was based on a non-dos operating system (PDP). And our department is heavily invested in DOS software for general use. I knew it was going to be a lot of work and wasn't sure if we could do it, but I took it on as an experimental project.

I had two goals that may be different from an agency context: (1) to support research as well as administrative use of the data, and (2) to have the capacity to incorporate ALL clinical material (e.g. narrative text reports) into the database so it could be searched.

BBS Definitions:

Conference - An message area on a specific topic where the system keeps track of users questions and answers.
Echomail - A message area where all messages are daily mailed or echoed to every BBS carrying that same message area.
File request - A procedure where you can send a netmail message to a user and attach a file request to it. Instead of having to log onto that board and download the file, the file is automatically sent.
Matrix network - A network of over 3000 local BBSs which can send mail and files to all other BBSs in the network. Much coordination of the network is done by the Internation FidoNet Association (IFNA) which holds an annual meeting to decide policies and rules for the network.
Net - A net is a group of local nodes.
Node - A computer site. Each local BBS is called a node. Nodes may run different software, but they all must run network compatible communications in order to send and receive mail and files.
Region - A region is a group of nets.
Sysop - System operator or one who operates the BBS.
Duties of The Sysop and Support Staff on The DD Connection by Terri Jones

1. Message Area and File Area Maintenance (5 hours per week)
   - Maintain message areas by deleting old and inappropriate messages (twice a week)
   - Maintain file areas by moving files, sorting files, and deleting old and inappropriate files (three times a week)

2. Response to Users (3 hours per week)
   - Answering questions about the bulletin board and the software used.
   - Answering questions about the database and database searches.
   - Answering questions about downloading and uploading procedures.
   - Answering questions about electronic mail.

3. Tracking System Problems (2 hours per week)
   - Bugs in the various software or utilities.
   - Problems with database searches.
   - Problems with surveys or questionnaires.

   Follow-up of solution to verify that the problem is solved and that new ones were not created.

4. Database Maintenance (every day) (30 hours per week)
   - Gathering information by collecting journals, newsletters, books, proceedings, vendor catalogs and brochures.
   - Checking for duplicates of database entries.
   - Coding of the information using keywords which describe the document and facilitate database searches.
   - upkeep of files on information contained in the database.
   - Continual updating, pruning, and checking of the information to be certain that it is accurate and current.
   - Backup entire bulletin board and database using a tape backup system.

5. Hardware and Software Upgrades (1 hour per week)
   - Tracking down of needed information from other Sysops.
   - Consulting with the Programmer when needed.
   - Keeping up with the latest versions & revisions to software and utilities used to run or maintain the bulletin board.
   - Finding out about state-of-the-art equipment needed to handle networking.
   - Keeping hardware and software current and up-to-date with the latest technology.

6. Interacting with Volunteers and Monitors (1 hour a week)
   - Identity and solicit monitor with certain areas of expertise in order to manage a particular area.
   - Answering questions regarding operation and any problems that may arise relating to their duties as monitors.
   - Handle requests from message area monitors involving situation that cannot be handled remotely.

BBS Definitions:

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Region = A region is a group of nets.

Sysop = System operator or one who operates the BBS.

Sample Messages from CUSStnet

CUSStnet is CUSStnet's electronic network component. Below are a few 'illustrative' CUSStnet messages. Most are from a discussion on a specific topic or agency cooperation. Note that messages for electronic networking are not "polished" as is traditional printed material.

From: Matthew Hille
To: Those Interested In Md/DD Treatment
Mag #31, 19-Jan-89 (01:11:08)
Subject: Treatment of violence, aggression, and SBD in individuals with MR/DD

I am in the process of developing an expert system for the treatment of problems related to violence, aggression, and SBD in individuals with Mental Retardation and or Developmental Disabilities. Currently, I am trying to collect case histories of individuals with severe behavior problems for use in developing treatment models. If you have such cases that you would be willing to share (obviously without any client identifying information) please let me know.

I can be contacted here or via BITNET.

Thanks, Matthew G. Hille, Missouri Institute of Psychiatry, BITNET: MEDMIP@UMVCMB

From: Trippborah Benavrahm
To: Richard Noyes
Mag #71, 11-Oct-89
Subject: Re: Software And Hardware For The Blind

Hello Richard, Please send me netmail to 107105 and I have a wealth of information for you. I am a member of the ABLED List and am very interested in the materials for blind users. I am blind myself and use a vorexa. May be more help than you think. Hope your system has netmail. Please send me your address and phone and I will help there.

From: Byron Armstrong
To: Mike Connell
Mag #75, 09-Mar-89
Subject: Computerization of agencies

Your last sentence about "looking outside the community" for examples of good automation, I concur, but there's more needed than just that. I'm a 20 + year program manager/consultant and have gotten the following for purposes as:

- Transmitting bulletins, reports and memos
- Announcing important media events
- Faster/easier updating of membership lists & directories
- Conducting surveys
- Conveying information on congressional activities

$250 you get started for approximately 6 months. The $255 includes the first year's local ARC chapters which pays for a training manual and registration procedure. The remaining $210 is a usage fee paid into an ARCNET account. When you have spent $250, you will be invoiced monthly. Currently some 50 local and state ARC chapters are members of ARCNET.


The Association for Retarded Citizens' electronic network and BBS features a nationwide electronic mail system, ARClNET, part of the American Medical Association's (AMA) NET, offers state and local ARC chapters and individuals information from the National Headquarters and Governmental Affairs Office instantly. ARClNET is used for purposes as:

- Transmitting bulletins, reports and memos
- Announcing important media events
- Faster/easier updating of membership lists & directories
- Conducting surveys
- Conveying information on congressional activities

From: David Todd
To: Byron Armstrong
Mag #76, 11-Mar-89 (22:02)
Subject: Computerization of agencies

I've been developing a 'paperless' record system from scratch using Unix and energy training clinic at the University of Massachusetts. I saw one commercial system that I liked (PSYCHPAK), but it was based on a non-dos operating system (PFS) and our department is heavily invested in DOS software for general use. I knew it would be a lot of work and wasn't sure if we could do it, but it took on an experimental project. I had two goals that may be different from an agency context: (1) to support research as well as administrative use of the computer, and (2) to develop the capacity to incorporate ALL clinical material (e.g. narrative test reports) into the database so it could be searched.

From: ACS People Connection (1:387:404)

ACS People Connection, 1:387:404

From: David Todd
To: Byron Armstrong
Mag #76, 11-Mar-89 (22:02)
Subject: Computerization of agencies

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CUSStnet, Summer 89
The problem with most commercial database packages is that they are not designed to deal with large chunks of text, such as the medical reports that clinicians typically write. We decided to use Advanced Revelation, a high-end (i.e., expensive, complicated and powerful) database that includes the following features: (I) it allows up to 64,000 characters (about 16 pages of single spaced text) to be included in a field, (2) it uses variable length records so that the times required are independent on disk, and (3) it has a fair editor (not a wordprocessor, but better than many database editors). - We're up and running, and still struggling, after 3 years of development, I'm still not sure what I think about the prospects of widespread use of "paperless" record systems. I have no question that word processing and spreadsheets programs are great help, though even there is a lot of time involved in training, trouble-shooting, maintenance, and expense for the software and hardware involved. It may be that the standardized and user-friendly operating systems and programs will cut down on some of these costs (e.g., training), but if OS/2 is any indication also looks like the hardware and software costs will more than make up for those savings.

My reservations are even stronger when it comes to a complex database system. I DON'T advise developing your own, unless you can set aside a big chunk of money and time for development. I heartily endorse the comments in one message that a huge amount of time needs to be spent up front clarifying what you want a database to do; unfortunately it's hard to see that kind of development time paid off. However, I also have a great appreciation for the amount of work that database programming involves. The kinds of systems we are talking about are quite complex and it's no small task to track a database what we want it to do. Even the most user-friendly programmable database programs at this point in time are still just programing languages that rely on some of the more routine tasks. The programming of anything complex is still a very time-consuming process. We should certainly be experimenting with these systems, and evaluating their potential and their costs. (Does anyone know where discussions about that are being published?) I think that their POTENTIAL is great. However, I think it's an open question if they are generally cost effective or whether, beyond some very basic and simple uses, they are a luxury that most of us can't afford.

References:
On Line New Hampshire (Opus 1:132/111)
From: McConnell
To: David Todd
Mag #98, 23-Mar-89 12:19:12
Subject: Office Automation

Sounded like you are way ahead of most academic institu-
tions in your use of computers to support social science
research and training. Here at NMSU most professors have
PCs, but my impression is that those that are used at all are
employed only in very specific tasks. This is especially
true if you are interested in computer literacy and use and
becoming indispensable and I think we are about to see a
considerable push for effective computer use by teaching
and research staff.

I'm certainly there are many people following this confer-
ence who would be interested in knowing more of the
details of how your department got to where it is now with
computers. Provided you can find the time, I would be
interested in answers to the following:

1. How many people use the database system in your
department?

2. How many people use the database system you de-
scribe?

3. Whose decision was it to stick with MS-DOS and a pc
environment?

4. Are you using any kind of LAN?

5. Do teachers and researchers use the PCs extensively
for applications other than access to your database pro-
gram?

6. How much reliance is there on clerical support staff for
computer expertise and evaluation?

7. Do people in your department communicate internally
with each other by use of the database system?

8. To what extent are PCs used for communication out-
side of the department?

9. Is there any apparent interest in FIDonet-type bulletin
board system among department staff?

10. How often do departmental staff make use of on-line
information services such as BRS?

11. Do people in your department make use of a campus
computer network?

12. Has the campus computer network staff been a help
or hindrance to you?

13. What resources seem most effective in getting profes-
sional staff to use make of personal computers and com-
puters in general?

14. Was the movement toward the use of computers in
your department accompanied by changes in relationships
among staff and administrators?

15. What do you see as the main barriers to the use and
development of the computer system at present?

16. What level of expertise in computer use does the
average incoming student have and how was it acquired?

References:
On Line New Hampshire (Opus 1:135/101)
From: Bill Allbritten
To: Bruce Harttell
Mag #100, 28-Mar-89 07:00:22
Subject: re: agency computerization

LAN's create what is essentially a mainframe (small one, ad-
mittedly) situation, requiring central control. Most
LAN's are very sensitive to software problems. That means
any application any user running could bring the whole
application down. Our Campus-wide computer uses one.
In most cases it is not down more than it is up. User training
is very important, too. At the least, an agency should do two things
before considering a LAN 1) Speak with a vendor who has
no problem in distributing his client list and who has a
track record of LAN support. 2) Contact those clients or
some of them and VERT their sites and check out hands on
their operation. Ask about on-site LAN management needs
ask about up/down time ratios. Best, Bill

References:
On Line New Hampshire (Opus 1:131/201)
From: Doug Hall
To: Bruce Harttell
Mag #100, 29-Mar-89 08:02:14
Subject: Agency computerization

The rule of thumb that a LAN requires 24 hours/week of
design, design of the LAN and software development.
Obviously it depends on the number of clients attached to the
LAN, the type of software being run, the amount and intensity of
prior computer experience of all users, etc.

With a LAN you have interactions between the Network
Operating System, the local operating system, DOS, the
applications software being used, and the data files. Issues of
file and record locking are important - especially with
regard to databases and, if not set up correctly can bring the
entire network to its knees.

Then there is E-mail on the network, the need for private
and public directories on the file server, problems of sharing
printers on the network.

Any agency which is going to install a LAN should first
install the stand alone systems and let people get used to
them. Then select ONE PERSON to be the LAN co-
ordinator. But person should formally accept that responsi-

bility and have his/her job description changed to formalize
the new situation. Then (and only then) should the LAN be
designed, hardware and software interconnects be selected and
installed, LAN software be selected and installed, applications soft-
ware be upgraded to LAN versions. The newly appointed
Agency Administrator should make the decisions and should
be held responsible for the success of the LAN. Too often the
agency's finance manager or Executive Director wants to
make the decision and/or the locus of ultimate responsi-

bility is unclear so failures simply cause a lot of finger-point-

ing.

Another important point: analyze each work station's actual
software usage under the proposed LAN. Often a LAN is selected as
a solution to a problem that does not exist. The accounting department MAY never need to access the
memos stored in the Administrative Assistant's word pro-
cessor. The client manager may never need to see the budget
spreadsheets in electronic form or enter data into the Payroll
module. Often a LAN is installed and 95% of the work
actually done on it doesn't require the file-sharing which a
LAN is designed for.

References:
On Line New Hampshire (Opus 1:132/111)
From: Barry Plummer
To: All
Mag #148, 29-May-89 14:31:24
Subject: Telephone therapy

I have been having a discussion in this echo re-

garding conducting therapy by telephone or by modem. Along
these lines, I thought the following letter from Albert
Ellis (APA Monitor, May 1989) might be of interest.

"Dear Editor: I was surprised to read in "Therapy by
telephone: Does it help or hurt?" (March) that the "APA
ethics committee has interpreted [Principle 4B] to mean that
therapy should be provided, at least in part, in person." The
description of the way telephone therapy is conducted by
Interact in Pennsylvania makes this particular practice in-
deed seem unethical. But when practiced by a qualified
psychologist in a professional manner, telephone sessions
may be quite beneficial and may help many clients who
cannot otherwise see a therapist in person.

As an APA member who has had literally thousands of
phone sessions with clients over the last 40 years, let me say
I have found them to be remarkably similar to face-to

- face sessions - and so have the vast majority of clients with
who I have had them. Usually, I have had my phone sessions with
clients who have not felt comfortable going through
more office than telephone sessions. But on a number of
occasions I have never met my phone clients personally or
have only done so after we had a number of phone
contacts.

Two independent studies, done some 25 years ago, one by
Arnold Bernstein and one by a group of psychiatrists in
Atlanta, showed that telephone conversations with clients
were equally effective as face-to-face therapy. I would sug-
gest that more work be done on the development of one or
more office sessions, phone sessions or a combination of the
two are more effective. My guess is that few significant differ-
ences would be found when compared to therapy carried
out by the same well-trained and experienced therapists."
The problem with most commercial database packages is that they are not designed to deal with large chunks of text, such as the medical reports that clinicians typically write. We decided to use Advanced Revelation, a high-end (i.e., expensive, complicated and powerful) database that includes the following features for the inclusion of text: (1) it allows us to store up to 64,000 characters (about 16 pages of single spaced text) to be included in a field, (2) it uses variable length records so that it can handle text blocks of any density and size, (3) it has a fair editor (not a wordprocessor, better than many database editors). We're up and running, and still struggling, after 3 years of development. I'm still not sure what I think about the prospects of widespread use of "paperless" record systems. I have no question that word processing and spreadsheet programs are a great help, though even there is a lot of time involved in training, trouble-shooting, maintenance, and expense for the software and hardware involved. It may be that standardized and user-friendly operating systems and programs will cut down on some of these costs (e.g., training), but OS/2 is also indication also looks like the hardware and software costs will more than make up for those savings.

My reservations are even stronger when it comes to a complex database system. I DON'T advise developing your own, as we are doing, unless you can set aside a big chunk of money and time for development. I heartily endorse the comments in one message that a huge amount of time and money will be spent up front clarifying what you want a database to do; unfortunately it's hard to arrive at a kind of development work that your needs. I also think of the effort involved in programming database program involves. The kind of systems we are talking about are quite complex and it's no small task to teach a database what we want it to do. Even the most user-friendly programmable database programs at this point in time are still just programing large packages based on some of the more routine tasks. The programming of anything complex is still a very time-consuming process. We should certainly be experimenting with these systems, and evaluating their potential and their costs. (Does anyone know where discussions about these actually are published?) I think that their POTENTIAL is great. However, I think it's an open question as to whether they are generally cost effective or whether, beyond some very basic and simple uses, they are a luxury that most of us can't afford.

From: Doug Hall Mag #83, 25-Mar-89 Subject: Application computerization
I have worked with a number of agencies thinking of getting PCs and then thinking of linking them in a LAN. A LAN. My general recommendation to an agency that had not had widespread use of PCs is to forget the LAN for a while. In the current pace of explosive growth of the PC, the 25 most hotshot lig a talk about them. There is a hell of a lot of learning that has to go on before you'll know if you want to consider a LAN. A rule of thumb I use is that an agency should have a staff 'micro guru' identified and in place before the LAN is even planned. Let that person help identify uses, select software and actually be responsible for LAN management when it is introduced. Making a LAN work requires (on average) a dedicated staff time. It is NOT something to be taken lightly. It has its advantages in many situations - but not all. Go slowly, and be sure that you are satisfied with each step of adding new PCs. If you go too fast and encounter major problems, you will not only have to untangle the problems at much cost, but you are also very likely to create staff fear and resistance that will set everything back years. Good luck.

From: Too: Bruce Hartnell Mag #83, 23-Mar-89 12:19:12 Subject: Office Automation Sounds like you are way ahead of most academic institutions in your use of computers to support social science research and training. Here at NMSU most professors have PCs, but my impression is that those that are used at all are employed only in very specific applications. However, there is increasing awareness among administrators that computer literacy and use are becoming indispensable and I think we are about to see a considerable push for effective computer use by teaching and research staff. I'm certain there are many people following this conference who would be interested in knowing more of the details of how your department got to where it is now with computers. Provided you can find the time, I would be interested in answers to the following:
1. Is your job primarily to support computer use in your department?
2. How many people use the database system you describe?
3. Whose decision was it to stick with MS-DOS and a PC environment?
4. Are you using some kind of LAN?
5. Do teachers and researchers use the PCs extensively for applications other than to access your database program?
6. How much reliance is there on clerical support staff for computer expertise and evaluation?
7. Do you in your department communicate internally with each other by way of the computer?
8. To what extent are PCs used for communication outside of the department?
9. Is there any apparent interest in FIDonet-type bulletin board services among department staff?
10. How often do departmental staff make use of on-line information services such as BRs?
11. Do people in your department make use of a campus computer network?
12. Has the campus computer network staff been a help or hindrance to you?
13. What experiences seem most effective in getting professional staff to make use of personal computers and computers in general?

From: Bill Allbritton To: Bruce Hartnell Date: 26-Mar-89 07:00:22 Subject: Re: agency computerization LAN’s create what is essentially a smallmain (one, at least, admitted) situation, requiring central control. Most LAN’s are very sensitive to software problems. That means any application any user running could bring the whole application down. Our current situation is one in which we have to run in a very time consuming way things is it down more than it is up. Train user is very important, too. At least, an agency should do two things before considering a LAN 1) Speak with a vendor who has no problem in distributing his client list and who has a track record of LAN support. 2) Contact those clients or some of them and VERT their sites and check out hands on their operation. Ask about on-site LAN management needs. ASK about up/down time ratios. Best, Bill

From: Doug Hall To: Bruce Hartnell Mag #100, 29-Mar-89 08:02:14 Subject: Agency computerization The rule of thumb that a LAN requires 25 hours/week of dedicated time to become and use. Obviously it depends on the number of micros linked to the LAN, the type of software being run, the amount and intensity of prior computer experience of all users, etc.
With a LAN you have interactions between the Network Operating System, the local operating system, DOS, the applications software being used, and the data files. Issues of file and record locking are important - especially with regard to databases and, if not set up correctly, can bring the entire system down. Then there is E-mail on the network, the need for private and public directories on the file server, problems of sharing printers on the LAN, etc.
Any agency which is going to install a LAN should first install the stand alone systems and let people get used to them. Then select ONE PERSON to be the LAN expert/trainer, but this person should formally accept that responsibility and have his/her job description changed to formalize the new situation. Then (and only then) should the LAN be designed, hardware and software interconnected be selected and installed, LAN software be selected and installed, applications software be upgraded to LAN versions. The newly appointed LAN expert/manager should make the decisions and should be held responsible for the success of the LAN. Too often the agency's finance manager or Executive Director wants to make the decision and/or the locus of ultimate responsibility is unclear so failures simply cause a lot of finger-pointing.

Another important point: analyze each work station's actual hardware usage under the proposed LAN. Often a LAN is selected as a solution to a problem that does not exist. The accounting department may NEVER need to access the memos stored in the Administrative Assistant's word processor. The client manager may never need to see the budget spreadsheets in electronic form or enter data into the Payroll module. Too often a LAN is installed and 95% of the work actually done on it doesn't require the file-sharing which a LAN is designed for.

From: Barry Perlmutter To: All Mag #148, 19-May-89 14:31:24 Subject: Telephone technology A recent discussion was a discussion in this echo regarding conducting telephone by telephone or by modem. Along these lines, I thought the following letter from Albert Effiss (APA Monitor, May 1989) might be of interest.
"Dear Editor: I was surprised to read in "Therapy by telephone: Does it help or hurt?" (March) that the APA ethics committee has interpreted [ Principle 4-6] to mean that therapy should be provided, at least in part, in person. The description of the way telephone therapy is conducted by Interact in Pennsylvania makes this particular practice indeed seem unethical. But when practiced by a qualified psychologist in a professional manner, telephone sessions may be quite beneficial and may help many clients who cannot or will not see a therapist in person.

As an APA member who has had literally thousands of phone sessions with clients over the last 40 years, let me say that I have found them to be remarkably similar to face-to-face sessions -- and so have the vast majority of clients with whom I have had them. Usually, I have had my phone sessions with clients who have had too often been too busy to find more than a few minutes of their time outside telephone sessions. But on a number of occasions I have never met my phone clients personally or have only done so after we had a number of phone contacts.

Two independent studies, done some 25 years ago, one by Arnold Bernstein and one by a group of psychiatrists in Atlanta, showed that telephone conversations with clients were equally effective as face-to-face therapy. I would suggest that maybe some of your colleagues are not aware of whether other office sessions, phone sessions or a combination of the two are more effective. My guess is that few significant differences would be found, compared to the methods and techniques used by the same well-trained and experienced therapists."

Albert Ellis, New York, N.Y.

Question: Do the arguments substantially differ when clients are too busy to find more than a few minutes of their time outside telephone sessions? The points were directed toward phone conversations merely because of the relatively restricted availability of other therapeutic media.

From: Connection, 1 Arlington TX (817/640-7980) To: All Date: 11/30/89 There's nothing like a warm boot on a cold night.
<table>
<thead>
<tr>
<th>Name of BBS</th>
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**DISTRICT OF COLUMBIA**
- Science Line 2
- American Orsonology
- American Line
- APOG (90121)
- SYNAPSE (109105)
- State and Local EMS
- 911

**FLORIDA**
- ComMed (353)
- CO Medicom (138)
- The Way Out (135/53)
- Miami Fire (135/14)
- Epix Division (125/5)
- UCF Health Topics (263/57)
- Nurse Corner (313/15)
- The Pharmacy BBS (196/10)
- Med Net
- Central Florida Psych
- MacNiem Dentnet
- APPO National RBBS
- Medline (360/93)
- Naval Hospital

**GEORGIA**
- Psychology Outlaw
- CDC AIDS Info Line
- FAM
- Histocom Trans.
- Middle GA Med.Four (333/20)

**ILLINOIS**
- Big Bbs (334)
- Put On a (332/9)
- RBBS Bloomington
- COPPI (115/78)
- Wendy City
- ENA BBS
- Cop (110/77)
-无偿 Mentorship
- Electric Dreams

**INDIANA**
- Testing Station

**IOWA**
- Anorexia BBS
- Great Plains Hemophili

**KANSAS**
- Doe Talk

**KENTUCKY**
- Operating Room
- Fido Race (112/1)

**LOUISIANA**
- VICL (360/8)
- Health Tr
- Tulane Med Center AIDS
- Tulane Medical Center
- The Fire Scene (3962)
- LA Medig

**MAINE**
- Maine EMS

**MARYLAND**
- The Firefighter Sig
- MICIN
- Maryland Med Sig (210/19)
- Fusion Connection
- IMMIEC
- Science Lab
- AACF Public Libraries
- Maryland Fire (210/17)
- EPA Support and Hazard
- HEX TDD
- HIS
- Career Center (2101)
- Phone Info (130/17)
- MedAtlantic HealthCare
- NOAA (109/43)
- The Fire Station (210/14)
- CPBRBS
- FireHouse
- RBBS Mumps

**MASSACHUSETTS**
- Physics Forum (320/11)
- Soc Net (322/36)
- Fire Pug (322/75)
- Boston EMS (10/455)
- CBRR
- VESU (10/46)
- Alternative Inputs

**MICHIGAN**
- 4 Sight Network
- Psyforum MUS
- CAP Software Exchange

**MINNESOTA**
- Metro TVQ Network

**MISSOURI**
- MEDICOM BBS (10038)
- Optometry Online (100/34)
- National Child Abuse
- Bridle Bank (10450)
- Fire BBS (36000)
- Firenet (380/35)

**NEBRASKA**
- National Bio Med (146/33)

**NEW HAMPSHIRE**
- Easy Does It (313/30)

**NEW JERSEY**
- NJ Fire

**NEW MEXICO**
- Dog Canyon Fire (08/30)

**NEW YORK**
- TTT (200216)

**TTL (200216)**
- Medical, Fire, EMS,
Science, Alcohol, AIDS & DisABILITY Related BBSs by Edward Del Gross M.D.

From Black Bag BBS (Current as of 4/25/89)

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Social Work Newsletter on Bitnet
from several issues on Bitnet.

Purpose
The basic idea behind doing this is merely to give all of us an entirely well-organized mechanism for sharing information with one another. A second purpose is to try to stimulate efficient communication among those in social work who are using Bitnet. In short, it would be our newsletter, and we can shape it as we see fit.

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- Editor: Walter W. Hudson, Arizona State University; AWWWE AT ASUACAD
- Conference and Meetings Editor: Paul R. Raffoul; Microtidal Newsletter; 4444 3444 A 2444 3444
- Women's Issues Editor: Paula S. Nurriss; 12545 AT AUWACCD
- Search Methodology Editor: Charles Glisson; PAAN 043 AT UTKVMJ
- Direct Practice Editor: Ross Klein; RKLEIN AT MUN
- BSW Education Editor: Marshall Smith; MSLSGW AT RITVAXAD
- Mental Health Editor: Ram Caanan; CNAAN AT PENNLDRNL
- Children & Families Editor: Dan Nieto; DNIEATO AT UVMVM
- Medical Social Work Editor: Kathryn F. Kennedy; ANAI4401 AT UTHVVM
- Computer Literature Editor: Denise Bronson; V3368ZGM AT UBVMSA
- Social Work Literature Editor: Ross Klein; RKLEIN AT MUN
- Software Review Editor: Bill Butterfield; CS3681WB AT UVWVM
- Local and Social Work Editor: Joe Palle; PAI23668 AT UTKVMJ

Sample Contents
Quantitative Methods Interest Group: The informal meeting of the Quantitative Methods Interest Group at the Chicago APW exceeded our expectations. We had an excellent turnout and those present were very interested in doing something of a more formal nature at next year's APM. The plans for the 1980 APM include a formal meeting of the Quantitative Methods Interest Group that will be announced in the APM program guide.

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If you wish to subscribe to the discussion group, you must send an electronic mail message to the Listserver at the University of Toronto. Listserver only accepts automatic mail messages and cannot receive receive individual messages. To subscribe you will need to send one of the following messages at the "To" on your system.

On VMSP systems:
- TELL LISTSERVER@UTORONTO SUB SOCWOC XAMER NAME
- SEND LISTSERVER@UTORONTO SUB SOCWOC XAMER NAME
- or
- SEND MESSAGE LISTSERVER SUB SOCWOC XAMER NAME

If the message gets through you will get back an electronic response indicating that your request has been forwarded to the list owners for approval (this will arrive within a minute or two), then a bitnet message which is a copy of the message sent from the listserver to the list owners (this will arrive within a day), and then a bitnet message indicating you have been added to the list. The following message will also include instructions for using the list.

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CAI Policy lessons: Would you please consider putting a note in the SWNL asking for volunteers to use some CAI lessons on social welfare policy and give us some honest feedback on their utility. We can supply temporary accounts on our VAX system and people can access via Internet or Michigan’s MERIT system. The purpose of the project would be to:
- Get users’ reaction to Western Michigan University’s own course authoring system, called PASS
- Get reaction to the lessons in social welfare policy that I have developed over the last ten years or so
- See if they make the transition to the full-blown undergraduate/graduate social work programs.

This demo would likely only include a few social work lessons, but there will probably be demo lessons in philosophy and business communication, too. More details later to those interested. My electronic mail address is: FLYNN@swl.wmich.edu, John P. Flynn, School of Social Work, Western Michigan University, Kalamazoo, MI 49008
Texas

- Aids Information Desk: 214-247-5609
- Dallas Lions Club: 214-247-5609
- MEALS: 214-346-0277

Utah

- LDS Human Services Group: 801-321-9590

Virginia

- Informatics: 703-276-9180
- Dynamic Duo (109/304): 703-432-4036
- FireWatch: 703-522-0017
- Handline: 703-536-2052
- AMRAD BHS: 703-421-2295
- Adult Child of Alcoholics: 703-693-0909
- VA EMS: 703-454-7585
- NS One (240/461): 703-884-8544

Washington

- Cardio Bored: 206-328-7876
- Health Outreach: 206-956-3709
- St. Peter's Hospital: 206-227-6262
- Unite Wash BHSS (430/0): 206-543-3719
- Science Lab: 206-464-2603
- Dulcimer: 206-750-1011
- Healthboard: 206-397-9126
- Emergency Response: 206-397-9126

West Virginia

- Micro Medical Center: 304-695-7558

Wisconsin

- Dent Tech: 414-352-8845
- SciQuest: 414-303-1576
- NAIFE/FCSH: 414-226-4025

Australia

- The Rawney HBS (17/12/506): 61-2-569-5120
- PHYSICAL CHALL: 61-2-569-5120

Canada

- Addictions: 403-600-6357
- Ontario Science Center: 416-429-1500
- Health Professional BHS: 616-481-9339
- Doctor on Board (140/552): 616-481-7770
- Queen's Project (353/119): 616-481-7770

Holland

- Genoudtscheide (520/2101): 31-55-373951
- Nevez (23/12/01): 31-55-272280

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CUSB Newsletter, Summer 89
Member Activities

Nonprofit Technology Project from Gayle Cupt, 919 Lafond Ave., St. Paul, Minn. (612-464-2090)

The Nonprofit Technology Project, a joint effort of about 20 nonprofits began in 1986, helps nonprofits make more effective and appropriate use of technologies to accomplish their missions. They have recently published a service directory of organizations which provide technology-related services to nonprofits.


I am currently coordinating a diverse project concerning intense case management of identified high risk chronically mentally ill and educationally based training for a peer counseling network. I find my computer to be extremely useful in both these enterprises and surprisingly less threatening to consumers than to staff.


I am currently working on an information system for our field. The underlying conceptualization of field office functions makes this synthesis different from others which we have examined. We are programming in dBASE and developing this system as part of an integral database with the other systems, the Doctoral Office, and the Office of Alumni Affairs.

With my colleague, Syd Bernard, I recently completed a small grant for a computer-based instructional software which reviews basic principles in flow-charting. We have used this with both students and professional staff and find it useful adjacent to work on issues in program design. The software runs on an IBM compatible equipment.

I am also currently working with a doctoral student on examining the quality of instructional software currently marketed in the social sciences, and the relation (if any) between rates of adoption and quality.

Enhance Technology-related Service Delivery from Shelly Kaplan, SMART Project Director, POB 724704, Atlanta, GA 30339 (404) 236-4568.

The SMART (Sharing Methods and Applications in Rehabilitation/Assistance) exchange is a three year (908-8) federally funded project which seeks to facilitate and/or improve the delivery of technology-related service delivery throughout the Southeastern U.S. by:

- Identifying and selecting successful programs, practices, and components in accordance with a set of quality indicators developed by the project.
- Disseminating information regarding successful programs, their components and practices via a variety of multi-dimensional diffusion strategies

- Providing direct technical assistance designed to facilitate the exchange of information between identified successful programs and agencies, organizations or schools interested in increasing and improving the delivery of successful technology-related services.
- Developing a resource list of professionals and expert consultants in assistive technology within the eight state Southeastern Region.

Automating private practice from Carlton Clark, 40 East 14th St. #5, Tucson, AZ 85701 (602) 884-9396.

I am a psychotherapist and organizational consultant who has spent the last four years automating my solo practitioners practice. I am able to make a portable presentation to clinicians using a laptop computer, presentation graphics, and an overhead projector. The presentation concerns ongoing assessment of client progress with resulting graphic data; writing, printing, and mailing lobbying letters.

I am currently promoting a computer conferencing network for Tucson-area psychotherapists and writing a paper on the topic.

Community Computing from Martin Maguire, Director, PATCH (People Active Through Community Help), 20 Mark St., Dublin, OH 43017.

We are seeking connections, information, and advice on community computing for ourselves and other computer projects and initiatives in Ireland. I would appreciate hearing from anyone.


I am interested in decision support systems and/or expert systems development, especially in emergency situations. Before trying to reinvent the wheel, I would like to find out what progress there has been in this area. The software I'm particularly interested in should be applicable to the PC because I am most familiar with the hardware and because it could be operated off a generator in an emergency.

Afrikan link from Gideon K. Syabeneh, African Link, POB 72723, Ndola, Zambia.

My organization is a non-governmental organization, development, linking, coordinating, intermediary and relief agency whose main aims and objectives are to promote education, literacy, books distribution, health, nutrition, family planning, networking, housing, water supply and sanitation, appropriate technology, job creation schemes, employment opportunities, research and development, etc. in Zambia in Particular and Africa in General, Especially among the poorest of the poor, socially and economically underprivileged, the poor rural areas and urban populations etc. (i.e., women, children, youths, refugees, the disabled and old aged, etc.). Any kind of help (no matter how small) to support my work will be appreciated.

Resources

Electronic Information Resources

The APA Science Directorate Funding Bulletin is designed to alert you to research and training funding sources for psychology. Each file in the index below contains summaries of recently published requests for applications (RFAs), requests for proposals (RFPs), or similar documents. The index is updated regularly and is distributed each time new announcements are added. You may subscribe to the Bulletin by issuing a SUBSCRIBE command to APA-D-L AT YVM2 or by sending a message to APA DSSW@GWUVM.

The National Clearinghouse on Technology and Aging is a resource network of people developing technological projects and programs for elderly individuals. The National Technology Information Service (STIS), a clearinghouse component, provides comprehensive and up-to-date information on assistive technology and special services related to sensory disabilities. Responses are available to questions such as the following: What, which, and how available devices can lessen the disability of a major sensory loss? What products exist? What various devices can or cannot do, how much do they cost? Which products are currently under development?

Reports are available in standard or large print, or over the phone (including TDDC) or on cassette. Braille will be available in the future. The service is free to members of the Clearinghouse and people with disabilities. An hourly rate for database use is charged to organizations, vendors, and non-disabled users.

For more information contact Ellen Trencher, Project Coordinator, STIS, National Clearinghouse on Technology and Aging, University Center on Aging, University of Massachusetts, 55 North Street, North Worester, MA 01605; 508-856-6506 or 856-3599 (TDDC).

Practice Directorate BBS, American Psychological Assoc. (202) 955-7115/7746/7708/7724 (8 data bits, No parity, 1 stop bit).

HandsNet Forum provides news, resources, and information on hunger, homeless, housing, and poverty-related issues. $125 for initial 2 month setup, 1 hour of time and software annually thereafter.

The Disability Law Network is a series of interrelated online legal databases and communications networks. It includes a case citation database, a case summary database, a legal brief bank, and an electric BBS, E-Mail and conference facility. Call Disability Law Network, American Bar Assn., 1800 M St. NW, Washington, DC 20006 (202) 331-2240.

Child Abuse BBS. The Missouri Dept. of Social Services has recently implemented a Child Abuse/Neglect Bulletin Board designed to share information among CAN professionals. The number is (314) 751-3440. @CSUSBHEAD1 = Newsletters, Magazines, Journals

Assistive Technology The Official Journal of RESNA, an interdisciplinary association associated with rehabilitation and assistive technology, Contact Demos Publications, 156 Fifth Ave, Suite 1018, NY, NY 10010 (212) 260-6313.

Micro Software News is a newsletter on local government software from ICMA, 1250 G St. NW., Washington, DC 20005 (202) 626-4600.

Black Chip — A Critical Journal of New Technology has changed locations and is available from Richard Alexander, CGH Services, 330 Green for Modern Technology, Dyfed Business Centre, Wales (UK) SA39 9HA (6 UK pounds for 4 issues; a very inexpensive publication)

Books and Reports


Software Announcements

Professional Analyst is the Professional Version of ($40 +) of Mind Prober and Dr. Shrink. If you have been tempted to use Mind Prober in your practice, you might like this version. It uses 336 questions and presents clinical and general assessments geared for a clinician. Supporting validity and reliability data are included. The software is available from Neurological Systems, 6690 Bovet Road, #339, San Mateo, CA 94402 (415) 573-9001.

DEMOBBS is a menu-driven, interactive tutorial that introduces the services provided by the NASA New Mexico BBS and introduces Fidonet, CUSNet, and the Opus BBS system. The program helps IBM PC compatible novice users view a simulation of the BBS to get an idea of what it offers while also developing some familiarity with the appearance and command structure of the popular Opus system. With a modem attached to the computer, the user can successfully connect with the NASA New Mexico BBS by making a single menu selection to activate a communication program. Contact Mike Connelly, Senior Service Dept, City of Las Cruces, PO Drawer CLC, Las Cruces, NM 88004.

OutsPOOK is a speech based screen review program for the visually impaired that uses the Macintosh internal speech synthesizer. From Berkeley Systems Design, Inc. 1700 Shattuck Ave., Berkeley, CA 94709 (415) 540-5535.

NEBRANS produces Grade 2 brailler on an embosser from text entered using a word processor. Contact Rousley
Member Activities

Nonprofit Technology Project From Gayle Cupit, 919 Lafond Ave., St. Catherines, ON (613) 642-2029

The Nonprofit Technology Project, a joint effort of about 20 nonprofits began in 1986, helps nonprofits make more effective and appropriate use of technologies to accomplish their missions. They have recently published a service directory of organizations which provide technology-related services to nonprofits.


I am currently coordinating a diverse project concerning intense case management of identified high-risk chronically mentally ill and educationally based training for a peer counseling network. I find my computer to be extremely useful in both these enterprises and surprisingly less threatening to consumers than to staff.


I am currently working on an information system for our field. The underlying conceptualization of field office functions makes this system somewhat different from others which we have examined. We are programming in dBASE and developing this system as part of an integral database with the other systems, the Doctoral Office, and the Office of Alumni Affairs.

With my colleague, Syd Bernard, I recently completed a small grant to develop a computer-based instructional software which reviews basic principles in flow-charting. We have used this with both students and professional staff and find it a useful adjunct to work on issues in program design. The software runs on an IBM compatible equipment.

I am also currently working with a doctoral student on examining the quality of instructional software currently marketed in the social sciences, and the relation (if any) between rates of adoption and quality.

Enhance Technology-related Service Delivery by Shelly Kaplan, SMART Project Director, POB 72704, Atlanta, GA 30339 (404) 236-4568.

The SMART (Sharing Methods and Applications in Rehabilitation/Assistive Technology) exchange is a three year (98-81) federally funded project which seeks to facilitate and/or improve the delivery of technology-related service delivery throughout the Southeastern U.S. by:

- Identifying and selecting successful programs, practices, materials and programs in accordance with a set of quality indicators developed by the project.
- Disseminating information regarding successful programs, their components and practices via a variety of multi-dimensional diffusion strategies

- Providing direct technical assistance designed to facilitate the exchange of information between identified successful programs and agencies, organizations or schools interested in increasing and improving the delivery of successful technology-related services
- Developing a resource list of professionals and expert consultants in assistive technology within the eight state Southeastern Region.

Automating private practice from Carlton Clark, 40 East 14th St #5, Tucson, AZ 85701 (602) 884-9396.

I am a psychotherapist and organizational consultant who has spent the last four years automating my sole practitioners practice. I am able to make a portable presentation to clients using a laptop computer, presentation graphics, and an overhead projector. The presentation concerns ongoing assessment of client progress with resulting graphic data; writing, printing, and mailing lobbying letters.

I am currently promoting a computer conferencing network for Tucson-area psychotherapists and writing a paper on the topic.

Community Computing from Martin Maguire, Director, PATCH (People Active Through Community Help), 20 Mark St., Dublin, CO 80437.

We are seeking connections, information, and advice on community computing for ourselves and other computer projects and initiatives in Ireland. I would appreciate hearing from anyone.


I am interested in decision support systems and/or expert systems in crisis and emergency situations. Before trying to reinvent the wheel, I would like to find out what progress there has been in this area. The software I'm particularly interested in should be applicable to the PC because I am most familiar with the hardware and because it could be operated off a generator in an emergency.


My organization is a non-governmental organization, development, linking, coordinating, interagency and relief agency whose main aims and objectives are to promote education, literacy, books distribution, health, nutrition, family planning, networking, housing, water supply and sanitation, appropriate technology, job creation schemes, employment opportunities, research and development, etc. in Zambia in Particular and Africa in General. Especially among the poorest of the poor, socially and economically underprivileged, the poor rural and urban populations etc. (i.e., women, children, youths, refugees, the disabled and old aged, etc.). Any kind of help (no matter how small) to support my work will be appreciated.

Resources

Electronic Information Resources

The APA Science Directorates Funding Bulletin is designed to alert you to research and training funding sources for psychology. Each file in the index below contains summaries of recently published requests for applications (RFAs), requests for proposals (RFPs), or similar documents. The APA Science Directorates Funding Bulletin is updated regularly and distributed each month. You may subscribe to the Bulletin by issuing a SUBSCRIBE command to APA-D-L AT VTNMV2 or by sending a message to APA-D-L@GWUVM.

The National Clearinghouse on Technology and Aging is a resource network of people developing technological products and programs geared to elderly individuals. The Seconon Technology Information Service (STIS), a clearinghouse component, provides comprehensive and up-to-date information on assistive technology and special services related to sensory disabilities. Responses are available to questions such as the following: What, which, and how available devices can lessen the disability of a major sensory loss? What products exist? What various devices can or cannot do, how much do they cost? Which products are currently under development?

Reports are available in standard or large print, or over the phone (including TDDC) or on cassette. Braille will be available in the future. The service is free to members of the Clearinghouse and people with disabilities. An hourly rate for database use is charged to organizations, vendors, and non-disabled users.

For more information contact Ellen Trencher, Project Coordinator, STIS, National Clearinghouse on Technology and Aging, University Center on Aging, University of Massachusetts, 550 North Pleasant St., Amherst, MA 01003; 802-586-6506 or 856-3599 (TDDC).

Practice Directorate BBS, American Psychological Assn. (202) 955-7715/7716/7708/7724 (8 data bits, No parity, 1 stop bit).

HandsNetForum provides news, resources, and information on hunger, homeless, housing, and poverty-related issues. $125 for initial 2 month setup, 1 hour of time and software installation annually thereafter.

The Disability Law Network is a series of interrelated online legal databases and communications networks. It includes a case citation database, a case summary database, a legal brief bank, and an electric BBS, E-Mail and conference facility. Call Disability Law Network, American Bar Assn., 1800 M St., NW, Washington, DC 20006 (202) 331-2240.

Child Abuse BBS. The Missouri Dept. of Social Services has recently implemented a Child Abuse/Neglect Bulletin Board designed to share information among CAN professionals. The number is (314) 751-3430. @CSUBHEADE1 = Newsletters, Magazines, Journals

Assistive Technology The Official Journal of RESNA, an interdisciplinary association dedicated to the design and dissemination of assistive technology. Contact Demos Publications, 156 Fifth Ave, Suite 1018, NY, NY 10011 (212) 535-0660.

Micro Software News is a newsletter of local government software from ICMA, 1200 G St. NW, Washington, DC 20005 (202) 626-4600.

Black Chip—a Critical Journal of New Technology has changed locations and is available from Richard Alexander, CGH Services, 4000 Broadway, Dyfed Opera (Wales) UK. SA39 9HA (6 UK pounds for 4 issues; a very inexpensive publication)

Books and Reports


Software Announcements

Professional Analyst is the Professional Version of ($40+) of Mind Prober and Dr. Shrink. If you have been tempted to use Mind Prober in your practice, you might like this version. It uses 336 questions and presents clinical and general assessments geared for a clinician. Supporting validity and reliability data are included. The software is available from Neuralnet Systems, 66 Bovet Road, #319, San Mateo, CA 94402 (415) 573-9001.

DEMBBS is a menu-driven, interactive tutorial that introduces the services provided by the NASW New Mexico BBS and introduces Fidonet, CUSNet, and the Opus BBS system. The program helps IBM PC compatible novice users view a simulation of the BBS to get an idea of what it offers while also developing some familiarity with the appearance and command structure of the popular Opus system. With a modem attached to the computer, the user can successfully connect with the NASW New Mexico BBS by selecting a menu option to activate a communication program. Contact Mike Conneally, Senior Services Dept., City of Las Cruces, PO Drawer CLC, Las Cruces, NM 88004.

OutSPOKEN is a spoken word screen review program for the visually impaired that uses the Macintosh internal speech synthesizer. From Berkeley Systems Design, Inc. 1700 Shattuck Ave., Berkeley, CA 94709 (415) 540-3555.

NEBRANS produces Grade 2 braille on an embosser from text entered using a word processor. Contact Rauldey

CUSNN Newsletter, Summer 89
CUSS Network Advisory Board Members

James M. Gardner, California CUSSN, Dept of Developmental Services, Fairview State Hospital, 2501 Harbor Blvd, Costa Mesa, CA 92626.
Gunther R. Geiss, CUSSN Skills Bank Coordinator, Professor, Adelphi U., School of Social Work, Garden City, NY 11530.
Wallace Gingerich, Educators SIG Coordinator, Assoc Professor, Sch of Social Welfare, U of Wisconsin-Milwaukee, Milwaukee, WI 53201.
Steve Ice, Dept of HHS, Region X, MS 411, 2901 Third Ave., Seattle, WA 98121.
Mike King, D.S.W., Coordinator, Hospital SIG, Director, Soc Work St. Francis Hosp 100 Port Washington Blvd, Roslyn, NY 11576.
Walter LaMendola, Consultant, 1412 South Grant, Denver, CO 80210.
F Dean Luse, President, Output Inc., 119 Wilson, Park Forest, IL 60464.
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Elizabeth Muthchler, Assoc. Prof. U. of Michigan, Sch. of Social Work, 1065 Frieze Bldg., Ann Arbor, MI 48109.
Thomas Neudecker, Assistant Vice President for Academic Affairs, Carnegie Mellon University, 500 Forbes Avenue, Pittsburgh, PA 15213.
Stuart Tool, Coordinator, UKCUSSN, City of Birmingham Poly, Dept of Soc. & Applied Soc. Studies, Birmingham, UK B42 2SU.

CUSSN Newsletter, Summer 89

Special Times is a special Education Software for Grades K-8 from Cambridge Development Laboratory, Inc., 2413rd Ave., Waltham, MA 02154 (603) 637-0047.
Edmark 1989 is a Special Education Software Catalog from Edmark Corp., POBox 3903, Bellevue, WA 98009-3903 (206) 746-3900.
Sunburst Educational Computer courseware catalog-Preschool to Adult is available from Sunburst Communications, 39 Washington Ave., Pleasantville, NY 10570-2808(800) 431-1914.
Micro Software News is a newsletter on local government software from ICMA, 1120 G. St. NW, Washington, DC 20005 (202) 620-4600.
If you cannot find the training media (software, cassettes, tapes, etc.) you need, contact Learning Solutions at (214) 490-8023.

Upcoming Events

United States Society for Augmentative and Alternative Communication (USSAAC) National Conference (held in cooperation with the 1989 RESNA Conference) June 26 to 30, 1989, New Orleans, LA. Contact Margaret Cardale, USSAAC Conference Chair, (214-826-7013) 2328, or Delta Culp, USSAAC VP/Professional Affairs (214-905-3337).
National Assoc. for Welfare Research and Statistics, July 30-August 2, Outlaw Inn, Kalispell, Montana. Contact Dave Thorsen, NAWSR, 111 Sanders, Helena, MT 59601.
27th Annual Conference of URISA (Urban and Regional Information Systems Association) August 6-10, 1989, Boston Marriott Copley Place, Theme: Charting the 90s, New visions for Urban Technology. For information contact: URISA, 319 C St. SE, Washington, DC 20003, (202) 543-7141.
American Voice Input/Output Society (AVIOS), September 12-14, 1989. Four Seasons Hotel in Newport Beach, California. Contact: AVIOS, 4010 Moorpark Avenue, Suite 105K, San Jose, CA 95131.
State of the Art Conference on Augmentative and Alternative Communication, and Seating, Positioning, and Mobility, September 24-26, 1989. Contact John M. Willman, Division of Conference, 116 Stewart Center, Purdue University, West Lafayette, IN 47907, USA.

Closing The Gap Conference, (Microcomputer Technology For Special Education and Rehabilitation), October 26-28, 1989, Minneapolis, MN. Contact Closing the Gap, P.O. Box 68, Henderson, Minnesota 56044, (612) 248-3294.
The Thirteenth Annual Symposium on Computer Applications in Medical Care, November 5-6, 1989, Sheraton Washington Hotel, Washington, DC. Contact Lawrence C. Kingsland III, Ph.D., Program Chairman, Thirteenth SCAMC, SCAMC -- Office of CME, George Washington University Medical Center, 2300 K Street, NW, Washington, DC 20037, (202) 994-9528.
National Conference of Special Education and Technology to be held in Lexington, Kentucky January 11-13, 1990. Contact Joel Mitler, Assistant Dean, School of Education, Long Island University. C.W. Post, Campus, Brookville, NY 11548.
Advanced Computing for the Social Sciences. (Sponsored by the Energy Division of the Oak Ridge National Laboratory and the United States Census Bureau, April 1990, Washington, D.C.) Contact Lloyd F. Arrowood, Oak Ridge National Laboratory, P. O. Box 2008, Oak Ridge, Tennessee 37830-2008 U.S.A. (615) 574-9700, LFA@ORNLSC. BITNET or LFA@STC18.CTD. ORNL.GOV.

Future Issue

HUSSIT Papers, Part II

CUSSN Newsletter, Summer 89
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Robert Elkin, Coordinator, Baltimore CUSSN, Professor, U of MD, Sch. Social Work & Com. Planning, 525 W. Redwood, Baltimore 21201

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Thomas Neudecker, Assistant Vice President for Academic Affairs, Carnegie Mellon University, 500 Forbes Avenue, Pittsburgh, PA 15213

Dick J. Schoch, Coord. & Newsletter Editor, Assoc. Prof., U of TX at ARL, Grad Sch of Soc. Work, POB 19129, Arlington, TX, 76019-0129

Stuart Toole, Coordinator, UK CUSSN, City of Birmingham Poly, Dept of Soc. & Applied Soc. Studies, Birmingham, UK B42 2SU

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Advanced Computing for the Social Sciences. (Sponsored by the Energy Division of the Oak Ridge National Laboratory and the United States Census Bureau, April 1990, Washington, D.C. Contact Lloyd F. Arrowood, Oak Ridge National Laboratory, P. O. Box 2008, Oak Ridge, Tennessee 37831-8207 U.S.A. (615)-578-6700, LFA@ORNLSTC.BITNET or LFA@STC18.C.TLD.ORG.LN.GOV.

Future Issue

HUSITA Papers, Part II
I wish to join/renew membership in the CUSS Network. Send to:
Dick Schoech, CUSSN, UTA, Box 19129 Graduate School of Social Work, Arlington, TX 76019-0129.
- In Australia send to Floyd Beltho, La Trobe U, Social Work, Bundoora, Victoria, Australia 3083.
- In Austria, send to Mag. Monika Fiedziu, Sekretariat der SSU, 7716, 1190 Wien, Austria.
- In England, send to Stuart Tool, City of Birmingham, Polytechnic, Dept. Soc. & Applied Social Sciences, Birmingham, England B42 5SU.
- In France, send to Raim Nazet, 10, Boulevard Gambetta, 87000 Limoges, France.
- In Greece, send to Christine Vayas, EIKOGI Journal, Skoua 52, 106 72 Athens.
- In India, send to Vidya Rao, Tata Institute of Social Sciences, Goaon, Bombay – 400-088.
- In Israel, send to Menachem Mordekian, School of Social Work, Bar Ilan University, Ramat Gan 52100, Israel.
- In the Netherlands, send to Hein de Graaf, Charlotte de Bourbonstraat 6, 2341 VC Delft, Netherlands.
- In Switzerland, send to Armin Murmann, Institut D’Etudes Sociales, Rue Pre-voit-Marin 28 1211 Geneva 4, Switzerland.
- In West Germany, send to Berndt Kirchleiner, Fachhochschule Fachbereich Sozialpädagogik, 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. Pay in U.S. Dollars only. UTA’s Federal Taxpayer’s ID# is 75-000121W. Please indicate if you do not want your name provided to those interested in using the CUSSN mailing list.

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Note: The date of your last paid issue is on your mailing label. Check it to make sure your membership is current. Offer 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.

The University of Texas at Arlington Dick Schoech CUSS News Coordinator Box 19129 Grad School Social Work Arlington, Texas 76019-0129

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Computer Use in Social Services Network

Vol. 9, No. 2
Summer 1989

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. Membership is open to anyone who participates in the network.

- Sending materials for the CUSSN Newsletter, such as needs, interests, hardware/software, activities, resources, ideas, experiences, computer applications, and events. Send either in printed or MS-DOS 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 76019-0129.

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 demands and shares with all members for a small processing fee. See inside this newsletter, page 2 & 3 for details.

The Electronic Network (CUSSNet) establishes local bulletin boards for national and local mail and file transfer, downloading of public domain software, and access to several databases on human services computing. CUSSNet builds on FIDONET, about 6000 microcomputer-based local bulletin boards across the U.S. and in 9 continents. Contact your local computer store for a list of local FIDONET OUPUS nodes. Communications are at 300-2400 baud, 8 data bits, 1 stop bit and no parity. Any computer or terminal and modem will work. Usually no fee is required.

The Skills Bank allows members to locate/share specific knowledge, skills & experiences. Contact Gunther Gries, Adelphi U., School of Social Work, Garden City, NY 11530.


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

- Educators SIG, c/o Wallace Gingerich, School of Social Welfare, U of Wisconsin-Milwaukee, Milwaukee, WI 53201.
- Hospital Social Services SIG, c/o Mike King, Director of Social Work & Discharge Planning, St. Francis Hosp. 100 Port Washington Blvd, Roslyn, NY 11576.
- Baltimore, MD, contact Bob Elkin, Professor, U of Maryland, School of Social Work & Community Planning, 251 W. Redwood Street, Baltimore, MD 21201
- California, James M. Gardner, Department of Developmental Services, Fairview State Hospital, 2001 Harbor Boulevard, Costa Mesa, CA 92626.

See also country contacts listed on the back cover.