Computer Use in Social Services Network

Networking: The Linking of People, Resources and Ideas

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About the Network

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

- Sending materials for the CUSSN Newsletter, such as: needs, interests, hardware/software use, activities, resources, ideas, experiences, computer applications, and events. Send either in printed or MSDOS format
- Distributing Newsletters at workshops and conferences. (I will send newsletters to distribute or place on a resource table.)
- Holding local CUSSN meetings. CUSSN meetings in California, Baltimore and Israel have been successful.

Network Dues: $15 individuals, $25 institutions (payable in U.S. Funds). Contact Dick Schoech, Associate Professor, School of Social Work, The University of Texas at Arlington, Box 19129, Arlington, TX 76019.

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

The Disk Copy Service makes human services demos and shareware available to members for a small processing fee. See inside this newsletter, page 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 service 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 FIDO/OPUS nodes. Communications are at 300-2400 baud, 8 data bits, 1 stop bit and no parity. Almost any computer or terminal and modem will work. Usually no fee is required.

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

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

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

- *Educators SIG,* 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 Wk & Discharge Planning, St. Francis Hospital, 100 Port Washington Blvd, Roslyn, NY 11576.
- *Baltimore, MD,* contact Bob Elkin, Professor, U of Maryland, School of Social Work & Community Planning, 525 W. Redwood Street, Baltimore, MD 21201
- *California,* James M. Gardner, Department of Developmental Services, Fairview State Hospital, 2501 Harbor Boulevard, Costa Mesa, CA 92626

See also country contacts listed on the back cover.

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.
[U] = **User 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.
{HD} = Requires a hard disk.
{C} = Requires a color graphics card
Note: Disks are direct from 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 PrtSc 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 linking ASCII files(1 disk). 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 small political campaigns [D] IBM-PC
Demo of 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. From Walter Hudson.

Examination Administrator (1 disk) — Test administration and scoring program [L] {HD} 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
Cursor key and scanning demo of a one key, mouse, light pen, speech, and joystick operated word processor. Demo includes HELP U TYPE, a program offering keyboard macros, word prediction, automatic spacing, repeat key defeat 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 along with graphic output.

MEL (1 disk) — Demo of Micro Experimental Laboratory system [D] IBM-PC {C}
MEL is an experiment authoring system allowing users to run experiments by filling in blanks on forms. MEL runs the experiment, and collects, analyzes and graphs the data. Students can run reaction time, questionnaire and text comprehension experiments without programming. User tutorial included. Won the EDUCOM/NCRIPTAL higher education award for best Social & Behavioral Science Software.

Newkey (1 disk) — Key redefinition keyboard enhancer [U] IBM-PC
Allows the user to assign any sequence of keystrokes to any key to speed up input of frequently used words and phrases. Memory resident so it works with most programs and word processors. Includes WarpSpeed which speeds up the repetition rate of the keyboard without overruns.

Nonprofit General Ledger (1 disk) — Shareware nonprofit general ledger [U] IBM-PC
Menu driven shareware separates revenues 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.

PC-FASTYPE (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
Demo of a complete database and statistical package.

TNCinfo (2 disks) Texas Networks for Children Electronic Information System [U] IBM-PC
Menu driven system 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
Demo of nonprofit accounting system which prints checks, records deposits and general journal entries for accounts receivable, payables, and adjustments.

WPK (1 disk) Easy-to-use large type font Word Processor [U] IBM-PC
A easy to use word processor designed for young children. Uses 40 columns and 20 column 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)
McDSC (1 disk) Demo of a community residential service information system [D] IBM-PC
CAPTAIN'S LOG (2 disks) — Demos a cognitive rehabilitation system [D]{C} [IBM-PC]
DD Connection (1 disk) — Illustrates a disabilities oriented (OPUS) bulletin board [D] IBM-PC (no copy charge)
1-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 BASIC [U] 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
TUTOR.COM, (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) — Demo of a medical rehabilitation information system [D] IBM-PC {HD}
Vocational Rehabilitation Manager (1 disk) — Demo of a vocational rehabilitation info. system [D] IBM-PC {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
Help-Software (1 disk) — Demo of self-help software for assertiveness, self-esteem and stress [D] IBM-PC
MMPI (1 disk) Demo of software which helps interpret the MMPI [D] IBM- PC
PsyMed (2 disks) — Provides an easy to use guide to psychotropic medications [U] IBM-PC

Management

Bernie Cares (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
HSIS (3 disks) — Demos of general purpose human service information system [D] IBM-PC
HSS (1 disk) — Demo of general ledger system from Great Lakes Behavioral Research Institute [D] IBM-PC
In-Site Billing (1 disk) — Demo of private 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-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
SPPC (4 disks) — Shareware statistical package (student edition) [F] IBM PC

Welfare

Child Abuse (1 disk) Demo of how an intake prioritization 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 Protector (1 disk) Protects your hard disk [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 oriented demo/freeware/shareware disk to be useful, please send it along. For every demo/freeware/shareware disk you send me, I will send you any two disks free.

Demo/shareware/freeware disk order form

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

Number of software products = _____ ; Number of computer disks = _____
I enclose: (pay in U.S. dollars only) (Number of disks X $5 (members) or $7 (non-membors) per disk =) _____
Name: _____
Mailing Address: _____
City: _____ State: _____ Postal Code: _____ Country: _____

Services Available

Vendor/Consultant	Contact Person	Services

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

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(714) 650 5135

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

Florida

Community Service Council of
Broward County, Inc.
1300 South Andrews Avenue
P.O. Box 22877
Fort Lauderdale, FL 33335

Carole L. Dowds
CIE
Programmer/Coordinator
(305) 524-8371

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

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

J. B. Love,
Vice President of Sales
(317) 842-7020

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

New Hampshire

ECHO Software Products
Main Street,
Center Conway, NH 03813

Loren Davis
Director of Marketing
(603) 447-5453
(800) 635-8209

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

New York

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

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

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

North Carolina

National Collegiate Software
Clearinghouse, Duke U. Press,
6697 College Station, Durham,
NC 27708

Paul Baerman
(919) 737-3067

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

Pennsylvania

Handisoft, 4025 Chestnut St.,
Philadelphia, PA 19104

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

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

Rhode Island

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

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

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

Toronto, Canada

Human Services
Informatics Ltd. (HSI)
600 The East Mall, 2nd Floor
Toronto, Ontario M9B 4B1
Canada

Jim Armstrong, Ph.D.,
President
John MacNeil, M.S.W.,
V.P. & Sales/Marketing
(416) 622-8890

Developers of specialized information management systems which enable human service agencies to manage caseloads, service transactions, human and financial resources. This integrated software package has a unique query ability and permits users to ensure quality care and contain costs, on a constant basis. Requirements: IBM or compatible 80286, Xtrieve. Compatible with SYSTAT and SPSS 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, $18 per year. Under 30 words, $28 per year. Under 45 words $10 per issue or $34 per year. Under 60 words, $12 per issue or $40 per year

Space Advertisements: Advertising space is available in the CUSS Newsletter at the following rates:
one eighth page in one issue = $15   one half page in one issue = $45   one full page in one issue = $75
one fourth page in one issue = $25   three fourths page in one issue = $60   two full pages in one issue = $120
Advertisers must furnish a copy ready ad. If the ad will be run for four issues, a 25% reduction in cost is granted.

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

CUSSnet—CUSSN's Electronic Network

Overview

The electronic component of the Computer Use in Social services Network (CUSSnet) establishes local bulletin boards, local and international mail and file transfer, conferencing, and repositories of electronically available information. CUSSnet builds on a network of 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 CUSSnet

If a BBS carrying the CUSSnet 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 CUSSnet node exists in your city, call long distance to the DD Connection (817-640-7880). Check message area 8 which contains the CUSSnet echo. Look for messages from CUSSnet 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 CUSSnet information your local BBS operator will get for you. You may have to pay a small deposit to your local node for long distance mail. Communications are at 300-2400 baud, 8 data bits, 1 stop bit and no parity. Almost any computer or terminal and modem will work.

Examples of Message and File Areas on CUSSnet

- **Message Areas:** Local mail (public and private); International mail; and conferences on human services, psychiatry, addictions, disabilities, Vietnam Veterans issues, AIDS, Violence, etc.
- **File Areas:** Files related to mental health, developmental disabilities, welfare, health, training, games, and utilities.
- **Conference Areas:** (called echos on Networked BBSs from Blackbag BBS) Alcoholism and Drug Abuse;National Echo AIDS National Discussion; Child Abuse National Echo; Disabled Interests National Echo; Fire/EMS National Echomail; Grand Rounds National Medical Discussion; Holistic Health National Forum; Medical Ethics National Echo; National Psychiatry Echo; National AA meeting; Physics National Echomail; Physicians Only National Conference; Spinal Injury National Echo; Social Services National Echo; Science National Echomail; Stroke/CVA National Discussion; Diabetes National Echo.

CUSSnet Nodes:

FidoNet Nodes Carrying the CUSSnet Echomail Conference as of 5/21/89.

Net/Node	BBS Name	City & State	Sysop	Phone	Max baud
10/300	Bruce's_Board	Barstow,CA	B. Hartsell	619-252-5150	1200
11/301	Fido-Racer	Murray,KY	B.Allbritten	502-762-3140	2400
104/51	P2_B2_S	Denver,CO	C.Warren	303-329-3337	2400
107/105	NY_Transfer	Staten Island,NY	B.Richards	718-448-2358	2400
109/507	Hd._Start_RC	College Park,MD	D.Mohney	301-985-7936	2400
109/512	Nat_Headstart_BBS	Hyattsville,MD	S.McBride	301-985-7923	2400
114/15	St_Joes_Hospital	Phoenix,AZ	D.Dodell	602-235-9653	9600
129/75	Ecclesia_Place	Monroeville,Pa	L.Pascazi	412-373-8612	9600
130/10	DD_Connection	Arlington,TX	T Jones	817-640-7880	2400
132/111	On_Line_NH	Concord,NH	D.Hall	603-225-7161	2400
135/8	CG Medterm BBS	Coral Gables	M. Fahringer	305-444-5615	2400
138/35	HDS_Univ_Of_	Wash Seattle,WA	C.Ritchie	206-543-3719	2400
150/101	Black_Bag_BBS	Newark,DE	E.DelGrosso	302-731-1998	2400
151/101	EQUAL	Raleigh,NC	M.Bowen	919-851-6806	2400
267/41	The_HOST_BBS	Glens Falls,NY	R.Calloway	518-793-9574	2400
305/101	NASW_New_Mexico	Las_Cruces,NM	M.Connealy	505-646-2868	9600
321/109	Pioneer_Val_PCUG1	Amherst,MA	M.Sternheim	413-256-1037	9600
321/203	VETLink#1	Pittsfield,MA	Gj.Peck	413-443-6313	2400
254/11	Poly_Opus	London,UK	E.McCabe	441-580-1690	2400
283/200	Datawerken_IT	Remmerden,Holland	M.Mazeland	318376-15363	2400

From: Mike Connealy, NASW_New_Mexico (above)

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.

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 provided operating equipment 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 sysop operating independently. Grass roots developments in the human services (eg. the shelter movement for battered women) are a mixed 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 past few years 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, problems and future directions of CUSSnet. A questionnaire was mailed to all known CUSSnet boards (16) in the 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 Echo, but do not focus on human services. The questionnaire was mailed to sysops on both 5 1/4" floppy disk and paper form. Sysops were also given the option of answering the questionnaire 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 sysops/operators of the CUSSnet boards.

BBSs no Longer Operational

ST. LOUIS, MO (1986-1988)
Location: School of Social Work, Washington University.
Sysop: Bill Butterfield, PhD
Purpose: Communication with other CUSSN members
Original Funding: Federal Grant; School of Social Work Funds.
Reason Canceled: 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 Canceled: 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 Clearinghouse as the "board purpose."
Original Funding: Federal grant. Later funds and time provided by School of Social Work.
Reason Canceled: 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 (1986-1988)
Location: Department of Health and Human Services
Sysop: Steve Ice, Social Services Specialist
Purpose: Promote the exchange of information among human services, help agencies computerize, provide federal information of interest to agencies.
Original Funding: Federal Office of Development
Reason Canceled: 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, U. 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 nearly interactive communication across the globe re: professional issues.
Original Funding: Supported by the School of Social Work.
Reason Canceled: The School has switched to BITNET for its communication needs.

NEW YORK, NY

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

WASHINGTON DC

Location: Public Interest Computer Association
Sysop: Bob Sabboth
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
Sysop: Bill Albritten; Net/Node 11/301
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% increase this year.
Services: National and international E-Mail; public posting of information.
Echo Conferences: aids/arc, recovery, grand_rounds, feminism, cuss, politics, sf fan, college.
Users: (50%) Students; (50%) about equal distribution of educators, clients, 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: 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
Sysop: David S. Dodell; Net/Node 114/15
Phone: (602) 235-9653
Purpose: Public service; general education in medical information.
Funding: Hospital funding. Future funding is described as "guarded".
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, ems/fire (firenet), recovery (aa), aids, cussnet, medical discussion, spinal injury discussion, public psychology discussion, social services discussion, dental discussion, allied health (pt,ot,prt).
Message/Files: general interest, disabled, medical computer programs, disease file information, aids information, food and drug administration information, center of disease control-for mmwr, cancer information files, dental information, fidonet/health infocom network/fidonews.
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)".
Recruitment: Local press releases, word of mouth.
Costs: $75/month-phone; 20 hours/week volunteer time.
Problems: Too time consuming for sysop.
Future: Expand into multiline service, add online physicians referral.

HOUSTON, TX (1987-)

Location: School of Social Work, University of Houston
Sysop: 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. No ongoing or permanent funds.
Hardware: DEC Rainbow Model 10 with 20 meg. hard drive, 2400 baud modem.
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 calls/month.
Services: Local message files, conferences, public posting of information, posting of Continuing Education schedule. No E-Mail.
Echo Conferences: None.
File/Messages: public messages, continuing education, fidonet, 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: Sysop may take it home as a Serious Hobby, or it will cease to exist. University support is insufficient. Sysop would like to see the United Way use the Board as a file server to promote interaction with member agencies.

RALEIGH, NC (1985-)

Location: Microcomputer Support Group, Raleigh, NC.
Sysop: 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

system including other groups: eg. writers, gifted students program, Interagency Council on Youth.

Funding: Originally out of (sysop) pocket, some contributions, $500 grant from a private hospital.

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

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

Services: E-Mail ($.25 in state, $.50 out of state), conferencing, public posting of information, downloadable files.

Echo Conferences: Disabled, grand rounds, alcohol/durg recovery, aids/arc, genealogy, spinal injuries, nc statewide, cussnet, technical, science, educator, writing, sex therapy, gaynet, interpersonal relations, macintosh, cd-rom, mensa, national wordperfect.

Message/Files: cuss, special education, learning disabilities, voice output hardware/software, hearing impaired, mobility impaired, visually impaired, triangle community services, public domain software, entire kjv bible, sky diving, from the writers desk, consulting forum, young hackers forum, between a wok and a hard place, sci fi forum, opus mail system, nc statewide classified ads, epson users group, ibm pc jr. users group, parents for the advancement of gifted education, triangle computer society, film/tv reviews, modern witchcraft, personal ads.

Users: Public (95%), disabled, community agencies (Interagency Council on Youth and the Wake Teen Medical Center) (5%).

Recruitment: In local public domain list of BBS', school newsletters, word of mouth.

Costs: $3000 initial outlay for equipment, phone-$20/month, 3 hours/day-time.

Problems: Lack of time/money to do adequate recruitment.

Future: "God only knows". Sysop hopes to transfer the board to a local agency. Would like to involve more community agencies eg. agencies serving the elderly, but there is no time or financial incentive for doing so.

ARLINGTON, TX (1985-)

Location: Originally, U. of TX at Arlington, School of Social Work, Presently at Assn. for Retarded Citizens of the U.S., National Headquarters, Arlington, TX.

Sysop: Dick Schoech, Carrie Brown, & Terri Jones

Phone: (817) 640-7880); Net/Node 130/10 (was 130/5)

Purpose: Originally, to promote local and national communication among Human Service professionals. Few became involved. So the board was refocused more to serve consumers directly. The focus is on agencies and clients dealing with developmental disabilities. Now serves about 20 agencies and a variety of professionals and clients.

Funding: Initial funding was from DHHS OHDS grant. This grant ended in 1986. Recent funding is from a grant from the Texas Planning Council on Developmental Disabilities.

Hardware: Zenith 386, 2 telephones lines.

Operation hours: 24 hours/day; about 1000 call/month.

Services: E-Mail ($.50/MESSAGE), conferences, public posting of information, downloadable files.

Echo Conferences: cussnet, disabled, public psychology, vietnam_vets, grand_rounds.

Message/File 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 perverts" (1%).

Recruitment: CUSSN newsletter, local listing of BBS' 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 at once.

Future: Will depend 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.

LAS CRUCES, NM (1986-)

Location: New Mexico State University, Las Cruces, NM

Sysop: Mike Connealy, Jerry Vest

Phone: (505) 646-2868; Net/Node 305/101

Purpose: Establish a microcomputer 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 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 School of Social Work. The project director is also president elect of the local NASW and feels confident that there will be continued funding by NASW. He is also exploring other options, especially voluntary donations by users.

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

Operation: 24 hours/day; 20 minutes/call on week days 8: AM to 5: PM., otherwise, 60 minutes/call.

Services: E-Mail ($.20/call, free if 65 + years old), public posting, conferencing, downloadable files.

Echo Conferences: cussnet, vietnam vets, aids/arc, grand_rounds, senior connection, ms-dos users group, nasw, abled, the news, holistic health, kids clubhouse, public psychiatry, genealogy, educator, feminism, teen talk.

Message/File Areas: fido/cuss, on-line counseling. drug and alcohol abuse, programs for ibm-compatable computers, telecommunications / modem programs, human service applications programs, text files on human service applications, aids information, text files on aging, adult services resource guide, new mexico census data, vietnam text files, games, opus bbs, genealogy programs and files.

Users: 147 calls/month; Public (91%), Students (5%), Agency Administrators, Direct Service Personnel, Client Groups (about 1% each). Agencies include: City of Las Cruces Home Care the Elderly, Mesukka Valley Hospice, Army Community Services, SWNM Area Agency on Aging, and Casa Arriba Respite Care.

Recruitment: During the first year the sysop and project director made numerous presentations at local conferences and workshops to human service agencies. Many learn of the board through the BBS network. Social Work students are introduced to the BBS as part of a class on community resources.

Costs: Phone-$50/month; sysop-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: Hopes 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 access to information technology, especially the disabled, elderly, children, and human service line workers.

SEATTLE, WA (1988-)

Location: School of Social Work, Univ. of WA, Seattle.
Sysop: Cindy Riche, PhD
Phone: (206) 543-3719; Net/Node 138/35
Purpose: (This board replaces Steve Ice's board at the Dept. of Health & Human Services, Seattle, WA.) Serve local agency and academic needs for networking/communication; provide information on federal government programs; will become 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 voice.
Echo Conferences: cussnet, seniors, health care, disability, recovery (aa), aids, vietnam vets, feminism
Message/File Areas: native american, aging, foster care/adoption, social service jobs, news and events, children's protective service, human service research, community agencies, head start-early education, 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.
Costs: Staff time-6 hours/day, 5 days/week.
Problems: Hardware/software-getting the board to run correctly; these are gradually being worked out.
Future: Would like to see the staff position as a line item in the budget; expand the consultation service to human service agencies; become the repository for the Software Clearing House; 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) 228-7938; Net/Node 107/240
Purpose: Skills data bank; information on colleagues interests, skills, experience level in order to promote technology transfer.
Future: The board has been operating "minimally". The sysop is presently trying to revise the board with the help of a graduate assistant.

Discussion

BBSs 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 major responsibilities. When the sysops were engaged in other major projects, there was not sufficient financial or personnel support to maintain the boards. Unless the boards receive outside grant funding, they are 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 agencies. 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 on the basis of 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 place (eg. BITNET) which eliminate the need for a CUSSnet board. Surviving CUSSnet boards have focused on meeting the needs of local human service agencies and clients as well as the general public.

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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 sysop no longer worked at the agency, the board was closed. This seems to 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 universities also serve an educational function through use of the board as part of class assignments in information technology or community services courses.

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Funding: The funding and stability of the boards vary considerably. Four boards consider their present funding stable. In New Mexico, ongoing sponsorship has been taken on by the local NASW (and the sysop 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 sysop 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 sysop and board a line item on the budget, thus institutionalizing the board.

Two university related boards are in more tenuous positions. In Houston, Texas university support is minimal and the sysop 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 in terms of funding, but the sysop is concerned about the amount of time and energy necessary to continue operation. Since there is no financial incentive, the sysop 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 CUSSnet 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 systems. New 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 proportion of users who are human service agency personnel or clients varies widely among the boards. Human service agencies still represent a very small proportion (5% to 10%) of CUSSnet users

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Services: The vast majority of boards provide E-mail, local message services, public posting of information, and a variety of downloadable files, including human service, medical, and general interest text files and programs. Most CUSSnet boards also carry ECHO conferences which promote national and international exchanges on discussions of interest to human service professionals: AIDS, RECOVERY (AA), CUSS, GRAND_ROUNDS, PUBLIC PSYCHOLOGY, disABLED, AND FEMINISM. A few boards also carry ECHO conferences of more general interest such as HUMOR, TEEN TALK, KIDS CLUB HOUSE, TRAVEL, WORDPERFECT, and SENIOR CONNECTION.

The free exchange of ideas through ECHO conferences and E-mail is at the heart of an electronic bulletin board system. This kind of networking provides the incentive for many to participate as sysops and board users. However, it appears that meeting local interests and needs is necessary to sustain both human service agency interest and continued funding. One sysop (Steve Ice) suggested that providing a service (eg. both online and voice consultation regarding hardware and software problems) was necessary to maintain agency interests. Networking possibilities alone would not

keep agencies involved. The Seattle, WA board is planning to provide both networking and consultation services.

Recruitment: Word of mouth, local press releases, mailings to community agencies, and listing in local bulletin board lists are the primary methods of informing the community about the existence of CUSSnet boards. Many boards report that few human service agencies are using the system. This is due, in part, to a lack of equipment and to relatively low computer literacy among agencies. Those who are successful in getting agencies to participate report that they engage in extensive outreach, recruitment and training efforts. One sysop suggested that advertisement and recruitment must be an ongoing effort. Use increases immediately after publicity, but tends to gradually decrease. "A board won't advertise itself; it must advertise in the community by other mechanisms—it must be marketed." (Steve Ice)

Problems: Surprisingly few problems were reported by ongoing boards. Two boards reported difficulties getting more than one telephone line to work at the same time. This was frustrating, but manageable. Other problems concerned the perennial "time and money..."

Conclusion

CUSSnet boards have been built on sweat equity out of the interest, creativity and excitement of the people involved. They offer those interested in the human services the warmth that comes from connectedness—the ability to 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 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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This review is far from comprehensive, but highlights several areas:

- Boards need to seek institutional support and provide a service to the institution for long term survival
- boards should adapt a specialty and provide a service of interest to their local area
- boards need to market their services through a variety of advertising strategies
- boards need to provide hands on workshops and support in order to involve human service agencies
- boards need to document the extent, value and impact of their services to the community
- Boards need TIME AND MONEY.§

Interview with Carrie Brown

Director of the Bioengineering Program, Association for Retarded Citizens of the United States National Headquarters, Arlington, Texas, 76011

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 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 an 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 membership and to give them technical assistance about assistive technology so that they can apply what the learn in their own local ARC's. We have 1300 state and local chapters across the country with a membership of 160,000.

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 flipping 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, as our membership increased its need to learn more about assistive technology, requests for information increased proportionally from parents and professionals.

CUSSN: Since we are focusing on electronic networking, could you indicate how the electronic network fits into your overall program?

C.B.: In 1984, the Texas Planning Council for Developmental Disabilities funded an assistive technology service delivery project with Dick Schoech 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 (DDTL).

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 programmer 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.

CUSSN: *And how was this effort received?*

C.B.: One of our biggest challenges has been to educate our membership and our constituents about the DD Connection/DDTL. And members are not the only users. Any person with a modem can call our system. People tend to be a little technophobic about electronic 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 nation wide, is beginning to transfer information and documents to each other over the DD Connection. They send files back and forth, they 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/DDTL.

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.

CUSSN: *Do you see the DD Connection as a normal part of your agency operation or do you see it as a special project?*

C.B.: 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/thought 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 road block to it 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.

CUSSN: *Some corporations use bulletin boards, such as OPUS for internal electronic mail. Since you have the DD Connection in the ARC/US office, has it functioned as an internal mail system for staff?*

C.B.: 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.

CUSSN: *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.B.: 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 it 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 employees who do 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.

CUSSN: *What type of headaches does it cause to have a bulletin board such as the DD Connection within an organization?*

C.B.: I think that one of the bigger problems, because this is fairly new technology, is that there is poor documentation that comes along with some of the software that you use in the system, at least in the one that we have. Therefore, when something goes wrong it is difficult to track down the problem. This might require someone with a certain amount of programming expertise. It can also be risky to rely totally on an electronic information system because if the system crashes, you are out of business until it is fixed.

Since our system is designed for use by outside users, we have spent a lot of time debugging and refining our system. The DD Connection/DDTL is now working quite well and we have few problems with it. We continue our daily maintenance and database updating, but as far as major problems, that doesn't occur very often. Since we are using OPUS, there is a real strong network of OPUS users who are accessible to answer our questions. If something goes wrong, many times you can get an immediate answer by contacting other OPUS operators. Our users, many of whom have disabilities, also appreciate the system operator answering their networking questions.

CUSSN: *Can you compare your information dissemination function before you used the database and the DD Connection and after? Are you more efficient and productive?*

C.B.: Yes. It has really streamlined things enormously. Basically, in the past, in order to answer an inquiry or to respond to someone who needed information about assistive technology, it required that I be a resident database. Obviously, there was much information overlooked or I discovered that I was spending more time answering inquiries which meant that I neglected my other job responsibilities. Now, we do a search of the database, and in a matter of 30 minutes or less have valuable information for them.

CUSSN: *You're mentioned programmers, system operators, and data entry people. These are not traditional human services professionals. We are not use to hiring and managing technology specialists. How difficult is it to get a good group of people together?*

C.B.: It's difficult, and one can waste time and dollars in the process. It is hard to supervise programmers unless you know a certain amount about programming yourself. It is not uncommon that a programmer will underestimate his or her skills as a programmer. It is extremely important to establish good supervisory guideline with a programmer. If you do not have those skills, you should educate yourself before you tackle a programming project. The system operator must have certain computer skills. Most people with a general understanding of computers can learn to be a good system operator, if they have good training by a seasoned system operator.

Hiring a good data entry person is not that difficult. Just use the same general principals you would use when hiring other good staff. You do need to be available to help them understand how you want your information organized and put in the computer. A lot of work must be corrected if the

data entry person puts data into the system in a mistaken fashion so it's wise to keep close tabs on their work.

It is not uncommon that a programmer will underestimate his or her skills as a programmer. It is extremely important to establish good supervisory guideline with a programmer.

CUSSN: *Any advice that you would give an executive that is considering the implementation of a network and database that is easily accessible by anyone from outside the agency?*

C.B.: You need to always protect your system against programs such as computer viruses and regularly backup all computer files. Do a lot of self-education about what it is that you want your bulletin board system to do. You can do this by logging on to other boards and learning what other operators are doing, so you can identify what you want to accomplish. Phone other system operators and get their advise and assistance. Identify the person with the best recommendations to install your system and plan to pay them well enough so that you get quality work and quality ongoing assistance. Make sure you keep any information in the bulletin board and in the database current and updated. Allow your staff the time to learn the system in order to manage it well and to be able to interact with it as part of their professional responsibilities. Running a system like this requires a high degree of organization for information input and output so that it can be delivered appropriately to your user.§

DD Connection hardware & part time staff (L-R): Terri Jones, Sysop, Eric Ewanco, Programmer & Jolyn Redden, Data Entry

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 your have the necessary organizational support? Can you get the resources, separate phone line, hard disk capacity, etc. Can 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 the problems? Does your intended user base have a need to network? How do they handle that networking need 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? Do any local BBSs focus on topics that are similar to your interests. Many local sysops will set up message, conference, and file areas for your group to 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 area to obtain the CUSSnet 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 overestimated 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 BBSs 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 will 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 manuals for the software. Determine they are sufficient given your technical expertise. Many sysops are hackers and what may be a 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.

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 how it works, 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 a consultant to tutor 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 (netmail) 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 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 and outside of a local area code. 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 to the local and international nodelist. These updates come in a file called the nodediff.

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, our echo areas had too many messages and the system had stopped renumbering correctly. And, users received a memory overflow error which was caused by the nodelist 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 networking. Seeing people satisfied and using something you created is very rewarding.§

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 relating to hardware.
- 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
- 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 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 situation that cannot be handled remotely.

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 another board 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 International 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.

ARCNET Saves Time, Paper, Frustration, from National Headquarters, 2501 Ave. J., Arlington, TX 71006. (817) 640-0204.

The Association for Retarded Citizens' electronic network and BBS features a nationwide electronic mail system. ARCNET, 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 instantaneously. ARCNET is being 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

$265 gets you started for approximately 6 months. The $265 includes the first year's annual fee of $55 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 $220, you will be invoiced monthly. Currently some 50 local and state ARC chapters are members of ARCNET.

Sample Messages from CUSSnet

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

From: Matthew Hile
To: Those Interested In Mr/dd Treatment
Msg #31, 19-Jan-89 06:11:08
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 violence, aggression, and SIB 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. Hile, Missouri Institute of Psychiatry, BITNET: MEDMIP@UMCVMB

Origin: DD Connection 1, Arlington TX (817/640-7880) (Opus 1:130/10

From: Tzipporah Benavraham
To: Richard Noyes
Msg # 71 3-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 sysop ABLED here and am very informed about the materials for blind users. I am blind myself and use a votrax. 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: Blythe Systems Telepsych: People Reaching People 718-448-2358 (107/105)

From: Byron Armstrong
To: Mike Connealy
Msg #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 programmer/consultant and about 2/3 the way to getting an MSW at Worden 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 programmers to be people and process oriented, rather than being techies that program from specs given to them by an interface person between customer and programmer. You certainly don't go to a plumber 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 working 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 exposure, then an education process of 'what computers can do' is 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 'dysfunctional 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 counseling' to make a rational decision.

Another side to this is that most ADP systems serve bureaucratic 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 overkill 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
Msg #76, 11-Mar-89 10:22:02
Subject: Computerization of agencies

I've been developing a "paperless" record system from scratch in our psychology 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 (PICK) 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 experiment.

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

The problem with most commercial database packages is that are not designed to deal with large chunks of text, such as the clinical 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 supports for the inclusion of text: (1) 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 it stores information efficiently 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, and 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 of 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 more 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 saving.

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 needs to be spent up front clarifying what you want a database to do; unfortunately it's hard to clear that kind of development time when you are on the front lines. 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 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 programming languages that simplify 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 to what extent 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.

Origin: PIONEER VALLEY PCUG #1 Amherst, MA (HST) 413-256-1037 (Opus 1:321/109)

From: Doug Hall
To: Bruce Hartsell
Msg #82, 17-Mar-89
Subject: Agency computerization

I have worked with a number of agencies thinking of getting PCs and then thinking of linking them in a LAN. My general recommendation to an agency that had not had widespread use of PCs is to forget the LAN for a while. Introduce the PCs and let people "get to know 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 responsi-

ble for LAN management when it is introduced. Making a LAN work requires (on average) 25 hours/week of dedicated staff time. It is NOT something to be taken lightly. It has its advantages in many situations - but not all. Go slowly, making sure that you are satisfied with each step of introducing 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.

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

From: Mike Connealy
To: David Todd
Msg #88, 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 elementary wordprocessing 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 described?

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 use?

7. Do people in your department communicate internally with each other by way of an E-mail system?

8. To what extent are PCs used for communication outside of the department?

9. Is there any apparent interest in FIDOnet-type bulletin board systems 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 incentives seem most effective in getting professional staff to make use of personal computers and computers 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 your computer system at present?

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

Origin: NASW New Mexico - Las Cruces,NM - (505) 646-2868 (OPUS 1:305/101)

From: Bill Allbritten
To: Bruce Hartsell
Msg #95, 28-Mar-89 07:09:22
Subject: Re: agency computerization

LAN's create what is essentially a mainframe (small one, admittedly) situation, requiring central support. Most LAN's are very sensitive to software problems. That means any application any user running could bring the whole applecart down. Our College of Education uses one. In most weeks it is 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/her client list and who has a track record of LAN support. 2) Contact those clients or some of them and VISIT their sites and check out hands on their operation. Ask about on-site LAN management needs. ASK about up/down time ratios. Best, Bill

Origin: FIDO_RACER (Opus 1:11/301)

From: Doug Hall
To: Bruce Hartsell
Msg #100, 29-Mar-89 08:02:14
Subject: Agency computerization

The rule of thumb that a LAN requires 25 hours/week of dedicated staff time is based on experience. Obviously it depends on the number of micros 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 system down quickly.

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, 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 administrator. That 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 interconnects be selected and installed, LAN software be selected and installed, applications software be upgraded to LAN versions. The newly appointed LAN 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 responsibility is unclear so failures simply cause a lot of finger-pointing.

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 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.

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

From: Barry Perlmutter
To: All
Msg #148, 19-May-89 14:31:24
Subject: Telephone therapy

Some time back there was a discussion in this echo regarding 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 4K] 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 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 people I have first seen in my office, and often they have had 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 have 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 more studies of this kind be done, to see whether office sessions, phone sessions or a combination of the two are more effective. My guess is that few significant differences would be found in any of these three modalities used by the same well-trained and experienced therapists."

Albert Ellis, New York, N.Y.

Question: Do the arguments substantially differ when sessions are via modem rather than phone lines, or have the points been directed toward phone conversations merely because of the relatively restricted availability of other therapeutic media?

Origin: DD Connection 1, Arlington TX (817/640-7880) (Opus 1:130/10)

There's nothing like a warm boot on a cold night.

Medical, Fire/EMS, Science, Alcohol, AIDS & DisABILITY Related BBSs by Edward Del Grosso M.D.

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

Name of BBS	Number	Setup Codes	

ALASKA

Alaska EMS	907-789-1694	2400 8N1	F

ARIZONA

St.Joseph Hospital(114/15)	602-235-9653	2400 8N1	*
Eye Net (114/14)	602-941-3747	2400 8N1	* O

CALIFORNIA

LifeLine	213-399-0172	2400 8N1	* L
Legacy	213-652-7537	1200 8N1	*
Higher Powered	408-247-6909	2400 8N1	* L
Shrink Tank	408-257-8131	2400 8N1	* P
Non Smokers BBS	408-298-4277	2400 8N1	*
MacScience BBS (143/36)	408-866-4933	2400 8N1	* S
Recovery II (125/9)	415-223-1119	2400 8N1	* L
Cowtown Lafayette	415-284-1872	2400 8N1	* S
Children's Hospital	415-428-3039	1200 8N1	*
COMPUCHEM	415-587-0310	2400 8N1	* X
AIDS Info BBS	415-626-1246	2400 8N1	* A
Disabled Children	415-642-7387	300 8N1	* D
OASIS (Over Eaters)	415-658-5397	2400 8N1	*
Nightingale (10/475)	415-731-2422	2400 8N1	* R
Friends of Bill W.	415-833-1780	300 8N1	L
Cowtown Berkeley	415-841-1411	2400 8N1	* S
Baytalk	415-864-6430	1200 8N1	* D
Digex SDCS Disabled	619-454-8078	1200 8N1	* D
Medical Management	619-532-9183	2400 8N1	*
Balboa Naval Hospital BBS	619-532-8022	2400 8N1	*
Survival Forum (125/7)	707-545-0746	2400 8N1	F
911 EMS	707-664-1639	2400 8N1	F
Beckman Inst (103/524)	714-773-8818	2400 8N1	* X
LLUMC Medical Lib (10/211)	714-824-4328	2400 8N1	*
WellSpring	714-856-7996	2400 8N1	*
WellSpring Node 2	714-856-5087	1200 8N1	*
Nine Lives	805-836-8531	2400 8N1	
The ARB Research Bulletin	916-324-6997	2400 8N1	*
Project Disable (119/500)	916-343-3742	2400 8N1	D
RBBS BIOMED	916-362-4298	1200 8N1	* B
CompuHelp	916-786-3923	1200 8N1	D

COLORADO

Nurse Link (104/52)	303-270-4936	2400 8N1	* R
P2 B2 S (104/51)	303-329-3337	2400 8N1	* P
The Watch Desk (104/66)	303-450-0822	2400 8N1	* F
Med Link (104/444)	303-499-1022	2400 8N1	*
Deaf Net BBS	303-989-9245	1200 8N1	* D
SCI LINE (128/48)	719-578-9127	2400 8N1	S
Fire Net Leader (128/16)	719-591-7415	2400 8N1	F

CONNECTICUT

Handicap News (141/420)	203-337-1607	1200 8N1	& D
Hippocampus (141/205)	203-481-7475	2400 8N1	
Dr. Fido (141/315)	203-937-2686	2400 8N1	

DELAWARE

Chemist's Comport (150/190)	MOVING	9600 8N1	& C
Black Bag BBS (150/101)	302-731-1998	2400 8N1	&

DISTRICT OF COLUMBIA

Science Line 2	202-265-4496	2400 8N1	* S
American Otolaryngology	202-289-7338	2400 8N1	*
Science Line	202-328-5853	2400 8N1	* S
APGO (109/121)	202-466-2893	2400 8N1	* G
ACOG	202-479-0005	2400 8N1	* G
SYNAPSE (109/110)	202-543-9176	2400 8N1	D
American Inst of Bio. Sci.	202-628-2427	2400 8N1	* Q
Science Resources (NSF)	202-634-1764	2400 8N1	* S
State and Local EMS	202-646-2887	2400 8N1	* F
PIE	202-872-9141	2400 8N1	* P
ShanErin (109/104)	202-941-8291	2400 8N1	*

FLORIDA

Med Software Ex (135/3)	305-325-8709	2400 8N1	*
CG Medterm (135/8)	305-444-5615	2400 8N1	*
The Way Out (135/35)	305-445-6917	2400 8N1	* L
Metro Fire (135/14)	305-596-8611	2400 8N1	* F
Epics Division (135/9)	305-883-6892	2400 8N1	* X
UCF Health Topics (363/507)	407-281-5522	2400 8N1	
Nurses Corner (363/15)	407-299-4762	2400 8N1	& R
The Pharmacy BBS (363/16)	407-363-1143	2400 8N1	& M
Med Net	407-433-3977	2400 8N1	
Central Florida Psych	407-645-1658	1200 8N1	& P
Central Florida TDD Info	407-657-7011	1200 8N1	& D
MACNET/MEDNET	813-377-7032	2400 8N1	
APCO National RBBS	904-423-1312	2400 8N1	F
Medlink (3600/3)	904-431-1575	2400 8N1	
Naval Hospital	904-452-6613	2400 8N1	

GEORGIA

Psychology OnLine	404-252-8810	2400 8N1	* P
CDC Aids Info Line	404-377-9563	2400 8N1	* A
CEAM	404-546-3402	2400 8N1	F
Hutchisin Med Ctr.	404-858-2261	2400 8N1	
Middle GA Med.For (133/210)	912-477-8741	2400 8N1	

ILLINOIS

Sig Bio (233/4)	217-333-9660	2400 8N1	S
Pass it On (232/19)	309-762-0140	2400 8N1	L
RBBS Biomed	312-227-7455	1200 8N1	* B
COPH 2 (115/778)	312-286-0608	2400 8N1	* D
Windy City	312-394-5772	2400 8N1	* B
ENA BBS	312-649-0490	2400 8N1	* R
Cope (115/777)	312-790-0187	2400 8N1	* D
Hazardous Management	312-972-3275	2400 8N1	* F
Electric Dreams	815-232-5853	2400 8N1	? B

INDIANA

Testing Station	317-846-8917	2400 8N1	& P

IOWA

Anesthesiology BBS	319-353-6528	1200 8N1	N
Great Plains Hemophilia	319-356-1632	1200 8N1	

KANSAS

Doc Talk	913-588-1998	2400 8N1	*

KENTUCKY

Operating Room	502-245-3516	2400 8N1	
Fido Racer (11/301)	502-762-3140	2400 8N1	D
Science Spoken Here	606-233-5413	1200 8N1	& S

LOUISIANA

VICE (396/8)	504-286-7294	2400 8N1	D
Health Text	504-456-9440	2400 8N1	&
Tulane Med Center AIDS	504-584-1654	2400 8N1	& A
Tulane Medical Center	504-588-5743	2400 8N1	&
The Fire Scene (390/2)	504-641-4789	2400 8N1	? F
LA Medsig	504-737-8173	2400 8N1	?

MAINE

Maine EMS	207-289-5336	1200 8N1	F

National Assoc. EMS	207-326-8800	2400 8N1	F

MARYLAND

The Firefighter Sig	301-229-9570	2400 8N1	* F
MIEMSS	301-328-3842	1200 8N1	& F
Maryland Med Sig (261/1039)	301-332-7386	2400 8N1	&
Fusion Connection	301-353-6167	2400 8N1	* S
IMEEC	301-433-4833	1200 8N1	& X
Science Lab	301-444-0551	2400 8N1	* S
AAPT Physics Teachers	301-454-2086	2400 8N1	* S
Maryland Fire (261/1047)	301-536-1935	2400 8N1	& F
EPA Superfund and Hazard	301-589-8366	2400 8N1	* F
HEX TDD	301-593-7033	300 8N1	* D
HEX	301-593-7357	1200 8N1	* D
Nerve Center (261/1000)	301-655-4708	2400 8N1	&
PharmNet (ASHP)	301-657-2617	1200 8N1	* M
MedAtlantic Health(109/999)	301-680-7792	2400 8N1	*
NOAA (109/643)	301-770-0069	1200 8N1	* S
The Fire Station (261/1044)	301-866-8613	2400 8N1	& F
CFRBBS	301-921-6302	2400 8N1	* F
FireHouse	301-942-5616	2400 8N1	* F
BBS Mumps	301-948-6825	1200 8N1	*

MASSACHUSETTS

Physics Forum (321/110)	413-545-1959	2400 8N1	? S
Sci Net (322/348)	508-697-1206	2400 8N1	S
Fire Plug (322/710)	508-699-9357	2400 8N1	F
Boston EMS (101/455)	617-288-8319	1200 8N1	* F
CSR Net	617-353-5377	2400 8N1	* P
Citi Net	617-439-5699	1200 8N1	*
VI/BUG (101/460)	617-767-2909	2400 8N1	D
Alternative Inputs	617-826-8960	1200 8N1	D

MICHIGAN

4 Sights Network	313-272-7111	2400 8N1	* D
Psych Forum MSU	517-339-3783	1200 8N1	= P
CAP Software Exchange	616-947-4505	1200 8N1	?

MINNESOTA

Metro TTY Newscenter	612-348-2157	300 8N1	D

MISSOURI

MEDICOM BBS (100/538)	314-432-0243	2400 8N1	* M
Optometry Online (100/514)	314-553-6068	2400 8N1	* O
National Child Abuse	314-751-3430	2400 8N1	
Braille Bank (100/540)	314-895-4427	2400 8N1	* D
Fire BBS (284/911)	417-864-8820	2400 8N1	F
Fire Net(280/305)	816-761-6428	2400 8N1	* F

NEBRASKA

National Bio Med (14/663)	402-559-6023	2400 8N1	= B
NEW HAMPSHIRE			
Easy Does It (132/131)	603-228-0705	1200 8N1	L

NEW JERSEY

Newark NJ Fire	201-547-4252	2400 8N1	F
Medic Central	201-676-8817	2400 8N1	* F
Chuck's Attempt	201-729-2602	2400 8N1	D
ASCRS Research Foundation	201-746-0614	2400 8N1	*
Deaf Contact	201-823-8841	2400 8N1	* D
SMDM	201-865-3853	1200 8N1	
Maple Shade OPUS (226/12)	609-482-8604	2400 8N1	& P

NEW MEXICO

Dog Canyon Fire (308/30)	505-434-3224	2400 8N1	F
NASW (305/101)	505-646-2868	2400 8N1	U

NEW YORK STATE

Engine House (260/315)	315-451-7148	2400 8N1	? F
Medical Info Net (260/313)	315-697-2298	2400 8N1	? B
Adelphi Univ (107/240)	516-228-7498	2400 8N1	U
Utopian Quest (107/269)	516-842-7518	1200 8N1	A
COMPSYCH	518-564-3372	1200 8N1	? P
HOST (267/41)	518-793-9574	1200 8N1	? D

TFL (260/216)	716-265-2750	2400 8N1	F
Nat. Database Anesthesia	716-473-4246	1200 8N1	N
Taxacom	716-896-7581	2400 8N1	= Q
Med TechNet (260/10)	716-897-0504	2400 8N1	? X

NEW YORK CITY

NYU Medical (107/18)	212-545-7956	2400 8N1	*
American Psych Exchange	212-662-7171	1200 8N1	* P
Utopian Quest (107/169)	212-686-5248	2400 8N1	* A
Age Base	212-750-0132	1200 8N1	*
The Double Helix BBS	212-865-7043	2400 8N1	* S
NYC Fire Dept (107/702)	212-964-8090	2400 8N1	* F
Pharm Stat	718-217-0898	2400 8N1	* M
Friends Too	718-457-1752	2400 8N1	*
Stac Net	718-746-2006	2400 8N1	* S

NORTH CAROLINA

N.C. Emerg. Services	704-637-6906	2400 8N1	? F
A.L.S. (364/706)	919-460-0586	2400 8N1	* F
EM BBS	919-733-4478	2400 8N1	* F
Humanities Forum II	919-761-1828	2400 8N1	
Equal BBS (158/101)	919-851-6806	2400 8N1	* D

OHIO

Free Net (Case Western)	216-368-3888	1200 7E1	*
ChemNet (Univ of Akron)	216-384-2604	2400 8N1	? S
Fire and EMS	216-666-0306	1200 8N1	? F
Akron City Emer (157/525)	216-688-6231	2400 8N1	? F
CHIPS (157/697)	216-929-8483	2400 8N1	?
CHRF	513-559-8098	1200 8N1	?
Emergi Net	614-293-5625	2400 8N1	& F
Black Bag II (226/90)	614-293-8810	2400 8N1	&
Disabilities (226/310)	614-436-0456	2400 8N1	& D

OKLAHOMA

Drug Information (147/59)	405-271-3827	2400 8N1	& M
South Community (147/10)	405-636-7120	2400 8N1	&
Recovery I (147/37)	405-691-3437	2400 8N1	& L
D.O.C.S	405-924-7732	2400 8N1	B
Recovery II (147/57)	405-942-1031	2400 8N1	& L
SITE (147/41)	405-947-0808	2400 8N1	= D
Sparky BBS (170/232)	918-583-3832	1200 8N1	F

OREGON

ARC	503-363-7168	1200 8N1	D
Anthropology BBS (105/20)	503-464-3912	1200 8N1	*
Busker's Boneyard (105/14)	503-771-4773	2400 8N1	*
HP BBS	503-638-5379	2400 8N1	* L

PENNSYLVANIA

Info 80	215-434-2237	2400 8N1	D
SATRONICS TBBS	215-464-3562	2400 8N1	* S
Bucks Telematics (150/431)	215-493-5242	2400 8N1	
Maltese Cross	215-625-0093	1200 8N1	* F
Scooters Sci Exc (150/615)	215-657-5586	2400 8N1	* S
SATRONICS TBBS Node 2	215-698-1905	2400 8N1	* S
Jets RBBS (Jefferson Med)	215-928-7503	2400 8N1	*
BIOSIS	215-972-6759	2400 8N1	* Q
W. PA Blue Cross	412-391-1970	2400 8N1	&
The Gas Passer (129/46)	412-648-6326	2400 8N1	& N
Sounding Board (129/26)	412-681-9464	2400 8N1	& D
Blind Link (129/89)	412-766-0732	2400 8N1	& D
The Second Opinion (129/31)	412-826-0822	2400 8N1	=
Doctors WOC Inn (129/53)	412-881-7757	2400 8N1	&
Pennsylvania EMS	717-763-0409	2400 8N1	= F

SOUTH CAROLINA

SC SEEN (376/18) 80	3-777-4097 24	00 8N1	& S

TENNESSEE

Humanities Forum BBS	615-477-4394	2400 8N1	
Univ of TN Health and Safety	615-974-1971	2400 8N1	

TEXAS

Aids Information Exch	214-247-5609	1200 8N1	* A
Aids Information Exch	214-247-2367	1200 8N1	* A
MEALS	214-348-0727	1200 8N1	*
Tri City Health Centers	214-388-4814	1200 8N1	* P
Dallas Medical Forum	214-590-5335	1200 8N1	*
The Inpharmation Center	214-590-8213	2400 8N1	* M
Double Ace	214-606-0703	2400 8N1	* L
TEXAS EMS Net	409-765-2500	2400 8N1	F
Health Link (382/5)	512-444-9908	2400 8N1	
SON NET (382/18)	512-471-7584	2400 8N1	R
Diversion BBS	512-491-9034	2400 8N1	&
PI Net	512-523-0236	1200 8N1	= P
NFormation(Neurofibroma.)	713-558-9908	1200 8N1	*
Houston Medical BBS	713-666-0425	1200 8N1	*
Univ. of Houston (106/105)	713-749-1744	2400 8N1	* U
Sounding Board (106/12)	713-821-4148	2400 8N1	* L
Medico	713-995-7043	1200 8N1	*
Gas Company	817-265-8938	2400 8N1	* N
ACA Intergroup BBS	817-572-0749	2400 8N1	* L
DD Connection (130/10)	817-640-7880	2400 8N1	* D
DPM	817-666-0442	2400 8N1	
Bone Box (130/33)	817-763-0410	2400 8N1	
Sky's the Limit (381/9)	915-594-7806	1200 8N1	? D

UTAH

LDS Hospital User Group	801-321-5030	2400 8N1	*

VIRGINIA

Infomedics	703-276-9180	2400 8N1	*
Dynamic Duo (109/304)	703-425-4506	2400 8N1	* D
FireWatch	703-522-0017	2400 8N1	* F
Handiline	703-536-2052	2400 8N1	* D
AMRAD BBS	703-734-1387	2400 8N1	* D
Adult Child of Alcoholics	703-821-2925	2400 8N1	* L
ASHS Horticultural	703-836-4608	2400 8N1	* Q
VA EMS	804-745-7854	2400 8N1	& F
E One (264/461)	804-872-9544	2400 8N1	F

WASHINGTON

Cardio Board	206-328-7876	2400 8N1	* N
Health Online	206-367-8726	1200 8N1	*
St. Peter's Hospital	206-456-7409	1200 8N1	
Univ Wash HHS (343/35)	206-543-3719	2400 8N1	* U
Science Lab	206-643-6683	2400 8N1	* S
Dalmation	206-753-1021	2400 8N1	F
Healthboard	509-328-5760	2400 8N1	? A
Emergency Response	509-373-9166	1200 8N1	? F

WEST VIRGINIA

Micro Medical Center	304-696-7358	1200 8N1	

WISCONSIN

Dent Tech	414-332-8495	2400 8N1	* Y
SciQuest	414-353-1576	2400 8N1	* S
NABT/FISCHER	608-274-8435	2400 8N1	Q

AUSTRALIA

The Runway BBS (3:712/506)	61-2-569-5130	2400 8N1	
PHYSI CHALL	61-3-427-0424	2400 8N1	D

CANADA

Addictions	403-460-8357	2400 8N1	L
Ontario Science Center	416-429-1700	2400 8N1	S
Health Professional BBS	416-483-9259	2400 8N1	
Doctor on Board (148/352)	416-684-7710	2400 8N1	
Questor Project (153/118)	604-681-0670	2400 8N1	A

HOLLAND

Gezondheidszorg(2:500/211)	31-55-337951	2400 8N1	
Nurse Net (2:281/401)	31-71-227080	2400 8N1	R

HONG KONG

MedInfoNet (3:700/5)	852-3-760-4228	2400	

IRELAND

Ireland GP	353-178-5866	1200 8N1	

ITALY

T E L E S I B i o C	39-26889009	2400 8N1	C

GERMANY

IKM Opus (2:507/400)	49-89-285284	1200 8N1	

SINGAPORE

SMA BBS	65-448-0808	2400 8N1	
MedStat	65-776-5074	2400 8N1	

UNITED KINGDOM

Brit J of Health Computing	441-24-70671	1200 7E1	
PolyFido (for the disabled)	441-580-1690	2400 8N1	D
Body Matters	441-603-7581	2400 8N1	
Health Data	441-98-64360	1200 7E1	
Pharmacist Database	44443-203769	2400 8N1	M
Manchester Open Learning	4461-8345051	1200 8N1	
OSL Heal Service (2:255/64)	44942-722984	1200 8N1	

NOTES:

1) The following codes identify the major interests..

Aids	A	Disability	D
Alcohol Abuse	L	Biology	Q
Fire/EMS	F	Psychiatry/Psychology	P
Anesthesiology	N	Social Service	U
Biomed Engineering	B	Ophthalmology	O
Chemistry	C	Science	S
Dentistry	Y	Nursing	R
Pharmacy	M	Lab Medicine	X
OB/GYN	G		

* Means can be accessed via PC Pursuit via the Telenet Network. It does not represent the bargin it once was, however, special rates are being instituted for the disabled. Call 1-800-TELENET. Tell them where you heard about this service.

& Means can be accessed via Starlink. Numbers marked in this way can be accessed without additional cost.

= Means accessed via Starlink but additional charges MAY be associated with calls here.

? Means may be accessed via Starlink but I have been unable to use the service to connect to this board. For more information, call via modem: Galaxy Info Signup (804) 495-4665 1200 8N1

2) The numbers following some of the board names are network addresses for the International Fido Network.

3) The address to obtain printed copies of this list is: Biomedical Information Corp., Computer News for Physicians, Attn: Sue Frisch, 800 Second Ave. New York, N.Y. 10017. Thanks, they partially cover the cost of compiling this list. A big thanks should go to them for their kindness and genunine contribution to the BBS community.

4) Send additions, corrections, deletions and suggestions to: Edward Del Grosso M.D.(CIS: 71565,1532) (GENIE: E DELGROSSO) (DELPHI: DELGROSSO) (BLACK BAG BBS (150/101) My BBS: 302-731- 1998) (GALAXY: DELGROSSO) (EXEC-PC: DELGROSSO) (UUCP: uunet!udel.edu!mvac!edward). Or by U.S. Snail to: Edward Del Grosso M.D., 29A-2 Golfview Dr., Newark, DE 19702

5) You can be of a great help. The next update will be released on July 25,1989. . You can be of great service to me and the BBS community in general if you would take the time and effort to upload this list to BBS in your area. As always I hope you will take the time to contact me and contribute numbers to the list.... still going strong after almost 5 years.

6) Setup codes are: 1st number = Baud; 2n number = data bits; 3rd number = stop bits.§

Social Work Newsletter on Bitnet

from several issues on Bitnet.

Purpose

The basic idea behind doing this is merely to give all of us a reasonably 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.

Editors and addresses

- Editor: Walter W. Hudson, Arizona State University; AIWWH AT ASUACAD
- Conference and Meetings Editor: Paul R. Raffoul; SOCW44 AT UHUPVM1
- Women's Issues Editor: Paula S. Nurius; 125455 AT UWACDC
- Research Methodology Editor: Charles Glisson; PA108458 AT UTKVM1
- Direct Practice Editor: Ross Klein; RKLEIN AT MUN
- BSW Education Editor: Marshall Smith; MLSGSW AT RITVAXD
- Mental Health Editor: Ram Cnaan; CNAAN AT PENNDRLN
- Children & Families Editor: Dan Nieto; DNIETO AT UVMVM
- Medical Social Work Editor: Kathryn F. Kennedy; AN840011 at UTHVM1
- Computer Literature Editor: Denise Bronson; V380KZGM AT UBVMSA
- Social Work Literature Editor: Ross Klein; RKLEIN AT MUN
- Software Review Editor: Bill Butterfield; C95861WB AT WUVMD
- Law and Social Work Editor: Joe Pulli; PA123668 AT UTKVM1

Sample Contents

Quantitative Methods Interest Group: The informal meeting of the Quantitative Methods Interest Group at the Chicago APM 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 1990 APM include a formal meeting of the Quantitative Methods Interest Group that will be announced in the APM program guide.

An Electronic Social Work Discussion Group: Readers of the Social Work Newsletter may also be interested in a discussion group operated over BitNet through the University of Toronto. The group is not a newsletter, as such, but an interactive system through which one can instantaneously communicate with all other members on the list. It is a useful resource for soliciting help or information about anything within the field (practice or education). Over the past several months I have seen calls for help in locating resources, in developing syllabi for new or specialized courses, and correspondence sharing information and/or new discoveries.

If you wish to subscribe to the discussion group, you must send an electronic mail message to the Listserver at the University of Toronto. Listservers only accept interactive mail messages and cannot receive a bitnet message. To subscribe you will need to send one of the following messages at the "$" on your system.

On VM/SP systems:

- TELL LISTSERV AT UTORONTO SUB SOCWORK YOUR_NAME

On VAX systems:

- SEND LISTSERV@UTORONTO SUB SOCWORK YOUR_NAME

or

- SEND MESSAGE UTORONTO LISTSERV SUB SOCWORK YOUR_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. This last message will also include instructions for using the list.

Computer Tips: A notice came through on Bitnet to watch out for a sexually oriented program named 4PLAY. If it arrives in your files area you should destroy it. If you "receive" and then execute the program, it will send complete information about your account, files, passwords and so forth. Just be on the alert.

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 have any utility/marketability in undergraduate or 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 systems, too. More details later to those interested. My electronic mail address is: FLYNN@gw.wmich.edu, John P. Flynn, School of Social Work, Western Michigan University, Kalamazoo, MI 49008§

Member Activities

Nonprofit Technology Project from Gayle Cupit, 919 Lafond Ave., St. Paul, MN 55104 (612) 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.

Chronically Mentally Ill & Peer Counseling Network by Christopher Wright, Treatment coordinator: Critical Mass, c/o Options for Southern Oregon, 202 N.W. "A" st., Grants Pass, OR 97526.

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.

Field System, Flow Charting CAI, and Quality of CAI from Marilyn L. Flynn, U. of Michigan, Social Work, 2087 Frieze Bldg., Ann Arbor, MI.

I am currently working on an information system for our field. The underlying conceptualization of field office functions makes this system perhaps 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 Office of Admissions, the Doctoral Office, and the Office of Alumni Affairs.

With my colleague, Syd Bernard, I recently completed a small piece of 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 any 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) 238- 4568.

The SMART (Sharing Methods and Applications in Rehabilitation/Assistive Technology) exchange is a three year (9/88 +) 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 sole 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 the 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 2, Ireland (711047).

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

Expert Systems for Emergencies & Disaster Management from Hayim Granot, Assoc Prof, School of Social Work, Bar-Ilan Univ., Ramat-Gan, Israel.

I am interested in decision support systems and/or expert systems for mass emergencies and disaster management. 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.

African Link from Gideon K. Syabeene, African Link, POB 72723, Ndola, Zambia.

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, jobs 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 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 distributed each time new announcements are added. You may subscribe to the Bulletin by issuing a SUBscribe command to APASD-L AT VTVM2 or by sending a message to APASDSSW@GWUVM.

The National Clearinghouse on Technology and Aging is a resource network of people developing technological products and programs for elderly individuals. The Sensory 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 Medical Center, 55 Lake Avenue North, Worcester, MA 01655; 508-856-6506 or 856-3599 (TDDC)

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

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. $270 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 20036 (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. @CSUBHEAD1 = Newsletters, Magazines, Journals

Assistive Technology The Official Journal of RESNA, an interdisciplinary association for the advancement of rehabilitation and assistive technology. Contact Demos Publications, 156 Fifth Ave, Suite 1018, NY, NY 10010 (212) 255-8768.

Micro Software News is a newsletter on local government software from ICMA, 1120 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, Cwm Gwen Hall, Pencoder, Dyfed, Cymru (Wales) UK. SA39 9HA (6 UK pounds for 4 issues; a very inexpensive publication)

Books and Reports

Information Technology and the Human Services by Glastonbury, B., Lamendola, W.., and Toole S. (Eds.) (1988) from John Wiley & Sons., 432pp. $88.

Computerizing Your Agency's Information System by Bronson, E.E., Pelz, D.C., & Trzcinski, E. (1989) Sage Publications (Vol 54).

Software Announcements

Professional Analyst is the Professional Version of ($400 +) 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 Neuralytic Systems, 66 Bovet Road, #319, San Mateo, CA 94402 (415) 573-9001.

DEMOBBS is a menu-driven, interactive tutorial that introduces the services provided by the NASW New Mexico BBS and introduces Fidonet, CUSSnet, 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 making a single menu selection to activate a communications program. Contact Mike Connealy, Senior Services Dept, City of Las Cruces, PO Drawer CLC, Las Cruces, NM 88004.

OutSPOKEN 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.

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

Assoc. Inc., POB 608, Owings Mills, MD 21117 (800) 333 7049.

Understanding Statistics is a computer based instructional package to teach statistics concepts. Contact Elsevier Science Pub. Co., 655 Ave. of the Americas, NY, NY 10010.

Employability Assessment Materials for Vocational Rehabilitation are available from the Arkansas Research & Training Center, POB 1358, Hot Springs, AR 71902 (501) 624-4411. Software/instruments include a Work Personality Profile, Occupational Report, Vocational Personality Report, Employability Maturity Interview, Work Performance Assessment, and Job Seeking Skills Assessment.

Mindware is a catalog of mind appliance software for creativity and self--development. Contact at 1803 Mission St. Suite 414, Santa Cruz, CA 95060.

Special Times is a special Education Software for Grades K-8 from Cambridge Development Laboratory, Inc., 214 3rd Ave., Waltham, MA 02154 (800) 637-0047.

Edmark 1989 is a Special Education Software Catalog from Edmark Corp., POB 3903, Bellevue, WS 98009-3903 (206) 746-3900.

Sunburst Educational Computer courseware catalog-- Preschool to Adult is available from Sunburst Communications, 39 Washington Ave., Pleasantville, NY 10570-2898(800) 431-1934.

Micro Software News is a newsletter on local government software from ICMA, 1120 G. St. NW., Washington, DC 20005 (202) 626-4600.

If you cannot find the training medias (software, cassettes, tapes, etc.,) you need, contact Learning Solutions at (214) 490-4023.

CUSS Network Advisory Board Members

Bill Allbritten, CUSSnet Echomail Coordinator, Professor, Murray State U. 2004 University Sta., Murray KY 40271

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

Upcoming Events

RESNA '89: Technology for the Next Decade, June 26-30 1989, New Orleans Marriott, New Orleans, La. Contact RESNA, Suite 700, 1101 Connecticut Avenue, NW, Washington, DC 20036 (202) 857-1199.

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 Carlisle, USSAAC Conference Chair, (214-826-7030 x2328), or Delva Culp, USSAAC VP/Professional, Affairs (214-905-3137).

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

National Assoc. for Welfare Research and Statistics, July 30- August 2, Outlaw Inn, Kalispell, Montana. Contact Dave Thorsen, NAWRS, 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 Street, 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 95117.

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

Southeast Augmentative Communication Conference, October 20- 21, 1989, Wynfrey Hotel at the Riverchase Galleria, Birmingham, AL. Contact P. Elder, Coordinator, SEACC-X, 2430 11th Avenue N., Birmingham, AL 35234.

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.

Second Southeast Regional Conference on Assistive Technology Practices and Applications in Education and Employment, November 1-3, 1989 in Atlanta, Georgia. Contact John Goldthwaite 404-894-4960.

The Thirteenth Annual Symposium on Computer Applications in Medical Care, November 5-8, 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) 994-8928.

Society for Computers in Psychology, November 16, Hyatt Regency, Atlanta, GA. Contact Darrell Butler, Dept of Psych. Sciences, Ball State U. Muncie, IN 47306 (317) 285-1690, BITNET: 00DLBUTL@BSUVAX1. Paper deadline = July 14, 1989.

National Conference of Special Education and Technology to be held in Lexington, Kentucky January 11-13, 1990. Contact Joel Mittler, Assistant Dean, School of Education, Long Island University. C.W. Post, Campus, Brookville, NY 11548.

Technology and Persons with Disabilities, March 21-24, Los Angeles Airport Marriott. Contact H.J. Murphy, California State U., Northridge, Office of Disabled Student Services, 18111 Nordhoff St. — DVSS, Northridge, CA 91330 (818) 885-2869 ex. 2578.

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 37831-6207 U.S.A. (615)-574-8700. LFA@ORNLSTC.BITNET or LFA@STC10.CTD.ORNL.GOV.

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