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. A single issue is approximately 20 pages, a double issue is approximately 40 pages. Back issues are $5 each.

The Disk Copy Service makes human services demos and shareware available to members for a small processing fee. Write for free listing of software and see inside this newsletter for newest disks.

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.

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

- *Educators SIG,* c/o Wallace Gingerich, School of Social Work, Case Western Reserve U., 11235 Bellflower Rd., Cleveland OH 44106.
- *Hospital Social Services SIG,* c/o Mike King, Director of Social Wk & Discharge Planning, St. Francis Hospital, 100 Port Washington Blvd, Roslyn, NY 11576.

See also country contacts listed on the back cover.

Services Available

Vendor/Consultant	Contact Person	Services

California

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

Anne Breuer
(714) 650-5135

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

Florida

Community Service Council of Broward County, Inc.
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 mini-computer versions available.

Indiana

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 Consulting Services, Inc.,
Box 540
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. Consultation on using spreadsheet and word processing programs. are also available.

Wisconsin

In-House Information Systems,
Incorporated. 1540 Blaine
Racine, WI 53140

Kim House, President
(414) 637-2093

MIS consultants to local governments and public service agencies. Information systems design from initial definition to programming specifications to implementation. Hardware and software purchasing recommendations, training, system documentation and MIS budgeting. Independent of hardware and software vendors

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.

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 10 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 6000+ local bulletin boards (FIDO, OPUS, etc.) around the world which automatically exchange information. Usually no fees are charged except for long distance mail.

If a BBS carrying the CUSSNet conference (echo) exists in your city, dial it up and follow the directions. Before calling long distance to a node, 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. Communications are at 300- 2400 baud, 8 data bits, 1 stop bit and no parity. Almost any computer or terminal and modem will work.

Sample **message areas** are: Local and international public/private mail, conferences on human services, health, psychiatry, addictions, disabilities, AIDS, veterans, violence, etc. A message in the CUSSNet conference goes to all the boards listed below

Nodes Carrying the CUSSNet Conference: (accuracy is impossible with this list)

Net/Node	BBS Name	City & State	Sysop	Phone
10/300	Bruce's_Board	Barstow,CA	B. Hartsell	619-252-5150
11/301	Fido-Racer	Murray,KY	B.Allbritten	502-762-3140
104/52	Nurse_Link	Denver,CO		303-270-4936
104/62	Mojave_Net	Westminster_CO		303-426-0623
105/10	Atarian_BBS	Portland, OR	M. Attaran	503-245-9730
106/5433	TreeShare Genealogical BBS	Houston, TX		713-342-1174
109/507	Hd._Start_RC	College Park,MD	D.Mohney	301-985-7936
114/15	St_Joes_Hospital	Phoenix, AZ	D.Dodell	602-235-9653
124/2121	Psychology Forum BBS	Dallas TX		214-368-5474
129/75	Ecclesia_Place	Monroeville,PA	L.Pascazi	412-373-8612
130/10	DD_Connection	Arlington,TX	J. Redden	817-640-7880
132/111	On_Line_NH	Concord,NH	D.Hall	603-225-7161
134/202	Welcome to my nightmare	Sylvan Lake, AB,Canada	D. Esler	403-887-4514
138/115	Amocat BBS	Tacoma WA	R Langsford	206-566-1155
138/116	Group Medical BBS	Tacoma, WA	I Arslangiray	206-582-3212
141/420	The Handicap News	Shelton, CT	B. McGarry	203-337-1607
150/101	Black_Bag_BBS	Newark,DE	E.DelGrosso	302-731-1998
157/3	Nerd's Nook	Rocky River, OH	B. Walker	216-356-1431
202/606	Hillcrest BBS	San Diego, CA	M Blair	619-291-0544
203/11	The Broken Rose	Sacramento, CA		916-483-8624
203/454	Sacramento Peach Child	Sacramento, CA		916-451-0225
205/80	TOTT BBS	Fresno CA		209-292-6403
208/200	Software Silo	Stocton CA		209-477-9502
265/102	Connect! BBS	Dale City, VA		703-670-5037
266/12	Maple_shade_Opus	Maple Shade, NJ	B Eller	609-482-8604
267/41	The_HOST_BBS	Glens Falls,NY	R.Calloway	518-793-9574
275/429	HandiNet BBS	Virginia Beach VA	W. King	804-496-3320
300/7	First_Dibs	Tucson AZ		602-881-8720
305/101	NASW_New_Mexico	Las_Cruces, NM	Drew Spray	505-646-2868
321/109	Pioneer_Val_PCUG1	Amherst, MA	M.Sternheim	413-256-1037
321/203	VETLink#1	Pittsfield, MA	Gj.Peck	413-443-6313
343/35	HDS_Univ_of_Wash	Seattle, WA	C. Ritchie	202-543-3719
381/5	Micro Applications	El Paso, TX	D. Gladden	915-591-1090
382/1	Capitol City	Lake Travis,TX	M.Masterson	512-335-7949
382/5	Health-Link	Austin,TX	B.Baskett	512-444-9908
387/404	ACS_People_Connection	San Antonio,TX	B.Armstrong	512-647-8189
254/11	PolyNet	London,UK	E.McCabe	441-580-1690
2:253/151	TOPPSI	Dublin Ireland	David Doyle	353-1-7110
2:253/152	UK_Healthlink	Wigan,UK	D.McKendrick	44-942-722984
2:256/97	LogOn-In-Tynedale	Hexham, UK	J. Rawson	44-434606639
2:283/105	Datawerken_IT	Remmerden, Holland	M.Mazeland	318376-15363
2:331/201	Amigaline	Bologna, Italy		31-1810-15600
2:512/120	STEBIS	Leiden, Holland	M. Gobes	31-71-320002
2:7105/10	Waco Host	Utrecht, Holland		31-3438-21410
3:634/388	Axiom BBS	Melbourne, Australia	A.Rajcher	61-3-509-4417

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 to examine; 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
$ = Vendor allows you to deduct the payment to CUSSN for disks from your purchase price.
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

Child Protection System (1 disk) Demo of a child protective services system [D] IBM-PC
Demo of a UNIX based system which provides assistance in case management, case tracking, risk assessment, case investigation, foster care placement, office automation.

DALE (1 disk) Demo of a drug abuse education system [D] IBM-PC
Drug Abuse Learning Environment demo to provide students (grades 4-12) with information regarding the serious health and social consequences of substance abuse.

Day Care Manager (3 disks)—Shareware for managing a day care program [U] (IBM-PC) {HD}
Includes child and class information, payment tracking, facility scheduling, inventory, fixed assets, supplies and retail operations. Over 100 reports including mailing labels. Written in dBase III+.

DSMIIIR Trainer (1 disk)—Program teaches the DSMIIIR [F] IBM- PC
A freeware computer program to help teach DSMIIIR diagnosis and assess client outcome. See MicroPsych Network, Vol. 4/3 p 63-66.

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. Includes HELP U TYPE, a program offering keyboard macros, word prediction, automatic spacing, repeat key defeat and one finger operation.

Information Please (1 disk)—Shareware quick access database [U] IBM-PC
Associates text, pictures, graphics, and programs to database entries. Useful for manuals-on-disk, especially cross-referencing with keyword indexes.

MedSWIS (2 disks) Demo of a hospital social work information system [D] IBM-PC.
MedSWIS helps hospital social workers allocate and track resources. It collects data and produces 34 reports.

Performance Mentor [1 disk] Demo that helps improve employees $[D] [IBM-PC]
Collects information about the user, the workplace, the employee, and the management task and then provides advice on evaluating and improving employee performance.

Sign Friends (1 disk)—Shareware Sign Language trainer [U] IBM-PC
Presents children, parents, and teachers with graphic illustrations of sign characters and tests on fingerspelling.

Simple STATS (3 disks)—62 simple statistics programs [F] IBM-PC
62 parametric and non-parametric programs and 5 data entry programs for simple data reduction or teaching statistics.

The Servant (5 disks)—dBase III+ system for church/Sunday school members/activities [U] IBM-PC {HD}

Selected Disks described in previous issues—write for complete listing

Accounting and billing

Clinic Accounts Receivable (1 disk) Demo of 3rd party billing, sliding-fee program [D] (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}
Nonprofit General Ledger (1 disk)—Shareware nonprofit general ledger [U] IBM-PC
Painless Accounting (3 disks)—Shareware office accounting and billing system [U] IBM-PC {HD}
PCFUND (1 disk)—Demo of complete fund accounting system from American Fundware $[D] IBM-PC

Disabilities

CAPTAIN'S LOG (2 disks)—Demos a cognitive rehabilitation system [D]{C} IBM-PC
Newkey (1 disk)—Shareware key redefinition keyboard enhancer [U] IBM-PC
WPK (1 disk) Shareware easy-to-use large type font Word Processor [U] IBM-PC

Education/training

ANGER-ADVOCACY (1 disk)—Training courses on Responding to Anger & Legislative Advocacy [F] IBM-PC
BASIC Professor (1 disk)—Shareware interactive tutorial on the language BASIC [U] IBM-PC
Black Magic (3 disks)—Shareware version of hypertext software [U] IBM-PC
DOS Learning System (1 disk)—Shareware DOS tutorial [U] IBM-PC
Empirical Practice (3 disk)—Materials for a course on empirical practice [F] IBM-PC
Lotus Learning System (2 disks)—Shareware tutorial on Lotus 1 2 3 [U] IBM-PC
MEL (2 disks)—Demo of Micro Experimental Laboratory system [D] IBM-PC {C}
MRDOS (1 disk)—Shareware introduction to the IBM PC and DOS [U] IBM-PC
PC-CAI (1 disk)—Shareware system to develop computer aided instructions [U] IBM-PC
PC-PASS (1 disk)—Demo of authoring system with two social policy examples [D] IBM-PC
PC-Pathway (1 disk)—Demo of a career selection tool $[D] IBM-PC
SIMCON (1 disk) Shareware policy simulation [U] IBM-PC
SWBIB (2 disks)—Annotated bibliography on computers in social work [F] IBM-PC
TUTOR.COM (1 disk)(Ver 4.4) A general tutorial on the IBM- PC and DOS [U] IBM-PC
Understanding Statistics (1 disk) A statistical tutorial $[D] {C} IBM-PC
Word Perfect Learning System (2 disks)—Shareware tutorial on Word Perfect [U] IBM-PC

Health and Mental Health

ACHI (1 disk)—Assessment of Chemical Health Inventory Demo [D] IBM-PC
Agency Simulation (1 disk)—Agency simulation source code & reports for a Dec 10 computer [F] IBM-PC
AMIS (1 disk)—Demo of a hospital social work/discharge planning system [D] IBM-PC
ARES (1 disk)—Demo of an At-Risk Evaluation System [D] IBM-PC
CASS (4 disks)—Computer Assisted Social Services (CASS) system [L] {HD} IBM-PC
Decisionbase (3 disks) Fully functional sampler of integrated mental health software [D] {HD} 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
I-View Skills—Demo of software to teach interviewing skills [D] IBM-PC
MHC-BIB (1 disk)—Annotated bibliography (581 entries) on Mental Health Computing [F] IBM-PC {HD}
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
PSYSEARCH (1 disk)—Demo of a psychiatric diagnostic aide using a DSM-III-R type decision tree [D] IBM-PC
The Psychiatric Assistant (2 disks) Demo of a system to assist clinicians [D] IBM-PC

Management

Community Services Locator (1 disk)—Demo of an information and referral system [D] (IBM-PC)
Donor Network (2 disks)—Shareware donation and pledge tracking system [U] (IBM-PC) {HD}
HSIS (1 disk)—Demo of customizable client information system [D] IBM-PC
Micro-Psych (1 disk) Demo of office management system for individual/group practices [D] IBM-PC.
MIS Manager (2 disks)—Shareware computer inventory tracking system [U] (IBM-PC) {HD}
Personnel Policy Expert [1 disk] Demo that generates an employee handbook from user questions $[D] [IBM-PC].
R/Client (2 disks) Demo of a client management and reporting system [D] (IBM-PC)
SCHEDULE & GANTT (1 disk)—Shareware and demo for project management [L&F] IBM-PC
Volunteer Network (3 disks)—Shareware for tracking and scheduling volunteers [U] (IBM-PC) {HD}

Miscellaneous

Child Abuse (1 disk) Demo of how an intake prioritization expert system might work [F] IBM-PC
KWIKSTAT (2 disks)—Shareware statistical package, Ver 2.0 [U] IBM PC {C}
TNCinfo (2 disks) Texas Networks for Children Electronic Information System [U] IBM-PC

Demo/shareware/freeware disk order form

To order, circle the disks requested. Enclose $5 per disk ($6 for non-members and overseas mail) to cover mailing and handling. On orders of over 10 disks, deduct $1 per disk. 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. Make checks payable to CUSSN. UTA's Federal Taxpayor ID number is 75-6000121W.

Number of software products = _____ ;   **Number of computer disks =** _____
Enclosed: (U.S. dollars only) # of disks X $5 (members) or $6 (non-members) per disk (minus $1 per disk for orders of 10+ disks) _____
Name: _____
Mailing Address: _____
City: _____   **State:** _____   **Postal Code:** _____   **Country:** _____

Telecommunications: A Tool for Reaching Troubled Teens

From Faye Johnson, Director, TURN ON TO TEENS (T.O.T.T.) 3999 N. Chestnut, #272 Fresno, CA 93726 BBS: (209) 292-6403 - Fidonet Node 205/80

Overview

Bulletin Boards (BBS) are a dime a dozen, and many go down within a few months. To succeed, an individual board usually must offer a wide variety of downloads, an active message base, games and maybe a few gimmicks. 24-hour operation at 1200 baud is a minimal requirement, 2400 baud is desirable. Most bulletin boards of this type are operated by individuals whose expertise and interest in computers has expanded to include telecommunications.

In recent years, however, serious boards aimed at meeting a specific need or offering a service have begun to spring up around the country. In order to survive, bulletin boards of this type are frequently tied into an existing institution or program for support and fee generation; they must justify their existence in terms of service to both the institution and the community.

The stability of a BBS is dependent upon the commitment, time and finances of the individuals involved in its operation, as well as the interest and needs of the participants. A BBS run by an individual may be a long term hobby to which he/she is highly committed; loyalty of participants is common with this type of system. "Word of mouth" information between computer users generally acts as a method of "advertising" and also operates as an informal "network" between the various system operators (sysops) and participants from the computer community.

On the other hand, a serious system must inform the target community of the service it offers, garner funding, obtain equipment and arrange for the necessary technical expertise to set up and maintain the system. A shift in priorities of the parent institution, a loss of funding or key individual may shut down or seriously hamper the effectiveness of the system.

In contrast to the criteria for a successful BBS, a serious system, which appears to have broken all the rules, is the T.O.T.T. BBS in Fresno

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In contrast to the criteria for a successful BBS, a serious system, which appears to have broken all the rules, is the T.O.T.T. BBS in Fresno, California, which went on line December 8, 1986. It began as a 300 baud system, using a Commodore 64 with a single floppy drive. It offered no up or downloads, no private mail, no games, and with a restrictive user policy which requires handles, forbids real names or phone numbers in messages, and does not allow callers on line without a personal call from the sysop, it would hardly be expected to survive beyond the first few months.

Four years later, the T.O.T.T. BBS remains strong. Although the basic premise and requirements for users remain in force, the system has been able to upgrade to a PC-XT with a 20 meg HD, 2400 baud, and recently joined the Fidonet system. It continues to operate with a volunteer unpaid staff and no government or institutional funding.

What is T.O.T.T?

Turn On To Teens "aka" T.O.T.T. is an all-volunteer non-profit organization, using telecommunications in a pilot project aimed at reaching troubled teenagers. The heart of the program is the T.O.T.T. BBS. Operation of the program is by a Board of Directors, assisted by a team of specially cleared volunteers and Teen Advisory Council. Board members may also serve as Sysops of the BBS. The sysops and their handles are: Faye Johnson - Ms. Faye; Walt White - W Squared; Donovan Colbert - Elidor Moonphase. All three sysops have been involved with T.O.T.T. since its inception.

In addition to the BBS, T.O.T.T. publishes a monthly newsletter, operates a 24-hour voice line, has an adult volunteer program, a Teen Advisory Council, maintains an extensive referral list of local services, and a library of 250-300 books for parents, volunteers and teens. A book of poetry written by teens was also published in 1988.

How Does it Work?

Telecommunications allows communication without barriers of prejudice based on sex, looks, shyness, handicaps or background. Everyone is equal and the anonymity of a computer screen often makes it easier to participate. A wide variety of people who would never meet otherwise are able to interact and exchange ideas over a BBS. Currently, the BBS receives approximately 600-650 calls per month. Callers to T.O.T.T. include not only local modem users, but selected juveniles in custody at Fresno and Madera County Juvenile Halls, thus the need for restrictions involving names, phone numbers and personal contacts.

Telecommunications allows communication without barriers of prejudice based on sex, looks, shyness, handicaps or background

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Common problems often shared by teens who wind up in custody include: low self esteem, academic difficulties, poor social and communication skills, wrong choices of friends, etc. Through the T.O.T.T. Program, students in custody are encouraged to improve their communication skills; to learn ways of interacting positively; to cooperate with others on the system; to explore alternatives when dealing with problems; to improve self-discipline through positive peer pressure; to improve typing, spelling and computing skills; and to develop new friendships and interests with their peers and/or adult volunteers on the outside who can provide moral support and encouragement when they are released.

The system offers communication, support, and referral listings of low cost or free services. Callers are encouraged to reach out and greet newcomers, to share creative efforts, engage in debates, talk about issues or problems, and give encouragement or support to others on the system. Often, callers find it easier to type out their problems or concerns to an anonymous computer screen, or share a story or poem

they have written, without the fear of "facing" rejection or being criticized for misspellings or grammatical errors.

Teams of adult volunteers go to Fresno County Juvenile Hall four nights per week to work directly with juveniles who have applied for the program, been interviewed by T.O.T.T., and accepted. The group is limited to 6 students - the number of computers available in the classroom used for this purpose. To be considered for an interview, a student must have maintained acceptable unit behavior, been approved by a unit counselor, and agreed to give up his free time in order to participate on a regular basis. After he is accepted, a student remains in the program for the duration of his incarceration.

The small group setting allows each student to receive individual attention and encouragement. Ideally, he will develop a sense of rapport with the volunteers and choose to remain in the program as a Teen Advisory Council member upon his release. As a Teen Advisory Council member, the minor is encouraged to give back to the community and to others on the system.

During T.O.T.T. sessions, volunteers may assist a student with a word processor, work on a dialogue or ongoing creative story with an individual student, assist a newcomer in learning how to use the BBS, or suggest topics for the newsletter. Other volunteers may be available at the main keyboard to "chat" online with the students.

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Volunteers

Originally, the majority of the volunteers were from the local BBS scene and tended to be independent, freethinking individuals willing to explore new ideas. As the program has evolved, more and more students, majoring in psychology, sociology, or criminology have become involved. Young adults who have had troubled teenage years and who have succeeded in turning their lives around are among the most successful volunteers.

Least successful as volunteers are students who want to clinically "study" or "analyze" the juvenile participants without allowing themselves to become personally involved in any way. Also unsuccessful is the classroom-oriented approach, with the volunteer in 8-5 mode, talking down to the minor, correcting spelling, grammar, and "telling" the minor what to write.

Strengths of the Program

PLANNING: Prior to setting up the BBS, an independent study, "Telecommunications - A Tool for Social Work?" was completed by Ms. Faye. As a volunteer in Booking at Fresno County Juvenile Hall, she also talked with staff to consider any security issues or problems which could be avoided through careful planning. Staff has been very supportive and there has never been a problem or incident related to any part of the program at Juvenile Hall.

UNIQUENESS: It is believed that this is the only program of its type wherein a BBS has been used in a custody setting to link minors inside a detention facility with a screened, carefully monitored support system on the outside.

The Personal Touch

This is one of the most important parts of the program. The BBS itself operates from the home of Ms. Faye, Director of T.O.T.T., which enables her to maintain closer supervision of the system than if it were in an office elsewhere.

Getting to know the kids in the program as "people", not as "juvenile delinquents" or statistics helps individual volunteers to more objectively understand the value of building strong family relationships and maintaining good, open communication with others. Ideally, this carries over into their own lives. Team members develop a strong supportive relationship with each other, sharing common goals and concerns.

Limitations of the Program

Realistically, juveniles with years of drug abuse, dysfunctional families, low self esteem and poor school attendance have such a variety of handicaps to overcome that no program can "SOLVE" their world's problems and turn them into happy, productive citizens in 6 easy lessons, or 12 or 24.

Recognizing the limits of the program, T.O.T.T. attempts to plant "seeds" in hopes they will continue to grow. Seeds of acceptance, encouragement, accountability, and concern for others are all seeds with potential for valuable growth.

Funding

Funding is primarily through individual donations and fundraising activities by participants. Newsletter printing is donated by a local printer, a "stamp donor" contributes a periodic roll of stamps, and pastries are provided free of charge by a coffee break service to Teen Advisory Council participants. The XT, software and printer were donated by various individuals.

Equipment Used

The BBS as initially set up on persona equipment on loan from a board member. T.O.T.T. now owns its own system and maintains two C-64 systems for loan to volunteers or minors. Students at Juvenile Hall use computers belonging to Fresno County Schools and a modem provided by T.O.T.T. The phone connection was specially configured for the program by off duty supervisors, keeping in mind the security needs of the institution.

Technical/programming assistance

The BBS was started on a C-64, with encouragement and support from the 64-UM Commodore Users Group. Various Apples are used in the classrooms at Juvenile Hall - Sierra Apple Orchard (user group) members helped locate and set up the modem, terminal program, and public domain word processor for the system there.

When T.O.T.T. began operating on an XT, local sysops assisted in testing, setting up and configuring various software packages until one was found that met the specific needs of the program. The support and encouragement of the local computer community has been invaluable.

Recruitment

MINORS (in custody): Word of mouth from staff or other kids. Other teens (and adults): Word of mouth, newsletter, local BBS listings, media articles, talks to organizations or classes, booths at law enforcement and computer fairs.

VOLUNTEERS: Word of mouth, Volunteer Bureau, BBS users, human service organizations, colleges and churches.

Costs to Participants

There are no charges for participation in the program or for the newsletter, although a $7.50 per year postage and handling fee is charged if the newsletter is mailed.

Is it Successful?

Working with high risk kids and getting personally involved leaves volunteers also at risk for burnout or disappointment. Recognizing limitations, accepting each kid as an imperfect individual who will make mistakes, makes it easier to see the successes and focus on little steps forward rather than one step backward. T.O.T.T.'s motto, "if one kid benefits, it's worth it all", helps keep things in perspective.

The following vignettes from the BBS may help you decide if it is successful.

Working with various nationalities in harmony: At one point, a very blonde 13 year old, a black 12 year old, a 14 year old Asian, a 16 year old Hispanic, and a 17 year old Hispanic who had been identified by the Gang Task Force as having had gang involvement, all worked together in the classroom, assisting each other and sharing the system so that each one could have time on line.

A grandfather calls the system daily. He realizes the world is different today for his grandchildren. He buffers messages and discusses them with his grandchildren.

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A teenager calls the BBS at 6:30 a.m. to write, "I just got a call. My best friend died of an overdose last night. Please warn kids about the dangers of drugs." His powerful message opens up a serious discussion of drug use.

A teen writes a profanity-laden response to a caller who disagrees with his views on a debate issue. He is told it will be deleted and he will be suspended if he posts it. He rewrites it, this time without profanity, but with derogatory remarks and name calling. Again, he is told it is not acceptable. The third time, it is well written, defends his views, but

omits the name calling and profanity. It is accepted and he posts it. He has learned a valuable lesson and he is pleased.

A teen writes poetry, lots of it - in fact, so much good poetry, that something has to be done to share it! It becomes the catalyst for a book of poetry by teens - 20 of the poems in the book are his.

A boy asks for help with his spelling, and spends part of his T.O.T.T. time working on survival words for everyday use. A new girl can hardly wait to share her feelings about being epileptic and how much it hurts when people laugh at her.

An adult calls the BBS to offer encouragement to kids involved with drugs - he's been there and back, and knows what they're going through.

A parent is having problems communicating with her teenage daughter - she calls the BBS to ask teens for advice and suggestions.

How Has T.O.T.T. Survived this Long and What are its Chances For Continuing?

T.O.T.T.'s success and survival are based in part on the wide range of people who have pulled together to make it work. A dream, careful planning, and long term commitment by board members have been important ingredients. An attempt by a newcomer to turn the program into a "business-like venture" failed, and he resigned after realizing "T.O.T.T. is an organization started by a group of friends, working together without worrying about titles or status."

From Ms. Faye: "Speaking as director, T.O.T.T. is a labor of love, something I genuinely enjoy. Although I have a full-time job elsewhere and often come home trained and tired at the end of the day, working with the kids in the program makes you forget how tired you were earlier. This is true for most of our volunteers who work, go to school or both, and still find time to volunteer 1 or 2 nights per week."

With this type of commitment, stable funding sources, availability of technical expertise, and growing interest by the public, the stability of this BBS appears very good.

A Short Overview of the State of Affairs in the Federal Republic of Germany Regarding I.T. and Social Services

From B. Kirchlchner, Fachhochschule Frankfurt a.M., Fachbereich Sozialpadagogik, Limescorso 9, 6000 Frankfurt a.M., Germany.

The view point from which I report is that of the Professor-not that of the practical social worker. However, I think that I can give a good survey over the usage of information technology in social services. I am teaching social workers at the Fachochschule Frankfurt a.M which is a Polytechnic.

The debate on the use of computers in human services began in 1983, shortly after the introduction of the first P.C.s to the market. Before this the only users of computers were the large service departments such as Old Age Insurance, Health Insurance, Job Centres and social administration offices. This usage was strongly criticised by social workers because of the impact in terms of lost jobs, job dequalifications and the increased level of control over

employees and clients. The use of computers did not affect their own work directly.

In the early stages it was not possible to envisage the use of P.C.s in social work or in the training of social workers. The first attempts to introduce I.T. into departments such as social work were strongly opposed.

This has changed markedly since 1985. Very few professors, students or social workers believe today that they can avoid using I.T. One simply accepts I.T. without enthusiasm, working pragmatically on various applications.

Only a few professors in each department of social work are prepared to teach I.T. On the other hand, the use of P.C.s by students and professors is increasing rapidly for their own word processing. The equipping of departments with hard and software in many, but by no means all departments, is growing rapidly. In the state-supported Polytechnics, the government finances a computer investment programme called (CIP). This CIP programme is used mainly for the purchase of PC pools for students; 10-15 units in a local area network. In Frankfurt we have 10 Apple Macintoshes, and 5 IBM compatibles. Two-thirds of all departments have the hardware for telecommunication.

Only a few professors in each department of social work are prepared to teach I.T.

In 1985 the conference of the head of departments of social work (KFS) set up a national working group, of which I am the chairman, to organize an exchange of information on the use of computers in the training of social workers, and the social services.About 25 Polytechnic teachers are regular members of this working group. We contact with some two-thirds of Social Work departments in the Federal Republic of Germany (in total 54). We have contact with two social work schools in Austria, and one Swiss school. The task of this working group is to develop recommendations and guidelines for the use of computers in courses of study. The working group meets twice a year to discuss new developments.

We have been working since April 1989 on the establishment of an electronic network between departments. There is a good chance that the project will be financially supported in 1990 by the "German University and Research Institution's network", called "Wissenschaftsnertz". We will then be a user-group within the scientific network which the German Postal Service has installed parallel to the Datex-P Network. This will give us assess to international networks, and we will be able to use external data banks. Some ten departments will take part in this project.

There is a broad consensus among the teachers to ensure that teaching of computer literacy is carried out by social work teachers, and not by the computer scientists.

There is a broad consensus among the teachers to ensure that teaching of computer literacy is carried out by social work teachers, and not by the computer scientists. The question of usage in areas of sensitivity as client relations and data protection are then treated with the right amount of caution.

It is not easy to give an overview of the various uses of P.C.s. in social work at the moment.

There is a trend towards fitting out more (big and small) organizations with P.C.s. Main areas of usage are: word processing, accounting, and data bank applications for the administrative and planning staffs. These are the areas for which software has been developed by commercial firms, who have adapted programs used in business to the needs of non-profit organizations.Examples here are programs for the administration of homes for children and old people.

Computer applications in social work for such aspects as information retrieval, diagnosis, therapy, or the evaluation of social work are very rare. P.C.s are sometimes used in youth projects.

Computer applications in social work for such aspects as information retrieval, diagnosis, therapy, or the evaluation of social work are very rare.

In West Germany some PC-applications are found in the governmental social service offices. The best-known projects are PROSOZ applications which are used for the accounting, approval and control of social benefits.

In the non-governmental sector some programs have been developed which can be used for computer-supported counseling. Our own program, SOLDI, is quite well known. SOLDI means social benefit in dialogue. SOLDI is a client-centered program for social security clients. SOLDI can be used by social workers or the clients without any previous knowledge of computers and the social benefit regulations. SOLDI gives advice on the benefits which may be claimed, and calculates their total value. After one year of testing we sell it now.

SOLDI gives advice on the benefits which may be claimed, and calculates their total value.

The Konstanz rent discount program has a similar function to SOLDI. For advice to debtors there are two programs: CADAS and SUZEC. Various departments are working on information programs for the handicapped, (one of them in our department), or information programs for the storage of information for social workers in one city or region.

Recent Publications: Computers in Mental Health and Human Services

Compiled by Bruce W. Vieweg from the Mental Health Computing Bibliographic Database, University of Missouri-Columbia, Missouri Institute of Psychiatry, 5400 Arsenal Street, St. Louis, MO 63139, (314) 644-8872

Aiken, L. R.

Title: MAKETEST and TAKETEST: Two computer programs for constructing and administering objective tests.
Source: Educational and Psychological Measurement
Volume: 50   *Pages:* 143-146   *Year:* 1990

Abstract: Two computer programs, MAKETEST and TAKETEST, have been written in BASICA to facilitate the construction, administration, and scoring of objective tests... The programs facilitate the administration of test to small groups using IBM PCs or compatibles, and can provide for makeup tests as well as immediate scoring and feedback of answers for review purposes (p. 143).

Allwood, C. M. & Wang, Z. M.

Title: Conceptions of computers among students in China and Sweden.
Source: Computers in Human Behavior
Volume: 6(2)   *Pages:* 185-199   *Year:* 1990

Abstract: This article examines the conceptions Chinese and Swedish psychology and computer science students have of computers. The results show differences in conceptions between the countries, but not between study areas. The Chinese students were somewhat more optimistic about the effect of computers on society than were the Swedish students. However, this result was not consistent for all relevant items in the questionnaire. Other results show that humans and computers appeared more similar for the Chinese students than for the Swedish students. The results are discussed in general theoretical terms as well as from a practical perspective concerning how the differences found may affect the computer implementation process (p. 185).

Anderson, M. & Hornby, P.

Title: Computer use in psychology instruction
Source: Behavior Research Methods, Instruments, & Computers
Volume: 22(2)   *Pages:* 194-199   *Year:* 1990

Abstract: This paper presents the ways in which psychology departments are using microcomputers for instruction, the types of facilities that they are using, and the varieties of hardware that they employ... In addition, a summary of the types of software currently available in all areas of psychology is presented, and areas in which there is a need for further development are identified. The information reviewed in this paper was compile from the current software listings available through COMPSYCH, as well as the results of a survey distributed to registered users of COMPSYCH who hold academic positions (p. 194).

Andrewes, D. G. & Maude, D.

Title: A computerised clinical test of forgetting based on the ACT model of memory retrieval
Source: International Journal of Man-Machine Studies,
Volume: 32   *Pages:* 233-244   *Year:* 1990

Abstract: The ACT model of interference ... was applied to a visual-search paradigm using an elderly population (N=22) 65-85 years, in order to develop a computerised clinical test of forgetting. The test is to be used to identify similarities and differences between etiologically-distinct amnesic populations on the basis of susceptibility to interference.... The test's potential as an automated assessment device is discussed (p. 233).

Bandalos, D. & Benson, J.

Title: Testing the factor structure invariance of a computer attitude scale over two grouping conditions
Source: Educational and Psychological Measurement
Volume: 50(1)   *Pages:* 49-59   *Year:* 1990

Abstract: A computer attitude scale is tested for invariance over the grouping conditions of males/females and graduate/undergraduate. Through both exploratory and confirmatory factor analysis, the original scale, developed by Loyd and Gressard (1984a), was revised to 23 items representing three factors (p. 49).

Barnett, G. O. & Winickoff, R. N.

Title: Quality assurance and computer-based patient records
Source: American Journal of Public Health
Volume: 80(5)   *Pages:* 527-528   *Year:* 1990

Abstract: ...computer-based medical record systems can provide a very useful resource to support effective quality assurance programs. In addition, such automated record systems can play a very useful role in assessing whether conformance to the recommended standards actually results in improved outcomes. As computer-based record systems become more widely used, there will be a new and exciting potential to realize the benefit of a higher standard of medical care (p. 528).

Baskin, D. (Ed.)

Title: Computer applications in psychiatry and psychology
Publisher New York: Brunner/Mazel.   *Year:* 1990

Abstract: This edited book, by David Baskins, contains 12 chapters each of which addresses special applications of computers in psychiatry and psychology. Chapters include: Computers and psychiatric diagnosis (by John Greist); Computerized psychological assessment (by Scott Wetzler); Computers in interviewing and psychotherapy (by Robert Plutchik and Toksoz Karasu); Rudiments for establishing databases in mental health systems (by Robert Kennedy); Integrated databases for clinical care and research in psychopharmacology (by David Gastfriend); Use of computers in mental health management of information (by James Robinson); Clinical applications of computerized management information systems (by R. Peter Ericson); A microcomputer-based information system for continuing treatment psychiatric rehabilitation programs (by Samuel Seiffer); and A nationwide survey of computer utilization in community mental health centers (by David Baskin and Samuel Seiffer). Also included is a name and subject index.

Baskin, D.

Title: An overview of issues regarding clinical applications in psychiatry and psychology.
Source: In D. Baskin (Ed.), Computer applications in psychiatry and psychology   *Pages:* pp. 5-7
Publisher New York: Brunner/Mazel   *Year:* 1990

Abstract: The author provides an overview of several issues facing the adoption of computers in psychiatry and psychology. Advantages and limitations of such use are discussed.

Baskin, D. & Seiffer, S.

Title: A nationwide survey of computer utilization in community mental health centers
Source: In D. Baskin (Ed.), Computer applications in psychiatry and psychology   *Pages:* pp. 159-170
Publisher New York: Brunner/Mazel   *Year:* 1990
Abstract: The authors report the results of a nationwide survey of computer utilization at community mental health centers. The survey contained questions related to: characteristics of the center; characteristics of MIS (Management Information System); computerization facets; and the assessment of systems. Two-hundred fifty-six of 648 centers returned surveys, which was a 40% response rate. Detailed results are provided.

Bear, G. G.

Title: Knowledge of computer ethics: Its relationship to computer attitude and sociomoral reasoning
Source: Computers in Human Behavior
Volume: 6(1)   *Pages:* 77-87   *Year:* 1990
Abstract: Knowledge of computer ethics and its relationship to attitude toward computers and sociomoral reasoning was examined in a sample of sixty junior-high students. A measure of computer ethics was empirically derived via factor analysis of twenty-items created by the Northwest Regional Educational Laboratory. Both computer attitude and sociomoral reasoning correlated significantly with knowledge of computer ethics, $r = .52$, $p .01$ and $r = .29$, $p .05$, respectively. Computer attitude, but not sociomoral reasoning, continued to account for variance in computer ethics scores after both gender and verbal ability were statistically controlled. (p. 77)

Beins, B. C.

Title: Computer software for introductory psychology courses
Source: Contemporary Psychology
Volume: 35(5)   *Pages:* 421-427   *Year:* 1990
Abstract: The author reviews several software packages designed for use in introductory psychology courses. Reviewed packages include: Experiments in psychology: A microcomputer laboratory; CAPSIV (Computerized activities in psychology IV); Psychlearn; Psychware; Simlabs; Psychology on a disk; Discovering psychology computer simulations.

Bertolotti, G., Zotti, A. M., Michielin, P., Vidotto, G., & Sanavio, E.

Title: A computerized approach to cognitive behavioural assessment: An introduction to CBA-2.0 primary scales
Source: Journal of Behavior Therapy & Experimental Psychiatry
Volume: 21(1)   *Pages:* 21-27   *Year:* 1990
Abstract: The Cognitive Behavioural Assessment-2.0 (CBA-2.0) Primary Scales is an automated assessment package investigating the cognitive-verbal response system. It consists of: (1) self-reports and questionnaires aimed at identifying and specifying patients' problems; (2) a group of programs and logical rules, implemented on personal computers, providing an editor with items, questionnaire scoring and an analysis of responses; (3) an intelligent program which analyzes the responses emerging from the questionnaires and forms hypotheses for the selection of Secondary Scales and for further assessment. The package is part of a research project aimed at reducing part of the decision-making process to an operational language and simulating behavioral therapists decisions in cases of clinical assessment (p. 21).

Blount, J. P. & Blount, M. A.

Title: Teaching about speech perception and production inexpensively on microcomputers
Source: Behavior Research Methods, Instruments, & Computers
Volume: 22(2)   *Pages:* 219-222   *Year:* 1990
Abstract: It is difficult to teach an introduction to speech perception and production without hands-on experience for the students. [The authors] suggest inexpensive ways to use microcomputers to give such experience, with regard to letter-to-sound correspondence, formants, voice onset time, and other topics. Students have reported that they learn more with these approaches and enjoy them (p. 219).

Blum, B. I. & Duncan, K. (Eds.)

Title: A history of medical informatics
Publisher Reading, MA: Addison-Wesley   *Year:* 1990
Abstract: This book contains the proceedings of the ACM [Association of Computing Machinery] Conference on the History of Medical Informatics held at the National Library of Medicine, Bethesda, Maryland, on November 5 and 6, 1987. p. vii). Section headings are: Keynote Addresses; Planning the seeds, a panel; Computing systems; Signal and image processing; Banquet address; Clinical data processing; Health care information systems; Patient management systems; and Clinical decision making.

Blumenthal, T. D. & Cooper, J. A.

Title: Using the Macintosh computer in psychological research: Programs for stimulus presentation, data collection, and response quantification.
Source: Behavior Research Methods, Instruments, & Computers
Volume: 22(2)   *Pages:* 99-104   *Year:* 1990
Abstract: In this paper, we describe two Turbo Pascal programs, one for the control of stimulus presentation and measurements with peripheral devices (BLINK) and another for off-line stimulus reduction and analysis (SCORE) (p. 99).

Bradley, D. R., Senko, M. W., Stewart, F. A

Title: Statistical simulation on microcomputers
Source: Behavior Research Methods, Instruments, & Computers
Volume: 22(2)   *Pages:* 236-246   *Year:* 1990
Abstract: The statistical simulation program DATASIM is designed to conduct large-scale sampling experiments on microcomputers... In the present paper, [the authors] report several initial tests of the data-generating algorithms employed by DATASIM. The results indicate that the uniform and standard normal deviate generators perform satisfactorily (p. 236).

Cohen, J. B.
Title: Misuse of computer software to detect faking on the Rorschach: A reply to Kahn, Fox and Rhode
Source: Journal of Personality Assessment
Volume: 54(1/2)   *Pages:* 58-62   *Year:* 1990
Abstract: In a recent study, Kahn, Fox, and Rhode (1988) misused Rorschach interpretation computer software (Exner, 1985) in trying to detect faking of pathology in test protocols. Although their intentions may have been honorable, their study had serious flaws in its design, assumptions, and execution. As co-author of the Rorschach computer program that they used, [the author's] goal is to prevent similar errors in future research rather than simply criticize what was done (p. 59).

Cosden, M. A. & Abernathy, T. V.
Title: Microcomputer use in the schools: Teacher roles and instructional options.
Source: Remedial & Special Education
Volume: 11(5)   *Pages:* 31-38   *Year:* 1990
Abstract: Effective implementation of microcomputer instruction in the schools poses a challenge for teachers. The purpose of this study was to identify some of the practical problems related to microcomputer use in the schools. Instruction, monitoring, and integration of computer use with other instructional activities were assessed. Based on our analysis, four alternative teacher roles for use of the technology were defined. These roles vary in terms of their expectations for teacher involvement in microcomputer instruction as well as the degree to which the instruction is integrated within the broader curriculum. By clarifying teacher roles in relation to this instruction, current frustrations with the technology may be diminished. (p. 31)

Costello, B. R.
Title: The Australian Computerized Vocational Interest Inventory
Source: Education
Volume: 110(4)   *Pages:* 457-462   *Year:* 1990
Abstract: The author describes the Australian Computerized Vocational Interest Inventory (ACVII) and its use in Australia, New Zealand, Great Britain, and the United States. Both Apple and IBM microcomputer versions are available. Results from psychometric evaluations are presented.

Cummings, J. A., Hansen, E., & Sillings, R.
Title: Teaching interviewing skills by interactive video: Intertalk
Source: Journal of School Psychology
Volume: 28(1)   *Pages:* 93-96   *Year:* 1990
Abstract: Intertalk, an interactive video program for teaching interviewing skills, is described. It was developed on an AT&T 6300+ microcomputer with a Microkey video controller card, Pioneer 6000 videodisc player, and a Sony color monitor that accepted both analog and digital signals. All programming was done in TenCore, a commercially available authoring language (p. 93).

Dura, J. R., Mulick, J. A., Hammer, D., & Myers, E. G.
Title: Establishing independent microcomputer use in people with multiple handicaps, profound mental retardation, and a history of learning failure

Source: Computers in Human Behavior
Volume: 6(2)   *Pages:* 177-183   *Year:* 1990
Abstract: Microcomputers have recently been introduced as habilitative tools in programming efforts with children who have multiple handicaps and profound mental retardation....Our experience suggested that aspects of traditional instruction could prevent effective teaching of independent microcomputer use. Consequently, a training paradigm was designed to evaluate the viability of the computer instruction in an extraneous stimulus restricted on the computer software and the training paradigm. The role of innovative strategies in habilitative programming is discussed. (p. 177)

Ericson, R. P.
Title: Clinical applications of computerized management information system
Source: In D. Baskin (Ed.), Computer applications in psychiatry and psychology   *Pages:* pp. 125-142
Publisher New York: Brunner/Mazel   *Year:* 1990
Abstract: The author describes the use of the computer to manage clinical psychiatric and medical information at the Institute of Living in Hartford, Connecticut. This interactive minicomputer based system has a long history of use, having first been developed in 1967. Detailed descriptions are provided for the Clinical Information *Abstract:* and the Lithium Protocol System. Also described is the Psychiatric Triage Form, an application developed at Loma Linda, California's Veteran's Administration Hospital.

Finn, J.
Title: Experiential exercises for the development of computer literacy among social work undergraduates
Source: Computers in Human Services
Volume: 7(1/2)   *Pages:* 137-148   *Year:* 1990
Abstract: This paper describes exercises and assignments used to promote computer literacy among social work undergraduates. These exercises were used as course assignments in an elective course for seniors, Information Technology and Human Services. "...The potential placement of computer literacy exercises in the social work curriculum is discussed" (p. 137).

Finn, J.
Title: Security, privacy, and confidentiality in agency microcomputer use
Source: Families in Society: The Journal of Contemporary Human Services
Volume: 71(5)   *Pages:* 283-290   *Year:* 1990
Abstract: The author discusses the issues surrounding the maintenance of client records on agency computers, reporting the results of a survey of 48 microcomputer-using agencies with regard to their policies and procedures for maintaining the security, privacy, and confidentiality of client records... (p. 283).

Flynn, J. P.
Title: Issues in the introduction of computer and information technology in human services
Source: Computers in Human Services
Volume: 6(1/2/3)   *Pages:* 21-33   *Year:* 1990
Abstract: The introduction of computers and information technology into the human services requires that particular attention be paid to a number of issues. These include the

need for mastery of substantive content prior to introduction of the technology, the definition of computer literacy appropriate to the field, the relative importance of micro- and mainframe computing for practitioners, creation of an adequate reward system for system development, and proper consideration for the sensitive issue of who controls the technology within human services (p. 21).

Flynn, M. L.
Title: Using computer-assisted instruction to increase organizational effectiveness
Source: Administration in Social Work
Volume: 14(1) *Pages:* 103-118 *Year:* 1990
Abstract: The authors evaluate the use of computer assisted instruction (CAI) in the human services.

French, C. C. & Beaumont, J. G.
Title: A clinical study of the automated assessment of intelligence by the Mill Hill Vocabulary Test and the Standard Progressive Matrices Test
Source: Journal of Clinical Psychology
Volume: 46(2) *Pages:* 129-140 *Year:* 1990
Abstract: As part of the Leicester/DHSS project on micro-computer-aided assessment, 274 patients at five clinical sites were assessed with either a computerized version or the standard version of the Mill Hill Vocabulary (Synonyms) test. Of this group, 178 were retested on the alternative version of the test. Similarly, 184 patients were retested with either a computerized version or the standard version of the Standard Progressive Matrices test. High correlations were found between the standard and computerized versions for both tests... It is concluded that whereas the computerized Mill Hill Vocabulary test could be used in place of the standard version of clinical settings, the computerized Standard progressive Matrices test could not be used (p.129).

Friedman, B. A.
Title: Hospital social work information
Source: Computers in Human Services
Volume: 6(1/2/3) *Pages:* 169-180 *Year:* 1990
Abstract: This chapter provides an overview into management information systems used within a hospital social work department. The history of developing the Hospital Social Work Information System (HSWIS) is presented together with a description of the various components of the system (p. 169).

Gastfriend, D. R.
Title: Integrated databases for clinical care and research in psychopharmacology
Source: In D. Baskin (Ed.), Computer applications in psychiatry and psychology *Pages:* pp. 98-108
Publisher New York: Brunner/Mazel *Year:* 1990
Abstract: The author provides an overview of the potential use of computerized databased systems in mental health and psychiatry. Following a brief description of the database concept, with appropriate definitions, he describes common steps in using such systems as well as describing major types of databased systems. He also presents information comparing database needs in research versus clinical care (p. 102)

George, M. S. & Skinner, H. A.
Title: Using response latencies to detect inaccurate responses in a computerized lifestyle assessment
Source: Computers in Human Behavior
Volume: 6(2) *Pages:* 167-175 *Year:* 1990
Abstract: This study evaluated the usefulness of response latency to differentiate between fake good and honest self-report to an adapted version of the Computerized Lifestyle Assessment (CLA). Seventy clients from an addiction treatment center were randomly assigned to either a fake good then honest or an honest then fake good instruction group. (p. 167). Results indicated: Scores on CLA content areas can be faked good. 2. Differences in mean latency for fake good and honest self-report are associated with instruction order. Person faking good first had longer latencies for fake good than honest self-report, and personal faking good second had shorter latencies for fake good than honest self-report. 3. Questions dealing with emotional health show the greatest potential for studying the relationship between faking behavior and response latency (p. 174).

Gibbs, L.
Title: Using on-line databases to guide practice and research
Source: Computers in Human Services
Volume: 6(1/2/3) *Pages:* 97-116 *Year:* 1990
Abstract: As tools for human service practitioners and researchers, on-line databases to locate evaluation literature are becoming increasingly useful. This article uses a clinical problem (concern about the effectiveness of electric shock therapy for depressed persons), and a researcher's problem (planning a study to evaluate group treatment for child abusers), to illustrate logic of on-line searches for evaluation literature. (p 97).

Gingerich, W. J.
Title: Developing expert systems
Source: Computers in Human Services
Volume: 6(4) *Pages:* 251-263 *Year:* 1990
Abstract: This article provides an overview of the general procedure and steps involved in developing expert systems (p. 251).

Gingerich, W. J.
Title: Expert Systems: New tools for professional decision-making
Source: Computers in Human Services
Volume: 6(4) *Pages:* 219-230 *Year:* 1990
Abstract: Expert systems are computer programs which embody the expertise of a human expert in order to consult and advise on a specific problem. This article describes what expert systems technology is and how it may be applied in human service practice. Finally, some of the promises and pitfalls of this new technology are addressed (p. 219).

Green, R. G.
Title: Constructing a computing system for a school of social work: A case study
Source: Computers in Human Services
Volume: 7(1/2) *Pages:* 127-136 *Year:* 1990
Abstract: This paper discusses the selection and implementation of computing systems in schools of social work....A case study describing a recently installed computing system for a large school of social work is then presented and the

manner in which both sets of selection variables guided the design and implementation of the system is discussed. (p. 127).

Greist, J. H.

Title: Computers and psychiatric diagnosis
Source: In D. Baskin (Ed.), Computer applications in psychiatry and psychology   *Pages:* pp. 21-42
Publisher New York: Brunner/Mazel   *Year:* 1990
Abstract: This chapter, authored by John Greist Professor of Psychiatry at the University of Wisconsin-Madison, reviews a number of uses of computers in psychiatry including: diagnosis, consultation, interviewing. He also discusses implications of such use. Also described is the Lithium Information Center, an automated bibliographic and consultation system in use at the University of Wisconsin. Also discussed is overcoming resistance to computer technology.

Hernandez, S. H. & Leung, P.

Title: Implementing a social work curriculum on information technology
Source: Computers in Human Services
Volume: 7(1/2)   *Pages:* 113-125   *Year:* 1990
Abstract: This paper examines issues related to the implementation of a social work curriculum for the teaching of information technology as a tool for human service practice. It is based on the experience of the School of Social Work at the University of Denver (p. 113).

Hooyman, N. R., Nurius, P. S., Nicoll, A. E.

Title: The perspective from the field on computer literacy training needs
Source: Computers in Human Services
Volume: 7(1/2)   *Pages:* 95-112   *Year:* 1990
Abstract: Rapidly evolving computer technology is changing agency life and social work practice and challenging schools of social work to incorporate such information technology into their curriculum in order to prepare students for these changes. This article describes one effort to meet this challenge: a planning and data-gathering approach utilized by the School of Social Work at the University of Washington to integrate classroom and practicum preparation with computer applications in the field (p. 95).

Hornby, P. & Anderson, M.

Title: A review of software for introductory psychology instruction
Source: Behavior Research Methods, Instruments, & Computers
Volume: 22(2)   *Pages:* 184-193   *Year:* 1990
Abstract: This paper provides a description of commercial software available for simulations, demonstrations, and experiments in introductory psychology instruction. Packages for IBM, Apple II, Macintosh, and Commodore computers are included. The review contains descriptions of content, hardware requirements, supporting documentation, costs, recommended use, and general strengths and weaknesses for each of 18 packages (p.184).

Hug, R. W.

Title: Statistical software in the human services: Old frontier or leading edge?
Source: Computers in Human Services

Volume: 6(1/2/3)   *Pages:* 117-130   *Year:* 1990
Abstract: This article reviews past uses of statistical software in human services organizations and surveys recent developments in the software and its modern substitutes. It proposes four computer literacy standards for human services professionals: (The ability to) 1) choose appropriate software for data analysis tasks, 2) build and analyze small, user-generated data sets, 3) read and analyze external, machine-readable data, and 4) read and analyze internal, machine-readable data (p. 117).

Igbaria, M. & Chakrabarti, A.

Title: Computer anxiety and attitudes towards microcomputer use
Source: Behaviour & Information Technology
Volume: 9(3)   *Pages:* 229-241   *Year:* 1990
Abstract: Survey data gathered from 187 participants were used to examine the relationship between demographic variables, computer training and experience, management support and system quality and computer anxiety, and attitudes toward microcomputers. Results of hierarchical multiple regression analysis showed that the quality of the computer-based information system which represents the interface and the interaction between the participants and the system has a strong positive effect on attitudes toward microcomputers, and a significant reduction on computer anxiety. Computer training contributes strongly to decrease in computer anxiety and has an indirect effect on attitudes toward microcomputers. However, computer experience and management support were found to affect the attitudes toward microcomputers directly. Among the demographic variables, gender was the only one which correlated highly with computer anxiety. Implications for the design of information and decision support systems and future research are discussed (p. 229).

Iroff, L. D.

Title: Desktop publishing for human services
Source: Computers in Human Services
Volume: 6(1/2/3)   *Pages:* 69-77   *Year:* 1990
Abstract: Computers, especially microcomputers, are helping human service agencies gather and organize an ever-growing amount of information. The new area of desktop publishing can help agencies, and the community, in a clear and easy to understand manner (p .69).

Janzen, F. V. & Lewis, R. E.

Title: Spreadsheet analysis in human services
Source: Computers in Human Services
Volume: 6(1/2/3)   *Pages:* 51-67   *Year:* 1990
Abstract: Computerized spreadsheets were developed to support accounting functions, but these programs have come to have much broader applications. This chapter introduces spreadsheet analysis, briefly explains key concepts used in creating spreadsheets, and finally gives examples from direct practice and human service administration (p. 51).

Kennedy, R. S.

Title: Rudiments for establishing databases in mental health settings
Source: In D. Baskin (Ed.), Computer applications in psychiatry and psychology   *Pages:* pp. 79-92
Publisher New York: Brunner/Mazel   *Year:* 1990

Abstract: The author briefly reviews the process of development of databases for patient management. Such topics as clinical data to be included, space considerations, integrity of data, and the human-computer interface are discussed.

Kiesler, C. A., Simpkins, C., & Morton, T.

Title: Predicting length of hospital stay for psychiatric inpatients
Source: Hospital and Community Psychiatry
Volume: 41(2) *Pages:* 149-154 *Year:* 1990
Abstract: Medicare's use of diagnosis-related groups and the frequent acceptance of length of stay as an indicator of resource utilization has caused a surge of interest in the hospital stay for psychiatric inpatients. By constructing a weighted least squares regression model using data from the 1980 Hospital Discharge Survey, the authors were able to account for an increased amount of variance in length of stay for the major diagnostic categories of mental disorder and substance abuse for Medicare and Blue Cross/Blue Shield patients (p. 149).

Klepsch, R.

Title: Is computer assessment of obsession and compulsion applicable in obsessive-compulsive disorder?: Preliminary results using the Hamburg Obsession Compulsion Inventory - Computer short form (HOCI-CS).
Source: Computers in Human Behavior
Volume: 6(2) *Pages:* 133-139 *Year:* 1990
Abstract: Nine our of ten randomly chosen patients with obsessive-compulsive disorder (OCD) (of different age, sex and different obsessive-compulsive behavior) stated a preference for answering questions at a computer, over filling out a questionnaire when being assessed for obsessive and compulsive symptoms. Psychological distress aroused by the computer test situation was not found. Hypotheses concerning the relationship between required time per scale and level of indecisiveness in the scale are encouraging, but have to be confirmed with a larger sample size (p. 133).

Koch, W. R., Dodd, B. G., Fitzpatrick, S. J.

Title: Computerized adaptive measurements of attitudes
Source: Measurement & Evaluation in Counseling & Development
Volume: 23 *Pages:* 20-30 *Year:* 1990
Abstract: Computerized adaptive testing (CAT) was implemented to measure students' attitudes toward alcohol. A high correlation was found between scores from the CAT and the paper-and-pencil versions (p. 23).

Korte, A. O.

Title: A first order Markov model for use in the human services
Source: Computers in Human Services
Volume: 6(4) *Pages:* 299-312 *Year:* 1990
Abstract: Markov processes have found a variety of uses in human services administration, evaluation, program and policy research. The models are concerned with the movement of entities or persons through finite states or conditions, the course of a disease and the movement of persons in various states in population change problems. The possibility of using the computer to link costs factors in levels of psychiatric and medical care as persons move through a system makes the first-order Markov process a potentially powerful tool in the administration of human progress (p. 299).

Lamb, J. A.

Title: Teaching computer literacy to human service students
Source: Computers in Human Services
Volume: 7(1/2) *Pages:* 31-44 *Year:* 1990
Abstract: This paper explores the reasons for the continuing resistance to computer use among human service workers and argues that an elementary level of computer literacy should be required of all human service students. Various teaching methods that facilitate the transition from computer ignorant to computer literate are presented. Hands-on experience is essential throughout the curriculum, including word processing in methods classes, statistical analysis in research, and data management in field experience (p. 31).

Lambert, M. E. & Meier, S. T.

Title: Utility of computerized case simulations for therapist training or evaluation.
Publisher Unpublished manuscript, Lubbock, TX: Texas Tech *Year:* 1990
Abstract: The present quasi-experimental study attempted to evaluate the utility of a set of three computer simulations for therapist training and evaluation by comparing psychology students from two universities at three training levels... Analysis of outcome measures indicated subjects were generally accepting of computer simulation use for therapist training and evaluation and performance differences between the groups could be explained by group population differences. The results are discussed relative to the utility for computer simulations use for therapist training and evaluation.

Lautenschlager, G. J. & Flaherty, V. L.

Title: Computer administration of questioned: More desirable or social desirability?
Source: Journal of Applied Psychology
Volume: 75(3) *Pages:* 310-314 *Year:* 1990
Abstract: This article investigated the effect of computer vs. paper-and-pencil administration on 2 components of socially desirable responding (SDR), impression management (IM), and self-deception (SD) Ss' degree of anonymity was also manipulated... Results indicated that IM and SD scores were influenced by main effects of both administration and anonymity manipulations. In contrast to previous research, computer administration produced the greatest amount of IM (p. 310).

Lehtinen, V., Lindholm, T., Veijola, J., & Vaisanen, E.

Title: The prevalence of PSE-CATEGO disorders in a Finnish adult population cohort
Source: Social Psychiatry & Psychiatric Epidemiology
Volume: 25(4) *Pages:* 187-192 *Year:* 1990
Abstract: A normal Finnish population cohort, originally aged 15-64 years, has been followed psychiatrically for 16 years. In the 16-year follow-up, 742 of the original sample of 1000 persons could be contacted and personally examined i.e.. by means of the full 140-item version of the PSE.

(p. 187). Data were evaluated by the companion computer classification program CATEGO.

Lohmann, R. A.

Title: Automating the social work office
Source: Computers in Human Services
Volume: 7(1/2)   *Pages:* 19-30   *Year:* 1990
Abstract: Social work was not originally an office-based profession, but has become so in the past few decades. In the process, the information technology of social work practice has changed relatively little. Social work practice has yet to develop unique computer applications, comparable to developments in medicine, law, architecture, education and other fields. Most interest in computer applications in social work to date has been clerical and made use of off-the-shelf applications. The potential of currently available technology for office automation in social work offers the prospect not only for important productivity improvement, but also for a means to dealing with unmet needs and for humanizing the environment of the social work office. Realizing such gains, however, will require new forms of organizational coordination (p. 19).

Malouf, D. B., Wizer, D. R., Pilato, V. H., & Grogan, M. M.

Title: Computer-assisted instruction with small groups of mildly handicapped students
Source: The Journal of Special Education
Volume: 24(1)   *Pages:* 51-68   *Year:* 1990
Abstract: This article presents two studies on the use of computer-assisted instruction and cooperative learning with dyads of mildly handicapped students....The experimental intervention produced significant increases in behaviors that were positively related with learning, but it did not produce significant increases in learning (as measured by a posttest) in either study. One possible explanation for this apparent paradox is that the experimental intervention also produced elevated levels of behaviors — keyboard sharing and dictation — that were negatively related with learning. The computer may represent a unique learning environment in which competition for the keyboard and salient game rewards may undermine the positive effects of cooperative learning (p. 51).

Manning, K.

Title: Toward a casework information system
Source: New Technology in the Human Services
Volume: 5(1)   *Pages:* 3-8   *Year:* 1990
Abstract: The purpose of this article is to inform interested people about a new computer software development that has been designed to facilitate casework (p. 3).

McClintock, C.

Title: Causal thinking and computer literacy
Source: Computers in Human Services
Volume: 6(4)   *Pages:* 313-335   *Year:* 1990
Abstract: This paper presents a conceptual framework for understanding three components of causal thinking, the causal field, cues-to-causality, and causal theories, and their relationship to computing applications (p. 313).

McKee, L. M. & Levinson, E. M.

Title: A review of the computerized version of the Self-Directed Search
Source: Career Development Quarterly
Volume: 38(4)   *Pages:* 325-333   *Year:* 1990
Abstract: This article discusses general issues and concerns relative to the adaptation of paper-pencil assessment instruments to computerize formats. The computerized form of the Self-Directed Search is described and evaluated (p. 325).

Melnick, D. E.

Title: Computer-based clinical simulation: State of the art
Source: Evaluation & the Health Professions
Volume: 13(1)   *Pages:* 104-120   *Year:* 1990
Abstract: CBX, a clinical simulation model developed by the National Board of Medical Examiners, was studied as an evaluation instrument. These studies show that CBX measures need not be influenced by prior experience with or anxiety about computers... Scores developed for CBX differentiate among physicians at different levels of training. They correlate modestly with multiple-choice question tests and written clinical simulations. Computer-based simulation systems like CBX could become valuable methods for the study and assessment of problem- solving and patient management skills of physicians (p. 104).

Monnickendam, M. R. & Cnaan, R. A.

Title: Teaching information technology to human service students: Meeting the needs of the future
Source: Computers in Human Services
Volume: 7(1/2)   *Pages:* 149-163   *Year:* 1990
Abstract: This article specifies the knowledge and skills needed by human service professionals in order to utilize the potential of information technology for better care delivery.... (p. 169). The authors also present suggested course content.

Mutschler, E.

Title: Computer assisted decision making
Source: Computers in Human Services
Volume: 6(4)   *Pages:* 231-250   *Year:* 1990
Abstract: It is frequently argued that computerized decision support lends itself more easily to structured than to semi- or unstructured decisions. This paper discusses decision tasks of human service practitioners and surveys emerging research in decision theory and associated decision applications. It provides examples of an Information System, a Decision Support, and an Expert System, and examines under what conditions they can facilitate decision making in human services. A number of future issues and concerns are addressed, including ethical and legal questions, and computer literacy in human services education and practice (p. 231).

Mutschler, E.

Title: Computerized information systems for social workers in health care
Source: Health & Social Work
Volume: 15(3)   *Pages:* 191-196   *Year:* 1990
Abstract: The author describes a prototype microcomputer based information system for use by general health oriented social workers. Components of the system are described as well as advantages of this automated approach.

Mutschler, E. & Hoefer, R.

Title: Factors affecting the use of computer technology in human service organizations
Source: Administration in Social Work
Volume: 14(1)   *Pages:* 87-101   *Year:* 1990
Abstract: The authors evaluate a specific conceptual model for studying factors facilitating or impeding the adoption of information systems... (p. 88) They also report the results of a study of the influences of user-related, organization, and technological factors as they affect computer use in relation to specific tasks in human service agencies (p. 91).

Nastasi, B. K., Clements, D. H., & Battista, M. T.

Title: Social-cognitive interactions, motivation, and cognitive growth in LOGO programming and CAI problem-solving environments
Source: Journal of Educational Psychology
Volume: 82(1)   *Pages:* 150-158   *Year:* 1990
Abstract: Extending earlier work ... this study investigated whether children working in two educational computing environments - Logo and computer assisted instruction (CAI) problem solving - exhibited differing amounts of behaviors indicative of cooperative interaction, conflict resolution, effectance motivation, and self-evaluation.... Findings suggest the LOGO may foster cognitive growth though opportunities for resolving cognitive conflict and may enhance effectance motivation (p. 150).

Nurius, P. S.

Title: A review of automated assessment
Source: Computers in Human Services
Volume: 6(4)   *Pages:* 265-281   *Year:* 1990
Abstract: The following briefly overviews current computer tools available for clinical testing, diagnostic, and interviewing purposes. The impact of these computer-based assessment tools is then assessed in terms of empirical evidence regarding their performance and client response. The paper concludes with a discussion of the training needs and issues (p. 265).

Nurius, P. S.

Title: Computer literacy in automated assessment: Challenges and future directions
Source: Computers in Human Services
Volume: 6(4)   *Pages:* 283-297   *Year:* 1990
Abstract: The following paper addresses significant questions and challenges to defining and pursuing computer literacy in the realm of assessment. This includes attention to practitioner concerns as well as validity and ethical issues. The paper concludes with discussion of promising future directions, including capitalizing on the unique characteristics of the computer and qualitatively different assessment paradigms (p. 283).

Orlandi, M. A., Dozier, C. E., Marta, M. A.

Title: Computer-assisted strategies for substance abuse prevention: Opportunities and barriers
Source: Journal of Consulting & Clinical Psychology
Volume: 58(4)   *Pages:* 425-431   *Year:* 1990
Abstract: This article presents an analysis of the potential role that computer-assisted strategies could play in substance abuse prevention efforts in the future....recomendations are made for coordinating research and development efforts, now and in the future, so that the potential of new technology for improving substance abuse prevention efforts will be adequately evaluated (p. 425).

Parasuraman, S. & Igbaria, M.

Title: An examination of gender differences in the determinants of computer anxiety and attitudes toward microcomputers among managers.
Source: International Journal of Man-Machine Studies
Volume: 32(3)   *Pages:* 327-340   *Year:* 1990
Abstract: The study examined the determinants of computer anxiety and attitudes toward microcomputers among 166 managers employed in a variety of organizations. Results indicated that men and women in managerial positions do not differ in the level of computer anxiety reported, and are very similar in their attitudes toward microcomputers. However, gender differences were found in the pattern of relationships of demographic and personality variables with computer anxiety and microcomputer attitudes...Computer anxiety was the strongest predictor of attitudes toward microcomputers among both men and women(p. 327).

Plutchik, R. & Karasu, T. B.

Title: Computers in interviewing and psychotherapy
Source: In D. Baskin (Ed.), Computer applications in psychiatry and psychology   *Pages:* pp. 57-76
Publisher New York: Brunner/Mazel   *Year:* 1990
Abstract: The authors review the use of computers in interviewing, psychotherapy, and in the modeling of psychopathology.

Pollock, N. L. & Maenpaa, M.

Title: How are psychologists using computers?
Source: Canadian Psychology/Psychologie Canadienne
Volume: 31(2)   *Pages:* 167-171   *Year:* 1990
Abstract: As a preliminary step toward developing professional guidance and support for computer users in psychology, a survey was conducted to evaluate the current status of computer applications in clinical practice and research. A total of 1,150 questionnaires were distributed to determine the kinds of computers and programs in use, problems encountered, concerns about computer usage in psychology, and developing trends. The survey findings point to the growing influence of computer technology in psychology and the need for professional standards and improved communication among computer users (p. 167).

Post, E. M., Burko, M. S., & Gordon, M.

Title: Single-component microcomputer-driven assessment of attention
Source: Behavior Research Methods, Instruments, & Computers
Volume: 22(3)   *Pages:* 297-301   *Year:* 1990
Abstract: The Gordon Diagnostic System (GDS) is a single-component microcomputer-based instrument that can be used to administer 11 psychological tests. The game-like tasks provide objective data for evaluating possible attention-deficit hyperactivity disorder or other conditions that affect a person's ability to sustain attention and exert self-control....(p. 297).

Prince, R. J. & Guastello, S. J.
Title: The Barnum Effect in a computerized Rorschach interpretation system
Source: Journal of Psychology
Volume: 124(2)   *Pages:* 217-222   *Year:* 1990
Abstract: Twelve psychiatric outpatients were administered the Rorschach test, and results were interpreted using the Exner (1983, 1986) Report for the Comprehensive System computer-based test interpretation (CBTI) program... Results indicated that this CBTI provided only 5% discriminating power for any one patient, with 60% of the interpretive statements merely describing typical characteristics of the outpatient population (p. 217).

Pyrczak, F.
Title: Development of diagnostic tests for computer literacy
Source: Computers in Education
Volume: 14(3)   *Pages:* 213-216   *Year:* 1990
Abstract: A set of 16 diagnostic tests for computer literacy was developed based upon a content analysis of 22 computer-literacy curriculum guides. Objectives for the tests and the test items were reviewed for accuracy and appropriateness by 35 educators (p. 213).

Raider, M. & Moxley, D.
Title: A computer-integrated approach to program evaluation: An application within residential services
Source: Computers in Human Services
Volume: 6(1/2/3)   *Pages:* 133-148   *Year:* 1990
Abstract: The authors present the overall approach to evaluation and the development of the evaluation model within an agency context. The authors then describe the development of a computer-based system which is designed to serve as both a management information system and a clinical information system. Basic aspects of the computer-based evaluation system are presented. Throughout the article, the authors discuss process-related issues pertaining to the introduction of evaluation to both management and staff and movement toward the implementation of an automated evaluation system (p. 134).

Ravetz, J.
Title: Critique of a mental health admissions diagnostic system: An example of an expert system in an ill-structured domain
Source: New Technology in the Human Services
Volume: 5(1)   *Pages:* 12-15   *Year:* 1990
Abstract: This paper describes the conceptual foundations and design considerations in mental health, through the construction of an expert system to support social work decision making when the liberty of an individual is in question. The prototype as described offers a practical illustration of the potential for expert system development in an ill-structured domain. The paper describes the diagnostic system and user profile, and outlines the human-computer interface issues (p. 12).

Reinoehl, R., Brown, H., & Iroff, L. D.
Title: Computer assisted life review
Source: Computers in Human Services
Volume: 6(1/2/3)   *Pages:* 37-49   *Year:* 1990
Abstract: A positive life review process is crucial to the resolution of the last of Erikson's developmental life crises,
ego-integrity vs. despair. This paper describes and discusses: (1) the importance of the life review process and life review therapy; (2) the nature of idea processors, a type of computer software; and (3) ways that idea processors can be useful in facilitating a therapeutic life review process for elderly individuals (p. 37).

Reinoehl, R. & Hanna, T.
Title: Defining computer literacy in human services
Source: Computers in Human Services
Volume: 6(1/2/3)   *Pages:* 3-20   *Year:* 1990   *Year:* 1990
Abstract: Computer literacy in human services is defined as an intersection of both computer and human services abilities... Various issues within computer literacy are also discussed (p. 3).

Reisman, J.
Title: Gender inequality in computing
Source: Computers in Human Services
Volume: 7(1/2)   *Pages:* 45-63   *Year:* 1990
Abstract: This paper argues that human services educators involved with computer literacy should consider societal patterns of gender inequality in computer use. These patterns are examined in four institutions: the leisure industry, the media, education, and the family. This examination indicates that males receive greater support and encouragement to be computer users in these institutions. Far from revolutionizing society, the computer has conformed to society, becoming another element of the status quo. It is suggested that human services programs make a concerted effort to encourage females to train for and seek positions which involve the use of computers (p. 45).

Robinson, J. A.
Title: Use of computers in mental health management of information
Source: In D. Baskin (Ed.), Computer applications in psychiatry and psychology   *Pages:* pp. 111-124
Publisher New York: Brunner/Mazel   *Year:* 1990
Abstract: The author describes the uses of a mental health management information system. Sections are: General uses of mental health information system, which include such things as Record Keeping, Reporting, Billing, Quality Assurance, etc; General content areas of a mental health information system, which include discussion of such topics as, Patient Tracking, Case Registry, Admission/Registration Demographics, Location/Movement, Appointment Scheduling, Drugs, Placement/Referral, Assessments, Quality Assurance/Clinical Policy Monitoring, Billing/Accounting, Discharge, etc.; Business/Fiscal applications include General Ledger, Payroll, Human Resources Management, and Accounts Payable. General operational characteristics include: ease of use, comprehensive and integrated, flexible and dynamic, interactive, menu driven, ease of retrieval and inquiry, standard report, growth, and support services. Selection of hardware is also discussed.

Sampson, J. P.
Title: Computer-assisted testing and the goals of counseling psychology
Source: The Counseling Psychologist
Volume: 18(2)   *Pages:* 227-239   *Year:* 1990
Abstract: This article explores how the use of computer assisted testing and assessment can potentially contribute

to the goals of counseling psychology... The necessary commitment of human and financial resources, research priorities, and ethical issues are then discussed as issues that will influence the extent to which computer-assisted testing can contribute to the goals of counseling psychology p. 227).

Sarris, A. & Sawyer, M. G.
Title: Automated information systems in mental health services: A review
Source: International Journal of Mental Health
Volume: 18(4)   *Pages:* 18-30   *Year:* 1990
Abstract: The authors review the use of automation in the support of mental health services. Sections of the article are: Information requirements in mental health; The history of automated mental health information systems; and, Critical issues in the design of automated mental health information systems.

Schinke, S. P. & Orlandi, M. A.
Title: Skills-based, interactive computer interventions to prevent HIV infection among African-American and Hispanic adolescents
Source: Computers in Human Behavior
Volume: 6   *Pages:* 235-246   *Year:* 1990
Abstract: The present paper reviews the epidemiology of AIDS among African-American and Hispanic adolescents. From epidemiological data, the authors argue for preventive approaches to reduce the risks of HIV transmission among African-American and Hispanic adolescents. Emphasizing culturally sensitive prevention strategies, the authors describe an intervention for these adolescents that combines skills-based and interactive computer approaches (p. 235).

Schneider, S. J., Walter, R., O'Donnell, R.
Title: Computerized communication as a medium for behavioral smoking cessation treatment: Controlled evaluation
Source: Computers in Human Behavior
Volume: 6(2)   *Pages:* 141-151   *Year:* 1990
Abstract: Most cigarette smokers wish that they did not smoke, find it difficult to stop on their own, but still do not seek face-to-face smoking cessation treatments. In an effort to reach these smokers, an interactive, behavioral, smoking cessation program was offered on the CompuServe computer network. The program tailored treatment to the individual participant's smoking history, progress toward quitting smoking, and responses to questions posed by the computer system. The 1,158 participants were randomly dispersed among four groups, in a two-by-two design. Half received the full version of the program, while half received a control version that lacked most features of the full version. Half the subjects were more likely to stay in the program when they received the full version of the program. There was also a trend for the full version to bring about higher abstinence rates. Subjects who received neither the forum nor the full version had particularly low abstinence rates (p. 141).

Schuldberg, D. & Nichols, W. G.
Title: Using HyperCard to administer a figural test on the Apple Macintosh
Source: Behavior Research Methods, Instruments, & Computers

Volume: 22(4)   *Pages:* 417-420   *Year:* 1990
Abstract: In the present report, we describe a Macintosh HyperCard application for administering an objective personality test with visual stimuli, the Barron-Welsh Revised Art Scale of the Welsh Figure Preference Test. This test consists of a series of figural stimuli and a binary "like"/"dislike" response format, and it thus represents an administration procedure between standard objective self-report inventories involving text stimuli and a "true/"false" response variant, and tests such as the Rorschach or TAT that are both figural and free-response. The HyperCard language provides a variety of promising techniques useful for microcomputer test administration (p. 417).

Schwab Jr., A. J. & Wilson, S. S.
Title: Computer literacy in social work: The case for a programming language
Source: Computers in Human Services
Volume: 7(1/2)   *Pages:* 77-92   *Year:* 1990
Abstract: When compared to the definition of computer literacy and the tasks identified to accomplish it, computer courses offered in schools of social work generally omit content related to the use of programming languages. The content, problems, and opportunities of a course for social work students using a programming language approach is described. It is argued that a programming language approach is essential is the social work profession is to assume responsibility for the ways in which computers are implemented in social services (p. 77).

Schwab, A. J., Bruce, M. E., & Wilson, S. S.
Title: The Continuum of Care System: A decision support system in human services
Source: Computers in Human Services
Volume: 6(1/2/3)   *Pages:* 199-216   *Year:* 1990
Abstract: The Continuum of Care System is a Decision Support System designed to assist social workers responsible for identifying and selecting alternative living arrangements for children unable to remain in their own families (p. 199).

Schwartz, M. D.
Title: Clinical applications of computers: An overview
Source: In D. Baskin (Ed.), Computer applications in psychiatry and psychology   *Pages:* pp. 11-19
Publisher New York: Brunner/Mazel   *Year:* 1990
Abstract: This article briefly reviews several applications of computers to psychiatry.

Segalowitz, S. J. & Graves, R. E.
Title: Suitability of the IBM XT, AT, and PS/2 keyboard, mouse, and game port as response devices in reaction time paradigms
Source: Behavior Research Methods, Instruments, & Computers
Volume: 22(3)   *Pages:* 283-289   *Year:* 1990
Abstract: The authors evaluated the use of a microcomputer keyboard and a mouse as response devices in reaction time studies. They present detailed information regarding the delays and random error of each data input device. They conclude that any research application should provide an external check on reaction timing accuracy and should correct any mean error. (p. 283).

Seiffer, S.

Title: A microcomputer-based management information system for continuing treatment psychiatric rehabilitation programs

Source: In D. Baskin (Ed.), Computer applications in psychiatry and psychology *Pages:* pp. 143-156

Publisher New York: Brunner/Mazel *Year:* 1990

Abstract: The author describes the development and implementation of a microcomputer based management information system for use at the Sound View-Throgs Neck Community Mental Health Center in New York as it automated certain key features of its continuing treatment psychiatric rehabilitation program using a distributed microcomputer model (p. 145). The rehabilitation services Management Information System is written in dbase. The author also describes the implementation process. Advantages of the automated system as detailed.

Selmi, P. M., Klein, M. H., Greist, J. H., Sorrell, S. P., & Erdman, H. P.

Title: Computer-administered cognitive-behavioral therapy for depression

Source: American Journal of Psychiatry

Volume: 147(1) *Pages:* 51-56 *Year:* 1990

Abstract: The authors evaluated a six session interactive computer cognitive-behavioral treatment program given to volunteer patients who met Research Diagnostic Criteria for major or minor depressive disorder. Patients were randomly assigned to computer-administered cognitive-behavioral treatment, to therapist-administered cognitive-behavioral treatment, or to a waiting-list control condition. After treatment and at 2-month follow-up, both treatment groups had improved significantly on the Beck Depression Inventory, SCL-90R depression and global scales, Hamilton Rating Scale for Depression, and Automatic thoughts Questionnaire. The treatment groups did not differ from each other at either time (p. 51).

Siann, G., Macleod, H., Glissov, P., & Durndell, A.

Title: The effect of computer use on gender differences in attitudes to computers

Source: Computers and Education

Volume: 14(2) *Pages:* 183-191 *Year:* 1990

Abstract: The attitudinal consequences of a focused Logo programming experience which took place over the course of one term with 114 primary school children attending four Edinburgh schools is discussed, with particular reference to gender differences (p. 183).

Simon, S. R. & Button, W. H.

Title: Selecting a computer-based system to assist fundraising and development operations

Source: Computers in Human Services

Volume: 6(1/2/3) *Pages:* 79-96 *Year:* 1990

Abstract: Increasingly, non-profit organizations and agencies must turn to the private sector to raise money to finance their work, and to increase the scope of their services. Computer software is available to assist and enhance organizational development efforts involving direct mail, events, and broadcast appeals (p. 79).

Slack, C. W.

Title: Computer-assisted soliloquy as an approach to psychotherapy

Source: M.D. Computing

Volume: 7(1) *Pages:* 37-42 *Year:* 1990

Abstract: We have programmed a computer interview to facilitate soliloquy and have studied its effectiveness. Encouraged by the computer, subjects talked into a microphone first about anxiety-provoking circumstances and then about relaxation. Both mean heart rate and State anxiety scores fell significantly between the beginning and the end of the interview (p. 37).

Smolensky, M. W., Carmody, M. A., & Halcomb, C. G.

Title: The influence of task type, group structure and extraversion on uninhibited speech in computer-mediated communication

Source: Computers in Human Behavior

Volume: 6 *Pages:* 261-272 *Year:* 1990

Abstract: An experiment was performed to evaluate the influence of task type, group structure, and extraversion on the amount of uninhibited speech in a computer-mediated discussion...The results indicated that uninhibited speech was greatest for preacquainted triads assigned a definitive solution task. Also, uninhibited speech was greatest for persons who were highly extraverted. An inverse relationship was found between amount of uninhibited speech and group productivity. Implications for the management of computer-mediated communications are discussed (p. 261).

Taber, M. A. & DiBello, L. V.

Title: The personal computer and the small social agency

Source: Computers in Human Services

Volume: 6(1/2/3) *Pages:* 181-197 *Year:* 1990

Abstract: Use of computers in everyday professional tasks by caseworkers is described...The authors believe that adoption of computers for everyday tasks by front line workers depends on three elements: Specially designed software which is very user-friendly; conceptual framework as a bridge between agency task and computer system; and agency look and feel to all screen displays, forms, and reporting formats. Workers did overcome fear of computers and did see how computers could be professionally useful. This approach seems worthy of examination and further development (p. 181).

Tanner, B. A.

Title: The MMPI Assistant: A microcomputer program to assist in teaching interpretation of the MMPI

Source: Computers in Human Behavior

Volume: 6 *Pages:* 207-210 *Year:* 1990

Abstract: The design and distribution of the MMPI Assistant is believed to partially answer several criticisms of commercially available profile interpretation programs. The Assistant is intended for research and training in the interpretation of psychiatric patient profiles only, and output from it is never to appear in a patient's chart. The program encourages the inclusion of additional information by writing to a disk file suitable for editing with a word processor, rather than directly to the printer. The rules for each interpretive hypothesis precede that hypothesis, first on the screen and then in the output file. Certain blatant attempts to misuse the program result in termination of the program. The program is available only upon completion of a statement agreeing to abide by the author's rules for its use (professional licensure, specific training, target popu-

lation). Finally, research is encouraged by making the program available to qualified persons at no charge (p. 207).

Teng, E. L.

Title: The 3RT Test: Three reaction time tasks for IBM PC computers

Source: Behavior Research Methods, Instruments, & Computers

Volume: 22(4)   *Pages:* 389-392   *Year:* 1990

Abstract: The 3RT Test consists of a simple, a choice, and a conditional reaction time (RT) task. The three tasks involve comparable visual stimuli and require identical manual responses, but they differ in the complexity of cognitive processing required....The computer's internal timer/clock is used for millisecond timing. The test administration program allows flexible setting of the test conditions. The data analysis program provides summary data not only for each RT task as a whole, but also for separate trial types within each task....In addition to laboratory studies with normal adults, the 3RT Test is suitable for life-span developmental studies, cross-cultural comparisons, and other uses in various clinical settings (p. 389).

Thomas, G.

Title: The making of COBRS 2.0: The Competency-oriented Behavior Rating System for children and youth services

Source: Computers in Human Services

Volume: 6(1/2/3)   *Pages:* 149-168   *Year:* 1990

Abstract: This paper discusses the process of fitting a child behavior outcome measurement system to a menu driven microcomputer... Initial user feedback indicated general satisfaction with the basic program and the applicability of its output, little or no experimentation, as yet, in adapting the system, and, a minor need to adjust the sequencing of operator activities to better fit the realities of agency work rhythms (p. 149).

Tovey, R., Savicki, V., & White, C.

Title: Electronic networking in human service agencies: A developmental analysis

Source: Child Welfare

Volume: 69(2)   *Pages:* 115-128   *Year:* 1990

Abstract: The application of electronic telecommunication as a tool for information sharing, planning, and networking in nonprofit human service programs is described. Benefits such as cost effectiveness and efficiency are addressed as well as difficulties and unforeseen side effects. Developmental analyses of individual users and of a whole network are presented to account for critical factors and to predict a process for future electronic networks (p. 115).

Wetzler, S.

Title: Computerized psychological assessment.

Source: In D. Baskin (Ed.), Computer applications in psychiatry and psychology   *Pages:* pp. 43-56

Publisher New York: Brunner/Mazel   *Year:* 1990

Abstract: The author reviews the state of automated psychological testing with a special emphasis on a discussion of Computer Based Test Interpretation (CBTI) of personality test data.

Wing, J. K., Babor, T., Brugha, T., Burke, J., Cooper, J. E., Giel, R., Jablenski, A., Regier, D. A., & Sartorius, N.

Title: SCAN: Schedules for Clinical Assessment in Neuropsychiatry

Source: Archives of General Psychiatry

Volume: 47   *Pages:* 589-593   *Year:* 1990

Abstract: After more than 12 years of development, the ninth edition of the Present State Examination (PSE-9) was published, together with the associated instruments and computer algorithm, in 1974. The system has now been expanded.... and is being tested with the aim of developing a comprehensive procedure for clinical examination that is also capable of generating many of the categories of the International Classification of Diseases, 10th edition, and the Diagnostic and Statistical Manual of Mental Disorders, revised third edition. The new system is known as SCAN (Schedules for Clinical Assessment in Neuropsychiatry. It includes the 10th edition of the PSE as one of its core schedules, preliminary tests of which has suggested that reliability is similar to that of the PSE-9. SCAN is being field tested in 20 centers in 11 countries. A final version is expected to be available in January 1990 (p. 589).

Wynne, CDL

Title: A Commodore 64-based interface system for the operant laboratory

Source: Behavior Research Methods, Instruments, & Computers

Volume: 22(1)   *Pages:* 27-33   *Year:* 1990

Abstract: A system of interfaces for the Commodore 64 (C-64) microcomputer for use in the operant laboratory is described. This system frees the experimenter from limitations on the number of I/O lines available on the user port of the C-64 and offers the control of operant chambers for a low cost. Subroutines in machine code to control the interfaces, offering millisecond timing of external events, are presented. A sample BASIC program demonstrates how the subroutines are called from BASIC to run a simple discrimination experiment (p. 27).

Xenakis, J. J.

Title: Save the children

Source: Information Week

Volume: 275   *Pages:* 29-30   *Year:* 1990

Abstract: The author describes a Client Management System used by the Massachusetts Society for the Prevention of Cruelty to Children to help social service workers monitor their caseload of child abuse cases.

Zakrajsek, T. D., Waters, L. K., Popovich, P. M., Craft, S., & Hampton, W. T.

Title: Convergent validity of scales measuring computer-related attitudes

Source: Educational & Psychological Measurement

Volume: 50   *Pages:* 343-349   *Year:* 1990

Abstract: The present study examined the convergent validity of several computer-related attitude scales published between 1982 and 1987....The correlations among five of these global measures of computer-related attitudes provided strong evidence for convergent validity. There was also support for a differentiation between cognitive and affective reactions toward computers, as assessed by these scales (p. 343).

Member Activities

DSS to Treat Maladaptive Behaviors from Matthew
G. Hile, Ph.D., Assistant Professor of Psychiatry (Medical Psychology), Mental Health Systems Research Unit, Missouri Institute of Psychiatry, University of Missouri-Columbia, 5400 Arsenal, St. Louis, MO 63139.

The Mental Retardation—Expert (MR-E, or "Murry") is a sophisticated decision support system for the treatment of maladaptive behaviors in individuals with Mental Retardation or Developmental Disabilities. MR-E is designed to provide clinician users with state-of-the-art consultation concerning the development of behavioral treatment plans for individuals with severe behavioral difficulties (viz., aggression, self injurious behavior, and destructive behavior).

The micro computer based MR-E contains five major components: knowledge of human experts, current scientific literature, basic behavioral treatment programs, staff training for behavioral programming and observational methods, and a comprehensive behavioral glossary.

- **Human Expertise:** MR-E contains information, culled from nationally recognized experts, concerning the treatment of severe maladaptive behaviors. MR-E leads the clinician through a series of questions assessing the client's behaviors, situations, and other relevant information. The result of this consultation is a set of functional hypotheses concerning the individual's maladaptive behaviors and a sequence of remedial recommendations. MR-E does not dictate treatment decisions, rather it suggests potentially beneficial treatment strategies based on the judgments of human experts and the current scientific literature.

- **Current Scientific Literature:** Users have ready on-line access to intensive reviews of pertinent scientific literature (e.g., concerning self injurious biting, aggression, destruction, etc.). Additionally, each reviewed article is annotated with a research summary, an effectiveness index of the particular program assessed, and description of the actual treatment procedures to allow clinician's to create and implement similar treatment programs.

- **Basic Behavioral Treatment Programs:** A set of standard behavioral treatment programs, addressing various procedures and maladaptive behaviors, is available to the users. These programs are linked to the expert consultation and treatment literature as described above, as well as to the other components of MR-E.

- **Staff Training:** MR-E contains staff training modules concerning behavioral assessment and treatment skills. These computer assisted video instructions and simulations will teach staff the skills necessary to perform behavioral observation, assessment, and treatment implementation for severe behavior problems.

- **Glossary of Terms:** MR-E contains a glossary of relevant behavioral terms and procedures. This glossary, accessible from any point in the system, helps users understand the questions, recommendations, and descriptions used in MR-E.

MR-E modules are all integrated with hypertext links. This interconnections means that any individual module may be used from within any other module. For example, while obtaining a consultation an unfamiliar term may be defined or a relevant article may be examined, or while reading a literature review an associated behavioral program may be located and examined. These various links are under user control. This enables MR-E to meet a wide variety of demands specific to the individual clinician's needs.

Currently, MR-E is in active development at the Mental Health Systems Research Unit of the Missouri Institute of Psychiatry. Beta test sites will be selected in the coming months for testing and evaluation of the system and its components. The MR-Expert is funded in part by NIMH (Grant # 5 R29 MH43439-02A1)

Computers for Quality Care Decisions from Mike
King, Director of Social Work, St. Francis Hospital, 100 Port Washington Blvd., Roslyn, NY 11576, or call 516/562-6044.

Computers are extensively used for keeping track of statistics (budgets, patient contacts, staff deployment, productivity...), for maintaining information in a database file (patient information, community resources...) and for facilitating word processing (manuals, memos, reports...).

However computers are less often used to enable a clinician or manager to make quality care decisions. What can we do to make the service better: can we make it more effective; can we provide the service in a different way; should we make changes in the program; can we get good results sooner?

Data maintained on a computer and then generated into reports can provide some basis for this review of quality. For instance, at one hospital the established clinical perspective was that extending a child's stay in a rehabilitation service beyond the usual three months would make available more social work counseling and thus better help the child resolve emotional difficulties related to their disability. The data showed otherwise! Reports on the number and extent of acting out incidents on the unit showed that this occurred much more frequently for children whose stay was extended beyond the normal 3 month period. The children's tolerance for being in the unit tended to deteriorate after that period and they were less amenable to rehabilitation and counseling. Thus, keeping to the standard rehabilitation length of stay was determined to be the more helpful mode.

I am interested in compiling and disseminating information about other such uses of the computer data for decisions on improving the quality of the care being provided. One aspect is the creative use of existing reports (such as in the example above) and another is developing reports specifically for that purpose. Please send any examples you have of this.

Using Computers Games to Teach Children about AIDS from Rosaland Thomas, MPH, Marketing Research Specialist, Bureau of Community Relations, NY State Dept. of Health, Rm. 1084 Corning Tower, ESP, Albany NY 12237.

I'm involved in an AIDS prevention project in the NY State Dept. of Health that uses computer games to teach

school children about AIDS, and would be interested in networking with others using computers to educate clients/patients. We're using touch screen IBM compatible systems with audio (currently going to schools in a mobile van) to present a series of AIDS related simulations (Party, Streetcorner, School, Hospital). After students do these individually, there is a follow-up four person computerized quiz game, where students compete against each other and the clock in answering AIDS risk questions. This also currently serves as our post-test data collection; pretest questions, risk profile and demographics are collected at the beginning of the game.

We're currently exploring software development in a number of other content areas and the DOH is currently developing a number of health education programs for the Macintosh platform as well. I would be interested in hearing from others that are doing these types of applications, especially in the public sector.

Applications in Community Development from Faith Vance, 20220 Maple Leaf Court, Gaithersburg, MD 20879

I am working on a graduate project at John Hopkins on computer applications in community and village development. As part of this, I am assisting the Community Ministries of our county to design and implement a clearinghouse for the emergency services providers in the county. Their primary concerns are food, medicine, utility cutoff, and eviction prevention. Is anyone aware of existing software for this sort of need?

Computer use in training from Patrick O. Chambers, Curriculum Development and Training Specialist, Program for Social Service Research, Demonstration & Training, Bureau for Faculty Research, Old Main 430, Western WA Univ., Bellingham, WA 98225.

We have a number of training related activities that might interest others.

- We use a software assessment tool called SYMLOG (Systematic Multiple Level Observation of Groups) in our team effectiveness training course to measure the important attitudes and perceptions people have about themselves and others which can influence group behavior.
- We use interactive videodisc training for receptionists.
- We developed several prototype learning programs for the Mac using HyperCard, including a Mexican American Culture Simulation, the Culture of Some Southeast Asians, and Social Issues—changing perspectives: _AIDS_
- We developed and use interactive videodisc training on indicators of child sexual abuse and child abuse and neglect.

Impact of IT & Client Use from Steven Davis Mendelow, 96 Monarch Park Ave., Toronto, Ontario M4J 4R2.

I am in my third year of candidacy for my PhD at the U. of Toronto, Faculty of Social Work. I am currently pursuing two themes in my research on information technology.

- The impact which IT will have on the profession of social work
- The potential use of IT directly with individual clients

On this later point, I have been finding out that, certainly in Canada, most IT work seems to focus on aiding the professional social worker make better decisions through MIS and decision support systems. Very little work seems to be looking further into the future and asking how can IT be used to help clients develop a sense of self-esteem and control over their life.

Drawing from research in the business/industrial world, I am starting with Zuboff's research (1988) which outlined the duality of IT; it's ability to "automate" and to "informate." Zuboff found that when IT began to informate workers, the very nature of the workplace began to change, as did workers attitudes, perception and understanding of their role. I believe that there will be a time when IT will have a similar impact on clinical social work practice and I would like to make a contribution to our understanding of that impact.

I would appreciate any comments anyone might have.

Computer & Communications Expertise from Stan Pokras, Public Interest Media Project, 437 Popular St., Philadelphia PA 19123 215/922-0227. The media project provides computer and communications expertise to nonprofits both locally and nationally. We offer:

- **Training** for individuals and groups both in workshops and on-site, in the effective use of hardware and software
- **Support**, by phone and in person, for both long-term and immediate needs
- **Technical Assistance** on computer needs assessment, product evaluation, installation, and all aspects of computerization
- **Access** to our equipment.

The Media Project is an active member of the Technology Resource Consortium, a national organization for nonprofit technology training centers.

Who owns your custom built software? from the Fall 1989 issue of Nolo News, Nolo Press, (publisher of self-help books and software), 950 Parker St., Berkeley, CA 94710.

According to Nolo News, copyright ownership of custom developed software by a consultant is not obvious. Under current law, the creator owns the copyright unless.

- The creator was an employee and created the work in the course of employment.
- The work was created under a written contract labeling the work as "made for hire" and is of a special type: part of a larger work, a supplement to another work, a translation, or a compilation of fact or an instructional text.

The key is to have a written agreement about ownership between the agency and the consultant. Without such an agreement, your consultant may own your software.

Evaluating Nonprofit Accounting Software from Mary Louise Pilant, Computer Technician/Bookkeeper, Community Action Agency, 1805 19th Ave., Lewiston, ID 83501.

Our Community Action Agency is in the market for accounting software. In order to evaluate all the different programs available, I am in the process of developing what I call a System Evaluation Plan listing all the accounting and reporting requirements of our agency. This plan, then would be the key to selecting the right software. A lot of our

requirements would be specifically for our agency, but there are a lot of issues most nonprofits have in common. Also, we are always looking for new ideas. I would appreciate any assistance anyone could give in developing this plan.

Independent Psychological Practice and Computers from Barry Schlosser, PhD, Clarity Consulting Corp., 6 Signal Lane, Westport, CT 06880 203/227-5892.

I write a column on technology for **The Independent Practitioner**, which is the newsletter of Division 42 of the American Psychological Association. Back issues of the column are available upon request.

Giving Obsolete Computer Equipment from National Cristina Foundation, 2301 Argonne Drive, Baltimore, MD 21218.

The National Cristina Foundation is a not-for-profit foundation directing commercially obsolete computers, computer equipment, audio and video equipment to organizations training people with disabilities, the disadvantaged and students at risk. The Cristina Foundation distributes equipment at no cost through partnerships with national and state entities. To donate obsolete or surplus equipment, call 1-800-CRISTINA.

TX DHS Voice-Response System Saves $12,000/day from an article by Robert L. Scheler, P.C. Week, 15 Oct. 1990, Page 151-152.

According to this article which quotes Mark Moore, a systems analyst for the Texas Dept. of Human Resources, a PC-based voice-response system will save DHS over $12,000 each day. Drugs now account for 10% of DHS's budget. Before filling a prescription, pharmacists can call a DHS PC linked to the mainframe, enter the pharmacy and patient ID, and hear a recorded message on whether a patient is eligible to continue on full-strength dosage. The system has the capacity to notify pharmacists when Medicaid patients should be issued lower strength prescriptions for the six most commonly prescribed drugs to treat ulcers and related ailments.

Resources

Electronic Information Resources

Permanent Connections is a national electronic bulletin board system for child welfare issues. Call 716/881-9045 for a free trial 45 minutes. The annual rate is $100. Contact Alfonso Ortiz, Director of MIS, Center for Development of Human Services, Buffalo State College, 1300 Elmwood Ave. Letchworth Annex, Buffalo, NY 14222-1095 716/881-2800 or FAX 716/881-9044.

Handicap Forum provides access to an expanding database of articles discussing issues such as education, employment, health services, shopping, special equipment and new products for the handicapped. For more information, contact Robert Adams, DELPHI, Three Blackstone St., Cambridge, MA 02139 800/544-4005 or 617/491-3393.

The Social Work BBS is a BBS for the helping professions to exchange ideas, handouts for use with clients, psych-related and other programs, etc. Call at 906/774-8555.

Adult Survivors of Childhood Physical, Sexual, and/or Emotional Abuse is a national computer conference for people and professionals to share feelings, ideas, experiences, resources and the healing process. For a list of about 50 local BBSs which carry the conference, contact Button and Dietz, Inc., POB 19243, Austin, TX 78760-9243.

Newsletters, Magazines, Journals etc

Data Based Advisor is a monthly magazine which provides in-depth coverage of database technologies and their use. Contact at Box 3735, Escondido, CA 92033 800/336-6060.

Computers & Education is an international Journal for communication in the use of all forms of computing in education. For a sample copy, write Pergamon, Maxwell House, Fairview Park, Elmsford, NY 10523.

The Information Computer Security Video Library is a collection of videos about computer and information security, document writing and retention, records management, attorney-client privilege, etc. Contact at 223 Commonwealth Avenue, Boston, MA 02116 617/262-5634 FAX 617/262-6948.

Computers versus Common Sense is a 30 minute videotape of Doug Lenat's keynote address on building a generic knowledge base with a reasonable level of depth, spanning all of human consensus reality. For more information, contact Professional Development, Special Libraries Assn., 1700 Eighteenth St NW, Washington DC 20009. $50.

Journal of Computing in Childhood Education is a quarterly journal that serves as a forum to report the research and applications on using computer technology in the education of early childhood, preschool, and elementary children. Available from the Association for the Advancement of Computing in Education, POB 2966, Charlottesville, VA 22902.

Books and Reports

False Alarm: The Computerization of Eight Social Welfare Organizations by John M. Gandy and Lorne Tepperman presents 8 case studies for recently computerized social welfare organizations and addresses the most frequently expressed fears. Contrary to expectations, their conclusions reflect a minimal impact of computers on both staff and delivery of services. From Wilfrid Laurier Univ. Press, Waterloo, Ontario, Canada, N2L 3C5 519/884-1970 ex 2124, FAX 519/886-9351, 220pp, $35, 1990. Contents include:

- Computerizing Social Services: A Literature Review
- The Method of Research
- The Eight Organizations
- The Introduction of Computers
- Staff Use of Computers
- Staff Attitudes to Computers and Computerization
- The Impact on Advanced Computer Users
- The Impact on Intermediate Computer Users
- False Alarms: Conclusions and Implications

Human Service Computing: Concepts and Applications by Dick Schoech is an introductory text (626pp) available for $25 from Haworth Press 10 Alice St., Binghamton, NY 13904-1580. Faculty examination copies are available by writing the Desk Copy Dept. of Haworth Press on institutional letterhead indicting course title, current text, enrollment and decision date. Contents includes:

- Ch. 1: Personal Views of Computing
- Ch. 2: Basic Concepts and Historical Context
- Ch. 3: Basic Theories: Systems and Decision Making
- Ch. 4. Human Service Information Needs
- Ch. 5: Hardware
- Ch. 6: Programming and Languages
- Ch. 7: Software
- Ch. 8: Data Management
- Ch. 9: Human Service Software
- Ch. 10: Computing Systems: From Data Processing to Decision Support Systems
- Ch. 11: Developing Computing Applications
- Ch. 12: Managing Computing Applications
- Ch. 13: The Issues and the Future

Computer Applications in the Social Sciences by E. Brent and R. Anderson. 471pp. Contact McGraw Hill, 1221 Avenue of the Americas, NY, NY 10020.

Report on Statistical and Scientific Software (1990) compares 45 statistical packages and more than 250 programs. $40 from Information Research, c/o Nancy Evans, 15401 Cambay Lane, Huntington, Beach, CA 92649 714/373-0337.

Protecting Privacy in Surveillance Societies: The Federal Republic of Germany, Sweden, France, Canada, and the U.S. by David H. Flaherty is available from the U. of North Carolina Press, PO Box 2288, Chapel Hill, NC 27515-2288.

Compurters in Human Services: An Overview for Clinical & Welfare Services, (1990). Pardeck J.T. & Murphy, J. (Eds.), Harwood Academic Publishers, POB 786, Cooper Sta, NY 10276, $25.

The Social Effects of Computer Technology: Proceedings of Two Conferences (177pp) is available for $9 from Dean Harper, Lattimore 120, U. of Rochester, Rochester, NY 14627.

Resource Directory on Computing & Values from The Research Center on Computing and Society, Southern CT State Univ., New Haven, CT 06515. 203/397-4423, FAX 203/397-4207, Bitnet: BYNUM@CTSTATEU.BITNET.

Rehabilitation Engineering by R. V. Smith (Ed). endeavors to bring together information on the special devices and associated systems which have been developed to assist the handicapped in living and vocational pursuits, and in clinical use. Contact CRC Press, 2000 Corporate Blvd. NW, Boca Raton, FL 33431 1-800-272-7737.

Computers in Human Services: An Overview for Clinical and Welfare Services by John T. Pardeck and John W. Murphy (Eds.), Harwood Academic Publishers, 5301 Tacony St, Box 330, Philadelphia PA, 19137 $25, 149pp.

Extend Their Reach is a 28 page pamphlet which overviews the field of assistive technology for special needs. For a free single pamphlet, send a self-addressed business envelope with 25-cent stamp to Extend Their Reach, The Electronic Industries Assn./CEG, POB 19100, Washington, DC 20036 202/457-4919.

Software Announcements

A new I&R Software Package that may be modified to fit organizational needs is available for $500 from United Way of America, c/o Kathy Yourko, 701 N. Fairfax, Alexandria, VA 22314-2045.

Overcoming Depression is a software program by Dr. Kenneth Colby. Its format is similar to that of Eliza. It offers cognitive therapy through 7 interactive tutorials, one to be explored every 2-3 days. **Chain of Command** is software that

creates organizational charts. Both are from MindWare, 1803 Mission St. #414, Santa Cruz, CA 95060, 800/447-0477.

Rehabilitation Management Information System (RMIS) is an integrated case processing and management program allowing on-line viewing of client histories and services, profiling case expenditures, and printing of mandated reports. Contact A/S/K Assoc., POB 3885, Lawrence, KS 66046, 913/841-8194.

The Art of Negotiation helps the user generate useful thoughts and plans to consider before negotiating. **The Idea Generator** works the user through 7 idea-generation techniques. Both are from Experience in Software, Inc., 2000 Hearst Ave., Suite #202, Berkeley, CA 94709 415/644-0694

Life Course Simulation teaches sociology and social psychology students how to apply abstract concepts of the family life cycle by working through their own simulated life cycle and observing the consequences. **Social Power Game** is a program in which students explore the nature and process of power relationships by role-playing members of a corporate board of directors. Available from Random House, 400 Hahn Rd., Westminister, MD 21157 800/638-6460.

Student's Statistical Tutor demonstrates statistical methods, provides tutorials which reinforce concepts and procedures, and provides exploratory exercises to develop decision-making skills. From Thomas Dalton, Dept. of Management & Marketing, Nicholls State U., Thibodaux, LA 70310.

Laboratory in Cognition & Perception uses 15 experiments to explore the methodological decisions of a researcher and demonstrates the use of between-subject, within-subject, and mixed designs, $160. **Eventlog** helps human observers log their observations in real time. Keyboard keys act as user-defined timers, each identified with a specific event to be observed ($125). Both are from Conduit, Oakdale Campus, U. of Iowa, Iowa City, IA 52242 319/335-4100.

A Right to Die is an interactive videodisc program which provokes viewers into examining their attitudes about the ethics systems in the U.S. From Alive Center, 3250 West Market St #102, Akron, OH 44313, 216/869-9623

MicroCase uses an interactive approach to data management and statistical and graphical analysis. From Cognitive Development, Inc., Suite 141, 12345 Lake City Way NE, Seattle, WA 98125 206/363-6905.

Criterium helps make decisions by structuring the decision, rating the decision components, and determining and presenting the results. $495 from Sygenex, 15446 Bel-Red Road # 450, Redmond WA 98052. 800/869-7150.

Enlargement/Automation System is a sophisticated screen enlargement system for users who need to work with enlarged text, WordPerfect, dBase, etc. Contact Artic Technologies Int., 55 Park St., Troy, MI 48083, 313/588-2650.

Master Journal Editor helps journal editors keep track of who is working on what and when it is due. Contact Master Software, Inc., Rt 7, Box 6, Lexington, VA 24450-8803, 703/464-4836.

450 Books on a CD-ROM are available from World Library, Inc., 12894 Haster St., Garden Grove, CA 92640, 714/748-7197, $695.

Software Listings and Catalogs

A microcomputer software catalog for mental health professionals is available from Psychologistics,Inc., POB 3896, Indialantic, FL 32903

A 1990/91 catalog of tests, diagnostic tools, & related computer software, is available from Multi-Health Systems, 908 Niagara Falls Blvd., N. Tonawanda, NY 14120-2060 800/456-3003 .

Catalogs of software in the Humanities and Social Sciences are available from:
- National Collegiate Software, Duke University Press, 6697 College Station, Durham, NC 27708.
- Wisc-Ware, Madison Academic Computing Center, U. of Wisconsin—Madison, 1210 West Dayton St., Madison, WI 53706, 800/543-3201, BITNET: wiscware@wiscmacc.

A 1991 Cognitive Rehabilitation Software Catalog is available from BrainTrain, 1915 Huguenot Road, Richmond, VA 23235 800/633-1221.

Diskette-related products for the blind are available from Brown Disc Products, 1120 B. Elkton Dr., Colorado Springs, CO 80907-3568, 719/593-1015.

A list of products which use synthetic speech for computer access is available from HumanWare, Inc., 6245 King Road, Loomis, CA 95650, 800/722-3393.

A list of shareware for persons with severe to profound developmental disabilities is available from RJ Cooper & Associates, 24843 Del Prado #283, Dana Point, CA 92629 714/240- 1912.

Databases of nearly 800 assistive devices or nearly 1000 software products for students with physical, sensory, or cognitive impairments are available for $99 from Open Access Publishing Group, P.O. Box 889, Warrenton, VA 22186, 703/439-1492. The searchable databases require 2-3mb of hard disk space.

Catalogs of software/tools for persons with communications problems and special needs are from:
- Communication Skill Builders, 3830 E. Bellevue, POB 42050-CSW, Tucson, AZ 85733, 602/323-7500
- Crestwood Co. 6625 N. Sidney Place, Milwaukee, WI 53209, 414/352-5678, FAX 414/352-5679
- Microsystems Software, 600 Worcester Rd, Framingham, MA 01701 508/626-8511, FAX 508/626-8515.
- Laureate Learning Systems, 110 E. Spring St., Winooski, VT 05404, 800/562-6801.
- DLM, POB 4000, One DLM Park, Allen, TX 75002, 800/527-4747.

Upcoming Events

Computer Applications in Mental Health, February 8-9, 1991, Indianapolis, IN. Contact Marvin Miller, Indiana U. School of Medicine, Larue D. Carter Memorial Hospital, 1315 West 10th St, Indianapolis, IN 46202 317/634-8401.

Southwestern Regional Government Technology Conference, February 13-15, 1991, Palmer Auditorium, Austin Texas. Contact GTC at 1831 V Street, Sacramento, CA 95818-9928 800/950-4688.

Computers in Libraries, March 11-13, 1991, Meckler, Westport, CT. Contact Kim Devan, 11 Ferry Lane West, Westport, CT 06880, 800/635-5537 FAX 203/454/5840.

Technology and Persons with Disabilities, March 20-23, 1991, Los Angeles. Contact Nina Treiman, Office of Disabled Student Services, California State Univ., Northridge, 18111 Nordhoff St - DVSS, Northridge, CA 91330, 818/885-2578.

11th Rehabilitation Technology Association's Annual Training Symposium, April 8-9, Kansas City, KS. Contact Betty Jo Tyler 304/766/7138.

Third Southeast Regional Conference—Discovering Abilities through Technology for Living, Learning, Working & Playing, April 10-12, 1990, Atlanta GA. Contact Joy Kniskern, Division of Rehabilitation Services, Georgia Tech, Atlanta GA 30332-0385 404/853-9151.

6th National Symposium on Information Technology, May 4-7, 1991, Myrtle Beach, SC. Contact Center for Developmental Disabilities, U. of South Carolina, Columbia, SC 29208 803/777- 4435.

20th Annual Meeting of the MUMPS Users' Group, June 3-7, 1991, New Orleans, LA. Contact MUG, 4321 Hartwick Rd Ste 100, College Park, MD 20740, 301/779-6555, FAX 301/779-7674.

National Educational Computing Conference, June 18-20, 1991, Phoenix AZ. Contact G. Bitter, ASU, AMF-Community Services Center, Tempe, AZ 602/965-7363.

14th Annual Conference on the Advancement of Rehabilitation and Assistive Technologies, June 21-26, 1991, Kansas City, MO. Contact RESNA, Suite 700, 1101 Connecticut Ave., NW, Washington, DC 20036, 202/857-1199.

Computers for Social Change, June 26, 1991, New York City. Contact Terry Mizrahi, ECCO, 129 E. 79th St., NY, NY 10021, 212/452-7112. The Computers for Social Change conference is being held in conjunction with the HUSITA-2 conference.

HUSITA-2 HUman Service Information Technology Association 2nd Conference, June 27-30, 1991, New Brunswick, NJ 08903. Contact Marcos Leiderman, Rutgers University. School of Social Work, 536 George St. Rm 206, New Brunswick, NJ 08903-5058 201/932-8096, BITNET: 2275027@RUTVM1.

Eighth Annual Conference of the Connecticut Special Education Network for Software Evaluation, July 11-13, 1991, Contact Chauncy N. Rucker, UConn Special Ed. Technology Lab, 249 Glenbrook Road, U-64, Storrs, CT 06269-2064 203/486-0172.

31st Annual Conference of the National Assn. for Welfare Research & Statistics, July 27-31, 1991, Charleston, SC. Contact Sandra Brown, Program Chair, Georgia Dept. of Human Resources, 47 Trinity Ave., 412H, Atlanta GA 30334, 404/656-3766.

Computing & Values, August 12-16, 1991, Southern Connecticut State U., New Haven, CT. Contact Terrell Bynum, Research Center on Computing & Society, Southern CT State U., New Haven, CT 06515 203/397-4423, FAX 203/397-4207, Bitnet: MANER@andy.bgsu.edu.

Plan to attend HUSITA-2

June 27-30th at Rutgers U. in New Jersey

See announcement above

I wish to join/renew membership in the CUSS Network. Send to:
   Dick Schoech, CUSSN, UTA, Box 19129 Graduate School of Social Work, Arlington, TX 76019-0129.

- In Australia send to Andrew Rajcher, 1 Narong Road, North Caulfield, Victoria, Australia 3161.
- In England, send to Stuart Toole, City of Birmingham, Polytechnic, Dept. Soc. & Applied Social Studies, Birmingham, England B42 2SU.
- In France, send to Alain Mazet, 10, Boulevard Gambetta, 87000 Limoges, France.
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