I wish to join/renew membership in the CUSSN Network. Send to:

Dick Schoech, CUSSN, UTA, Box 19129 Graduate School of Social Work, Arlington, TX 76019-0129.

- In Australia send to Andrew Rapier, 1 Narong Road, North Currumbin, 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, 97000 Limoges, France.
- In Greece, send to Christine Vayes, EKDOU Journal, Skoufa 52, 106 72 Athens.
- In India, send to Vidya Rao, Tata Institute of Social Sciences, Deonar, Bombay – 400 086.
- In Israel, send to Meshachim Monoshekman, School of Social Work, Bar Ilan University, Ramat Gan 52010, Israel.
- In the Netherlands, send to Hein de Graaf, Dorpstraat 47, 2300 HC Koudekerk a/d Rijn, Netherlands.
- In Switzerland, send to Armin Murmann, Institut D’Etudes Sociales, Rue Pre-voet – Martin 28, CH-1211 Geneva 4, Switzerland.
- In West Germany, send to Bernd Koehnleiter, Fachhochschule Fachbereich Sozialpädagogik, 6060 Frankfurt, Limesstrasse 9, Frankfurt AX, West Germany.

Name: [Please include a copy of your mailing label.]

Organization (for mailing purposes)

Mailing address

City

State

Zip

Country

Due: I enclose $ for membership or renewal of membership (please pay only in U.S. Funds). Make checks payable to CUSSN Network.

Due are $10 for students and the poor, $15 for individuals (personal check) and $25 for organizations. Foreign subscribers should add $5 for overseas postage and handling. Pay in U.S. Dollars only. UTA’s Federal Taxpayer’s ID# is 75-00002121 W. Please indicate if you do not want your name provided to interested in using the CUSSN mailing list.

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

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

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

The University of Texas at Arlington

Dick Schoech
CUSSN Network Coordinator

Box 19129 Grad School Social Work

Arlington, Texas 76019-0129

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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.

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 10,000 microcomputer-based local bulletin boards across the U.S. and in 9 continents. See inside for a list of CUSSNet 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.
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] = Free—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.
- [C] = Will run on the IBM personal computer and compatibles.
- [HD] = Requires a hard disk
- [C] = Requires a color graphics card
- [S] = Vendor allows you to deduct the payment to CUSSN for disks from your purchase price.

New Disks Since the Last Issue

ASH+ (1 disk) Demo of Automated Social History [D] [C] [PC]
Demo of a program that administers a 40% item choice format questionnaire to clients covering 13 areas including religion, family, education, employment, addictions, family, interests, criminal and medical histories.

RAVE (2 disks) Demos program to identify appropriate occupations [D] [C] [PC] [HD]
Demo of RAVE! (Realistic Vocational Assessment of Experiences) which finds occupational alternatives keeping the entire directory of occupational titles (DOT) in mind.

WorkNet (4 disks) Demo job development program [D] [C] [PC] [HD]
Demos of WorkNet, a program for rehabilitation and job development counselors that organizes information about employers and jobs and retrieves this information in useful reports.

Slyphus (1 disk) Demo programs to help clinicians with paperwork [D] [C] [PC] [HD]
Demos program to help clinicians fill out assessments, evaluations, mental status exams, treatment plans & reviews, terminal summaries, progress notes, insurance forms, etc. For example, it writes a treatment goal, method, session frequency and client disability from entered diagnosis.

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] [C] [PC]
Fixed Asset Manager (2 disks) Shareware fixed asset management system [U] [C] [PC] [HD]
Fund Accountant (2 disks) Shareware fund accounting system [U] [C] [PC] [HD]
Nonprofit General Ledger (1 disk) Shareware nonprofit general ledger [U] [C] [PC]
Painless Accounting (3 disks) Shareware office accounting and billing system [U] [C] [PC] [HD]
PCFund (1 disk) Demo of complete fund accounting system from American Fundware [D] [PC]

Disabilities
CAPTAIN'S LOG (2 disks) Demos a cognitive rehabilitation system [D] [C] [PC]
Freedom Writer (1 disk) Demo of input program for persons with limited mobility [D] [C] [PC]
Newkey (1 disk) Shareware key redefinition keyboard enhancer [U] [C] [PC]
Sign Friends (1 disk) Shareware Sign Language trainer [U] [C] [PC]
WPK (1 disk) Shareware easy-to-use large type font Word Processor [U] [C] [PC]

Education/training
ANGER-ADVOCACY (1 disk) Training courses on Responding to Anger & Legislative Advocacy [F] [PC]
Basic Professor (1 disk) Shareware interactive tutorial on the language BASIC [U] [C] [PC]
Black Magic (3 disks) Shareware version of hypertext software [U] [C] [PC]
DOS Learning System (1 disk) Shareware DOS tutorial [U] [C] [PC]
Empirical Practice (3 disks) Materials for a course on empirical practice [F] [PC]
Lotus Learning System (2 disks) Shareware tutorial on Lotus 1-2-3 [U] [C] [PC]
MER (2 disks) Demo of Micro Experimental Laboratory system [D] [C] [PC]
MRDOS (1 disk) Shareware introduction to the PC and DOS [U] [C] [PC]
PC-CAI (1 disk) Shareware to develop computer aided instructions [U] [C] [PC]
PC-PASS (1 disk) Demo of authoring system with two educational policy examples [D] [C] [PC]
PC-Pathway (1 disk) Demo of a career selection tool [D] [PC]

SIMCON (1 disk) Shareware policy simulation [U] [PC]
SWBIB (2 disks) Annotated bibliography on computers in social work [F] [PC]
TUTOR.COM (1 disk) Ver 4.4 A general tutorial on the PC and DOS [U] [PC]
Understanding Statistics (1 disk) A statistical tutorial [D] [C] [PC]
Word Perfect Learning System (2 disks) Shareware tutorial on Word Perfect [U] [PC]

Health and Mental Health
ACHI (1 disk) Assessment of Chemical Health Inventory Demo [D] [PC]
Agency Simulation (1 disk) Agency simulation source code & reports for a Dec 10 computer [F] [PC]
AMIS (1 disk) Demo of a hospital social workers/charge planning system [D] [C] [PC]
ARES (1 disk) Demo of an AI Risk Evaluation System [D] [C] [PC]
CASS (4 disks) Computer Assisted Social Services (CASS) system [L] [HD] [PC]
DALE (1 disk) Demo of a drug abuse education system [D] [PC]
Donatello (3 disks) Fully functional sampler of integrated mental health software [D] [HD] [PC]
DIS (1 disk) Demo of client self-administered Diagnostic Interview Schedule generating DSM III info. [D] [PC]
DSMIIIR Trainer (1 disk) Program teaches the DSMIIIR [F] [PC]
Hamilton Depression Assessment (1 disk) Automates a depression scale [F] [PC]
Help-Self (1 disk) Demo of self-help software for assertiveness, self-esteem and stress [D] [PC]
I-View Skills Demo of software to teach interviewing skills [D] [PC]
MedSWSN (2 disks) Demo of a hospital social work information system [D] [PC]
MIHC-BIB (1 disk) Annotated bibliography (551 entries) on Mental Health Computing [F] [PC] [HD]
PsyMed (2 disks) Provides an easy use guide to psychotropic medications [U] [PC]
PSYSEARCH (1 disk) Demo of a psychiatric diagnostic aide using a DSM-III-R type decision tree [D] [PC]
The Psychiatric Assistant (2 disks) Demo of a system to assist clinicians [D] [PC]

Management
Community Services Locator (1 disk) Demo of an information and referral system [D] [PC]
Day Care Manager (3 disks) Shareware for managing a day care program [U] [C] [PC]
Donor Network (2 disks) Shareware donation and pledge tracking system [U] [C] [PC] [HD]
HISIS (1 disk) Demo of customizable client information system [D] [PC]
Information Please (1 disk) Shareware quick access database [U] [C] [PC]
Micro-Psycho (1 disk) Demo of office management system for individual/group practices [D] [PC]
MIS Manager (2 disks) Shareware computer inventory tracking system [U] [C] [PC] [HD]
Performance Mentor (1 disk) Demo that helps improve employees [D] [PC]
Personnel Policy Expert (1 disk) Demo that generates an employee handbook from user questions [D] [PC]
RClient (2 disks) Demo of a client management and reporting system [D] [PC]
Schedule & GANTT (1 disk) Shareware and demo for project management [L/EPC]
The Servant (5 disks) Bible II++ system for church/Sunday school members/activities [U] [C] [PC]
Volunteer Network (3 disks) Shareware for tracking and scheduling volunteers [U] [PC] [HD]

Miscellaneous
Child Abuse (1 disk) Demo of how an intake priorization expert system might work [F] [PC]
Child Protection System (1 disk) Demo of a child protective services system [D] [PC]
KIWKSTAT (2 disks) Shareware statistical package, Ver 2.0 [U] [PC] [C]
Simple STATS (3 disks) 62 simple statistics programs [F] [PC]
TNC;;Info (2 disks) Texas Networks for Childern Electronic Information System [U] [PC]
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.
LD = Limited Use Version— lets you examine the product, but limitations prevent continued use.
S = User Supported Shareware— Full working copy to examine, you are expected to register and pay the vendor if you use it.
P = Will run on the IBM personal computer and compatibles.
HID = Requires a disk hard.
C = Requires a color graphics card
V = Vendor allows you to deduct the payment to CUSSN for disks from your purchase price.

Note: Data is drawn from the vendor and/or vendor's permission. Thus, data 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 Print of the problem and return it with your disk for a new copy.

New Disks Since the Last Issue

ASH+ (1 disk) Demo of Automated Social History [D] PC
Demo of a program that administers a 401 form choice format questionnaire to clients covering 12 areas including religion, family, education, employment, Addictions, family, interests, criminal and medical histories.

RAVE (2 disks) Demo program to identify appropriate occupations [D][P] (HD)
Demo of RAVE (Realistic Vocational Assessment of Experiences) which finds optional alternatives keeping the entire directory of educational titles (DOT) in mind.

WorkNet (4 disks) Demo job development program [D][P] (HD)
Demo of WorkNet, a program for rehabilitation and job development counselors that organizes information about employers and jobs and retrieves this information in useful reports.

Slyphus (1 disk) Demo programs to help clinicians with paperwork [D][P] (HD)
Demo programs to help clinicians fill in assessments, evaluations, mental status exams, treatment plans & reviews, termination summaries, progress notes, insurance forms, etc. For example, it writes a treatment goal, method, session frequency and client disability from entered diagnosis.

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Fixed Asset Manager (2 disks) Shareware fixed asset management system [U] PC (HD)
Fund Accountant (2 disks) Shareware fund accounting system [U] PC (HD)
Nonprofit General Ledger (1 disk) Shareware nonprofit general ledger [U] PC
Painless Accounting (3 disks) Shareware office accounting and billing system [U] PC (HD)
PCFUND (1 disk) Demo of complete fund accounting system from American Fundware [D][P] (HD)

Disabilities
CAPTAIN'S LOG (2 disks) Demo a cognitive rehabilitation system [D][C] PC
Freedom Writer (1 disk) Demo of input program for persons with limited mobility [D] PC
Newkey (1 disk) Shareware key redefinition keyboard enhancer [U] PC
Sign Friends (1 disk) Shareware Sign Language trainer [U] PC
WPK (1 disk) Shareware easy-to-use large type font Word Processor [U] PC

Education/training
ANGER-ADVOCACY (1 disk) Training courses on Responding to Anger & Legislative Advocacy [F] PC
Basic Professor (1 disk) Shareware interactive tutorial on the language BASIC [U] PC
Black Magic (3 disks) Shareware version of hypertext software [U] PC
DOS Learning System (1 disk) Shareware DOS tutorial [U] PC
Empirical Practice (3 disks) Materials for a course on empirical practice [F] PC
Lotus Learning System (2 disks) Shareware tutorial on Lotus 1 2 3 [U] PC
MEL (2 disks) Demo of Micro Experimental Laboratory system [D][P] (C)
MRDOS (1 disk) Shareware introduction to the PC and DOS [U] PC
PC-CAI (1 disk) Shareware tutorial to develop computer aided instruction [U] PC
PC-PASS (1 disk) Demo of authoring system with two social policy examples [D][C]
PC-Pathway (1 disk) Demo of a career selection tool [D][P] PC

SIMCON (1 disk) Shareware policy simulation [U] PC
SWBB (2 disks) Annotated bibliography on computers in social work [F] PC
TUTOR.COM (1 disk) Ver 4.4 A general tutorial on the PC and DOS [U] PC
Understanding Statistics (1 disk) A statistical tutorial [D][C] PC
Word Perfect Learning System (2 disks) Shareware tutorial on Word Perfect [U] PC

Health and Mental Health
ACHI (1 disk) Assessment of Chemical Health Inventory Demo [D] PC
Agency Simulation (1 disk) Agency simulation source code & reports for a Dec 10 computer [F] PC
AMIS (1 disk) Demo of a hospital social work/charge planning system [D] PC
ARES (1 disk) Demo of an at-risk Evaluation System [C]
CASS (4 disks) Computer Assisted Social Services (CASS) system [L][II] (HD) PC
DALE (1 disk) Demo of a drug abuse education system [D][P]
Descend (3 disks) Fully functional sampler of integrated mental health software [D][H] PC
DIS (1 disk) Demo of self-administered Diagnostic Interview Schedule generating DSM III info. [D] PC
DSMIIR Trainer (1 disk) Program teaches the DSMIIIR [F] PC
Hamilton Depression Assessment (1 disk) Automates a depression scale [F] PC
Help-Software (1 disk) Demo of self-help software for assertiveness, self-esteem and stress [D] PC
I-View Skills Demo of software to teach interviewing skills [D] PC
MEDSWIN (2 disks) Demo of a hospital social work information system [D][P]
MIEC-BIB (1 disk) Annotated bibliography (581 entries) on Mental Health Computing [F] PC (HD)
PsyMed (2 disks) Provides an easy to use guide to psychotropic medications [U] PC
PSYSEARCH (1 disk) Demo of a psychiatric diagnostic aide using a DSM-III-R type decision tree [D] PC
The Psychiatric Assistant (2 disks) Demo of a system to assist clinicians [D][P] PC

Management
Community Services Locator (1 disk) A demonstration of information and referral system [D][C] PC
Day Care Manager (3 disks) Shareware for managing a day care program [U] PC (HD)
Donor Network (2 disks) Shareware donation and pledge tracking system [U] PC (HD)
HISIS (1 disk) Demo of customizable client information system [D][P] PC
Information Please (1 disk) Shareware quick access database [U] PC
Micro-Psych (1 disk) Demo of office management system for individual/group practices [D] PC
MIS Manager (2 disks) Shareware computer inventory tracking system [U] PC (HD)
Performance Mentor (1 disk) Demo that helps improve employees [D][C] PC
Personal Policy Expert (1 disk) Demo that generates an employee handbook from user questions [D] PC
R/Client (2 disks) Demo of a client management and reporting system [D] PC
Schedule & GANTT (1 disk) Shareware and demo for project management [L][E][F] PC
The Server (5 disks) Database II+ system for church/Sunday school membership/activities [U] PC (HD)
Volunteer Network (3 disks) Shareware for tracking and scheduling volunteers [U] PC (HD)

Miscellaneous
Child Abuse (1 disk) Demo of how an intake prioritization expert system might work [F] PC
Child Protection System (1 disk) Demo of a child protective services system [D][C] PC
KWIKSTAT (2 disks) Shareware statistical package, Ver 2.0 [U] PC (C)
Simple STATS (3 disks) 62 simple statistics programs [F] PC
TNC/Info (2 disks) Texas Networks for Childrens Electronic Information System [U] PC

Demoshare/freebase disk order form
To order, circle the disk 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. Disk may be accompanied by vendor advertisements, offer forms, etc. Proceeds from disk sales go towards furthering the CUSSN activities. Order from D. Schoen, CUSSN, UTAS, Box 19129 GSSW, Arlington, TX 76019-0219. Make checks payable to CUSSN. UTAS's Federal Taxpayer ID number is 75-0600012.W.

Number of software products =
Enclosed (U.S. dollar only) # of disk X$5 (members) or $6 (non-members) per disk (min $25 per disk for orders of 10+ disks)

Name:
Address:
City:
State:
Postal Code:
Country:

CUSSN Newsletter, Spring/Summer 1991
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, addiction, 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)

<table>
<thead>
<tr>
<th>Net/Node</th>
<th>BBS Name</th>
<th>City &amp; State</th>
<th>Sysop</th>
<th>Phone</th>
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<td>10/00</td>
<td>Bruce’s Board</td>
<td>Barstow, CA</td>
<td>B. Hartst</td>
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<td>M. Attaran</td>
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<td>D. Hall</td>
<td>603-225-7161</td>
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<tr>
<td>134/202</td>
<td>Welcome to my nightmare</td>
<td>Sylvan Lake, AB, Canada</td>
<td>D. Eisler</td>
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<td>138/115</td>
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<td>R. Langford</td>
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<tr>
<td>138/161</td>
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<td>E. DeGroots</td>
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<td>W. King</td>
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Conference Overview
This issue of CUSSNet contains all accepted juried abstracts accepted by the HUSTA-2 conference of 2016. As you can see from the conference schedule below, the juried presentations are only one of several major activities occurring at the HUSTA-2 conference.

HUSTA-2 will be a major event in human service computing. All are encouraged to attend. A lot of effort has been spent to make HUSTA-2 a fashionable international event. For example, a solidarity fund has been developed for human service computing professional from developing countries. For additional information on HUSTA-2 and registration details, contact:

Marcos Lederman, Chair and Professor
Ragiers, The State University of New Jersey
School of Social Work
350 North River Rd., Room 206
New Brunswick, NJ 08903
908-932-7935
FAX: 908-932-8818
BTTNET: 2272007@RUTVM1

Introduction

This paper deals with the question of why some human service organizations are more innovative in their use of computers than others, particularly in the area of strategic planning.

In the extensive literature on organizational change and innovation, it is apparent that competing theoretical paradigms exist. The "rational" approach views change as the result of a common desire for organizational efficiency, while the "natural-systems" perspective seeks explanation in the informal organizational environment. Although both theoretical traditions have been confirmed empirically, the findings are equivocal and often contradictory.

Conference Overview

Pre-Conference Professional Development Program
Sunday, June 23 to Tuesday, June 25, 1991

Wednesday, June 26
7:30AM - 6:30PM  On-Site Registration at Exhibit Hall

Thursday, June 27
7:30AM - 6:30PM  Opening of Exhibit Booths
Hyatt Regency
8:00AM - 4:00PM

Friday, June 28
7:30AM - 6:30PM  HUSTA-2 International Conference
Hyatt Regency

Saturday, June 29
7:30AM - 6:00PM  Closing of Exhibit Booths
Hyatt Regency
8:00AM - 10:00PM

Sunday, June 30
7:30AM - 6:00PM  HUSTA-2 Banquet
Hyatt Regency

Organizational and Technical

Administration and Management

Innovative Use of Computers for Planning in Human Service Organizations
A. D. McSweeney, PhD, School of Social Work, Laurentian University, Ramsey, Lake Rosedale, Sudbury, Ontario, Canada P1E 2C6

CUSSNet Newsletter, Spring/Summer 1991
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 can carry. The generator will get 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)

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Introduction
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Organizational and Technical

Administration and Management
Innovative Use of Computers for Planning in Human Service Organizations
A. D. Maitz, PhD, School of Social Work, Laurentian University, Ramsey Lake Road, Sudbury, Ontario, Canada P1E 2C6

This paper deals with the question of why some human service organizations are more innovative in their use of computers than others, particularly in the area of strategic planning.

In the extensive literature on organizational change and innovation, it is apparent that competing theoretical paradigms exist. The "rational" approach views change as the result of a common desire for organizational efficiency, while the "natural-systems" perspective seeks explanations in the informal organizational environment. Although both theoretical traditions have been confirmed empirically, the findings are equivocal and often contradictory.

Conference Overview

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Sunday, June 23 to Tuesday, June 25, 1991

WEDNESDAY JUNE 26
3:30AM - 6:30PM On-Site Registration at Exhibit Hall

THURSDAY JUNE 27
7:30AM - 6:30PM

SUNDAY JUNE 30
6:30PM - 7:00PM
5Km Fun Run

HUSTA-2
International Conference

HUSTA-2 International Conference
Special Interest Groups (SIGs)
SIG Breakfast Meetings

Saturday JUNE 29
8:00AM - 10:00AM
National Nursing Conference

Meetings

Sunday JUNE 30
8:00AM - 10:00AM
National Nursing Conference

Meetings

CUSSNet Newsletter, Spring/Summer 1991
A study using commonly reported variables in the ratio-
nal and natural-systems traditions tested alternative
hypotheses to account for technological innovation in
human service organizations. Preliminary data seemed
to support the rational explanation, but further analysis
provided variables to test the transition to being
more critical to developmental use of the technology for
planning
purposes. Organizational and institutional capacity for
access to resources, and internal receptiveness to change
seem to have been more relevant to the timing or priority
of computers compared to rationality and consensus
governing organizational goals, principles of efficiency,
or access to information, expertise, and financial resources.
Most basic were environmental uncertainty and the pres-
ence of innovative individuals.
The presentation concludes with an analysis of manage-
mental styles and planning patterns in the agencies studied,
especially with respect to shifts that have occurred in those
more advanced in their use of computers for planning.

An Instructional Model For Social Work

Engaged in Developing

Computerized Management Information

Systems in Academic Institutions

Diana Mestendorf, D.S.W., Assistant Professor, West Chester

University Department of Social Work, McCoy Center,

South Campus, West Chester, PA 19383

Dean Osie Lesley, M.S.W., Director of Admissions; Sandra

Bauman, M.S.W., Director of Field Placement; and Janet

Heisman, Administrative Assistant, U. of Pennsylvania,

School of Social Work, Philadelphia, PA 19104

This panel presentation reports on the experience of
administrative faculty at the University of Pennsylvania
School of Social Work in designing and implementing
a management information system that integrates recruit-
ment, admissions and field placement of prospective MSW
students. Identified needs included in the system design were:

• a central system of tracking students through the
  process; and
• a systematic field placement process.

This panel will present the trials and tribulations for recruit-
ment, admissions and field placement of prospective MSW
students. Identified needs included in the system design were:

• a central system of tracking students through the
  process; and
• a systematic field placement process.

A Model for "In-House" Software Customization (Child Welfare

System)  

Casey Peterson, Supervisor, Planning, Evaluation & Infor-

mation, The Children's Aid Society of the Region of Peel,

19 Peel Centre Drive, Brampton, Ontario, L7P 4B9, Can-

ada, FAX: (416) 791-6949

Amy Cosinou, Manager, Information & Research, Family

& Children's Services of The Regional Municipality of

Waterloo, 355 Charles Street, Kitchener, Ontario N26 2P8

Canada FAX: (519) 747-2667

In-house software development represents an import-

ant initiative for human service agencies which frequently
are forced to accept off-the-shelf software that does not fit
the unique needs of their agency. While there has been a
reliance among human service agencies to develop in-
house software because of costs and complexities, it never-
theless can be accomplished effectively.

This paper will present the experiences of two Ontario
child welfare agencies who have successfully developed and
customized a software application program. A unique
Court Information System was designed to store case re-
lated information for an efficient and effective management
of a Welfare Court proceedings. The system schedules, tracks,
manages, and maintains the record of every child welfare case
that is brought before the court. Various reports, letters to
lawyers and statistics related to Court activity are generated
by the system.

The presentation will examine a variety of questions and
issues related to social work "driven" software develop-
ment including systems design, the need for field placements,
the movement, definition of terms, inter-agency and private
sector collaboration, funding, project management and the
use of consultants.

Barriers and strategies for successful design, develop-
ment and implementation of software systems in human
service agencies will be offered and alternative and adver-
sed solutions and recommendations offered. Finally, key features of
the actual Court Information System software program will be
demonstrated using a sample of the work in progress.

This paper will be of interest to managers, lawyers, cler-
ical staff, and Child Welfare human service professionals.

Patterns of Information Use by Levels in Human Service Organizations

Philip H. Scherr, Ph.D., Assistant Professor, National

Catholic School of Social Service, The Catholic University of America, Washington, D.C.

This exploratory study used a mailed questionnaire to
collect data on the frequency with which information about
clients, services, staff, and finances are used by human

service workers in community mental health centers. Using
66 information tables, suggested by the NIMH to meet
minimal information system requirements for research, evalua-
tion of practice and programs, 241 items of informa-
tion were developed for the questionnaire.

Communication and decision then involved observa-
tions of patterns of information use based on the frequency,
type, and referents of items recorded for workers at each
level of the hierarchy. This study also included an evaluation
of social and direct service. An analysis of variance was used to
test the statistical significance of the observed differences
among roles and among workers from different
different disciplines.

Differences were found in the type and frequency of
information used by workers at different levels. The infor-
mation used by executives appears to be almost exclusively
focused on the financial stability of the organization, lend-
ing support for the notion of a "theoretical" view of the
mission and adaptability of the organization. Observations reflect a lack
of clear definition of responsibility and accountability of
managers in CMHC. Observations also may reflect a gap in
the education and training of practitioners moving up to
the role of manager. Information use patterns of direct
service workers displayed the greatest congruence between
what is used and what, in theory, they need to know. How-
ever, the use of information to support an informed
practice was not evident in these patterns.

Findings of no difference in information use based on
academic discipline of the workers suggest an organiza-
tional based design of information systems. However,
designed-in systems are not used extensively. The organiza-
tion and dissemination of how uses of information may not serve the
organization, or the user, in the most productive manner. Effectiveness of in-
formation use in human service agencies depends on the
management design in the human services, can be improved by directing
specifically used information to workers at the various
levels. Effectiveness may be improved by determining the spe-
cific composition of the information needed and wanted by workers.
In this study the information was based on schools of
social work to teach the decision making purposes and
approaches at each level of the organization. Schools must
also expose students to technologies available to support
practise at the direct service level and beyond. Such efforts
could also improve the design, implementation, stake-
holder responsiveness to the client, and reduce worker burn-
out.

Organizational Development and Information Systems: A Case Study

Randolph J. Toghe, Director of Research, The Vocational and

Rehabilitation Research Institute, 3304–33rd St NW, Cal-

gary, Alberta, T2F 2A6

The potential benefit of computer information systems is
readily acknowledged within human service organiza-
tions. The utility of these organizations have made the
commitment to adopt such information systems. Yet, as
organizations change and the technology they have used
become antiquated, the information system may fall into
disuse.

This paper presentation will describe the experience of
a human service organization which made the commitment
to computerizing their client records early in the 1980's.
This time period was a critical one, both from the stand-
point of technological developments in personal comput-
ers and software and with respect to philosophical shifts in
the way human service organizations conduct their busi-
ness.

In the early 1980's, personal computer LAN applications
were just being developed. Thus the technology was fairly
new and untested, and had little experience with these
types of applications. Compounding this diffi-
culty was the fact that the market for personal computers was becoming
out-of-date shortly after it was purchased.

As well, for organizations providing services to people
with developmental disabilities, the 1980's was a time for
reconceptualization of how services were provided, based
on the ideologies of consumer empowerment, com-
munity integration and normalization. This shift translated
into new ways of making service decisions, hence new needs
for information and the way it was to be utilized for such
decision making. The models changed, the technical expertise (or the funds to
purchase same) were not available so the computerized information system
could be modified to reflect these developments.

The case study to be presented in the paper is illustrative of
the preceding scenario. An interesting aspect of this
particular case is that many of the "right" steps were fol-
lowed in preparation for computerization (i.e., a consulting
company was hired to determine needs and to put together
an implementation plan). Yet still the system failed and in
fact was never used. The paper will trace the history of the
system development, look at the changes and newly
envisioned attempts to get the system back on track. For some organizations
managing change for the computerization computer information technology and
its effective and flexible use in human services.

Computer Management in a Substance Abuse Center

Audrey E. Block, M.S.W., Hunter College School of Social Work, 174 Lakeside Drive S. Lawrence NY 11550

This paper will describe the use of computers to manage
the operation of a substance abuse treatment program of Wheeler Clinic, Inc. from 1988-1990 and initi-
ated several different software programs to improve its
service delivery. Among the programs used were ProCeX
2.0, a relational database program; Sciame, bibliographic
search and query program; ProgMaker 2.0, a publishing
program; and CoreDraw graphics package as well as
WordPerfect 5.1 word processing program.

These software packages were used to manage informa-
tion on resources including books, videos, audio-
cassettes, pamphlets; to develop a database for monitoring
client intake; to allow for the development of sub-
makes specific client tracking; to target mailing
purposes; to create a user mailing list; and to publish a computer-generated quarterly newsletter on substance abuse issues.

The paper will address the selection process, equipment requirements and technical support for computer software. It will focus on the process of introducing computer tech-

CUSSIN Newsletter, Spring/Summer 1991

CUSSIN Newsletter, Spring/Summer 1991
A study using commonly reported variables in the rational and natural–systems traditions tested alternative hypotheses to account for technological innovation in human service organizations. Preliminary data seemed to support the rational explanation, but further analysis provided variable combinations that had to be considered to better replicate the differential use of the technology. The study provided some initial indications of why computerization may be more critical to differential use of the technology than planning or organization in the human service sector.

A Model for "In-House" Software Customization (Diana Mertendorf, Assistant Professor, West Chester University Department of Social Work, McCoy Center, South Campus, West Chester, PA 19383)

Diana Mertendorf, Assistant Professor, West Chester University Department of Social Work, McCoy Center, South Campus, West Chester, PA 19383

This paper will present the experiences of two Ontario in–house computer systems who successfully developed and customized a software application program. A unique Court Information System was designed to store case related information and maintain a record of every child welfare case that is brought before the court. Various reports, letters to lawyers and statistics related to Court activity are generated by the system.

Patterns of Information Use by Levels in Human Service Organizations (Philip H. Schervish, Ph.D., Assistant Professor, National Catholic School of Social Service, The Catholic University of America, Washington, DC 20064)

This exploratory study used a mailed questionnaire to collect data on the frequency with which information about clients, services, staff, and finances are used by human service workers in community mental health centers. Using 66 information tables, suggested by the NIMH to meet minimum research content standards for outcome research, the study assessed the frequency of evaluation of practice and programs, 241 items of information were developed for the questionnaire.

Communication and decision-making observed in work of the organization, by type, and refersents of items ranked for workers at each level of the organization. The research was designed to test the practical significance of the observed differences among roles and levels and among workers from different academic disciplines.

Differences were found in the type and frequency of information used by workers at different levels. The information used by executives appears to be almost exclusively focused on the financial stability of the organization, lending support to the rational model of the organization. In contrast, the executive information used by the middle-level and first-line supervisors emphasizes the professional, social, and human needs of the clients. Information use patterns of direct service workers displayed the greatest congruence between what is used and what, in theory, they need to know. However, the use of information to support an informed decision was not evident in these patterns.

Findings of no difference in information use based on academic discipline of the workers suggest an organizational based design of information systems. However, designers of systems that are prospective in nature or in which the uses of information may not serve the organization, or the user, in the most productive manner. Effectiveness of information use may be improved by directly specifying the uses for which information in the system design in the human services, can be improved by directing specifically used information to workers at the various levels. Efficiency can be improved by determining the specific composition of the information needed and wanted by workers, or that is, the actual use of the information. The effect of information needs upon schools of social work to teach the decision making purposes and procedures at each level of the organization. Schools must also address questions of effective information available to support practice at the direct service level and beyond. Such efforts could lead to the development, implementation, and evaluation of systems that integrate rational responsiveness to the client, and reduce worker burnout.

Organizational Development and Information Systems (Randolph J. T. Tichy, Director of Research, The Vocational Rehabilitation Research Institute, 3304–33rd St NW, Tulare, Alberitical, 2000)

The potential benefit of computer information systems is readily acknowledged within human service organization. However, the participation of these organizations have made the commitment to adopt such information systems. Yet, as organizations change and the technology they have used becomes antiquated, the information system may fall into disuse.

This paper will be of interest to managers, lawyers, clerical staff, and Child Welfare human service professionals.
Computer Applications in Development: Programmes by Madurai Institute of Social Work

V.P. Raju, Director, Madurai Institute of Social Work, Alagarokil Road, Madurai, 625002, India
M. Kannan, Information Officer, Madurai Institute of Social Work, Madurai, 625002, Tamil Nadu, India

The computer is a boon for any school of social work. Since we have computers in our Institute we would like to share our experiences with regard to the application of computers in development programmes.

To begin with, we undertook many massive surveys and research studies through our research cell. We have been doing manually the coding, editing, tabulation and statistical analysis part etc., previously. After the installation of computers in our Institute, the massive data from the respondents (N=1000 to 2000) are precoded and analyzed within a few hours. Together with the help of the software, the developed standard statistical software we are in a better position to draw scientific conclusions.

Secondly, we apply computers for monitoring different aspects like (a) the progress of the activities under special programmes; (b) the progress of the clients in the child guidance clinic and family counselling centre etc., (c) the allocation and distribution of funds are monitored; (d) the performance of the personnel involved in different welfare projects, in terms of their target and achievement are evaluated.

Thirdly, computers are applied for communication purpose. Important notice or information are communicated with the help of standard software like word processors.

Fourthly, we are in a position to preserve the data pertaining to different aspects of the project in the project area, which comprises 50 villages, different programmes, the strategies and problems. Through this we are able to get the required data about any area within fraction of seconds from our data bank.


Professors: Maria Sordini, Education Research Center, Horacio Quiroga 6494, Montevideo, Uruguay

The presentation will cover:

- Developing societies and advanced technologies of informationcommunication and decisions: A comparative systems analysis.
- The SDG® SYNDROME: THE UNDERDEVELOPED USE OF DEVELOPED TECHNOLOGIES. The systemic limitations of developing (un)development, how to observe, to observe, and manage the advanced technologies of information, communications and decisions, -ATDC®. The relations between TECHNOLOGIES and SOCIAL FUNCTIONS in developing societies.
- THE ROAD TO SOCIALWARE.

- The German's "SOZIOTECHNOLOGIE," Jurgen Rees et al. (1979); and Uwe Kahlenb et al. (1986).
- Erwin Laszlo's SOCIOCYBERNETICS (1964).
- Fernando Flores's THE COORDINATOR, (1982), the complex systems and the "ontological design;"
- Development "Theorize after the revolution in Information Theory, Information Sciences, and Information/Communication Technologies, (IEEE-AC-)."

SOCIALWARE: an interdisciplinary approach to design integrated systems to deal with social needs and advanced technologies in developing societies.
Computer Applications in Development: Programmes by Madura Institute of Social Work

D.V.P. Rajia, Director, Madura Institute of Social Work, Alagarcoil Road, Madurai, 625002, India

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Secondly, we apply computers for monitoring different aspects like: (a) the progress of the activities under special programmes; (b) the progress of the clients in the child guidance clinic and family counselling centre etc., (c) the allocation and distribution of funds are monitored; (d) the performance of the personnel involved in different welfare projects, in terms of their target and achievement are evaluated.

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Professionals and Institutions, Education Research Center, Horacio Quiroga 6494, Montevideo, Uruguay

The presentation will cover:

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- "Develnet: Toward the revolution in Information Theory" Science and Information, Information and Communication Technologies, (NIECE-IC), the Latin American view?

SOCIWARE: an interdisciplinary approach to design integrated systems to deal with social needs and advanced technologies in developing societies.
visualizations which should be performed. The result is that the individual can benefit from the best expertise the agency has to offer.

What software does ASA/P use? ASA/P is being developed in an OS/2 environment using application manager, a graphical user interface software development tool. ASA/P is being linked to a database called SQL server. The graphical user interface is a mouse. A mouse is used to select items from list boxes, to click on radio button groups, and to accept selection for the graphics alone. Summary: a 30 minute demo of the system will show how powerful a system can be when it has a knowledge base behind it and a graphical interface at its front.

The Optimum Allocation of In-Home Supportive-Type Services in the Multipurpose Senior Services Project

Leonard S. Miller, Ph.D., Professor, Social Welfare, Office of the Dean, University of California, Berkeley, Berkeley, California 94720

Allocative efficiency in community based long term care focuses on making the best use of purchased in home supportive type services budgets. Exposition includes: the optimization principles, their implementation in a non-computationally intensive algorithm; a model of the production of CBLC in California that accounts for program priority; and a demonstration that the requisite necessary and sufficient conditions of optimization hold. A decision support system which implements these ideas is demonstrated and results from its use are evaluated. A 15.4% increase in the community days attributable to program is expected from its use.

An Evaluation of Human Services Computer Systems in Oregon, C.I.C.

Laura I. Zimmerman, Human Services Research Laboratory, CB# 3570, 910 Airport Road, U. of North Carolina- Chapel Hill, NC 27599-3570

The Human Service Directors in Oregon County, N.C. have formed a "Team" to enhance communications among the -team members and to use the data from their services through a shared Master Client Index File (MCIF).

An evaluation of the computer technology in all departments has been performed as a preliminary step for the MCIF. The evaluation included an assessment of the departments' computer technology as well as other barriers influencing the MCIF goal. The computer technol- ogy assessment focused on the present computer hardware, software, and communication links to other computers. Other barriers, such as confidentiality in a shared client database, data entry and Data Processing support were also covered in this evaluation.

The evaluation involved a mailout/mailback questionnaire followed by a personal interview with each department director. Also completed was an assessment of the type of hardware and software on each computer, links with the Orange County main computer, and links to the State centralized mainframe, that was needed by the department interviewed, from all other departments, was also noted. The survey as part of the evaluation included confidentiality of shared data, the need for consent forms, the practicality of consent forms, data entry into the system, responses to the treatment hierarchy for changing data and the contribution of Data Processing.

The computer needs in The Human Services Management Team were not being met within departments mainly supported by County funds. Those departments sponsored by funding other than Orange County seemed to have computer equipment that was meeting the departments' needs although not state-of-the-art. The majority of com- puters within these departments were 8888 systems, many not capable of 640k. The departments generally had enough computers, but not good quality, fast, with more than 20 mb of storage. Each computer had a dot matrix printer and a 20 line terminal. Only 10% of the computers, of which few, if any, were beneficial more than the dot matrix.

In some departments the lack of RAM memory limited software choices. The software in place was not strong enough to handle the needs of most departments, although most different types of packages are available.

Recommendations relating to computer technology included decreasing the total number of computer purchases while improving the power of the PCs. Replace dot matrix printers and use higher quality graphics. Local area networks should be put in place to allow the sharing of files and data and the concepts from its use are evaluated. A 15.4% increase in the community days attributable to program is expected from its use.

The CWPEP is a student literary corps of undergraduates of Pace University. CWPEP members take the course "Computers and Society" as part of their interdisciplinary program in critical thinking and commu- nication. The CWPEP is a hands-on, technology-run student- led program. CWPEP volunteers are coordinated and trained by experienced faculty and staff. The purpose of the project is to introduce the personal computer and to explore its use as a tool for human empowerment. The student develops a proficiency in personal computer applications including word processing, databases, spreadsheets and communications. The stu- dent is introduced to non-profit computing and learns to access established support and service networks. Under the direction of the classroom instructor, the student works one-to-one to introduce the computer to a teenager from a homeless shelter. The student is introduced to tutoring techniques and is assisted in working with the teenager in developing writing skills, problem solving and information processing skills.

Evaluation of the program is undertaken at various levels including student academic performance in computing, student effectiveness in tutoring, progress among tutors, overall impact of service activity among undergraduate students and community impact of the program. The evaluation results will be included in the presentation.

"Crisis Counseling" and "Organizational Assessment"

Brett Seabury, Associate Professor, School of Social Work, U. of Michigan, 1005 Frieze Blvd, Ann Arbor, MI 48109

I will demonstrate two interactive video programs that I have been working on. "Crisis Counseling" is in its final form and is presently being used in educational research and program, "Organizational Assessment" will be in Beta version by next June. Both of these programs use laser disc technology to create a simulated environment of practice. The first program allows the student to interview a client in crisis, and the second program allows the student to case their field agency by interviewing and using the advice of various staff members. Both of these pro- grams have been authored on Quest and run on an IBM compatible system (either AT, XT, or 386). The micros are either IBM compatible or Sony View System, but I have not seen or tried their programs out yet.

I believe that in the process of demonstrating these programs is to en- courage other educators and trainers to consider using interactive video technology and more importantly to begin to develop the expertise to develop their own interactive programs. I hope that the programs can be set up in an area that is related to the problem of the group to sit down and actually run the programs. I am convinced from prior demonstrations of interactive programs that it is only through this type of participation that a new skill can begin to see the potentials of this educational technology.

Information Technology Availability in Schools of Social Work: Results of an International Survey

Richard K. Cassaro, Ph.D, Assistant Professor and Ram A. Cuoio, Ph.D, Associate Professor, University of Pennsyl- vania, School of Social Work, 3701 Locust Walk, Phila- delphia, PA 19104 6214

The introduction of information technology into social work education is a current issue in the field, especially as it is known about the current rate, nature, and use of comput- ers in schools of social work. This study is the first to focus on computer technology within schools of social work and the extent to which computer related courses are integrated in the curricula of social work programs and used by their users in schools of social work. The sample consists of non U.S. schools drawn from the membership of the Interna- tional Association of Schools of Social Work (IASSW) and U.S. schools drawn from the membership of the Council on Social Work Education (CSWE).

The study tested three hypotheses:

- Schools in the United States use computers significantly more and for more advanced purposes compared with schools in other countries.
- Schools which offer graduate degrees will be better equipped with computers and use them more extensively; and
- The larger the size of the school, the higher will be the number of computers and the higher the level of computer use.

The findings supported these hypotheses and portend a trend toward increased computer technology in schools of social work. Based on the findings, the paper recommends curriculum and policy modifications that should be considered by schools of social work.

Computer-assisted Instruction in Child Abuse Assessment: Does it Work?

Rob MacFadden, Ph.D, Associate Professor, U. of Toronto, Toronto, Ontario, M5S 1A1 Inter: MCFADDEN@vm.utoronto.ca

This workshop will present the results of a recently completed study that examined the effectiveness of computer- assisted instruction in training new protection workers in child sexual abuse assessment.

The study, sponsored by the Institute for the Prevention of Child Abuse, (Ontario), utilized a control group ap- proach to determine whether use of the Computerized Assessment Program (CAP) is superior to (A) computer (B), software improved knowledge in this area.

Seventy-six workers were randomly assigned to two groups: control and training. The nine new protection workers in the training group received a one time, short- term instructional experience via the computer. The con- trol group received no computerized exposure or exposure.

While both groups were almost identical in selected knowledge and pre-test scores, training is significant. The training group, on the whole, scored 9% higher after experiencing the training. From a short-term perspective (experiencing the 2 knowledge quizzes within 8-24 days),
The Optimium Allocation of In-Home Supportive-Type Services in the Multipurpose Senior Service Center

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The Human Service Directors in Oregon County, N.C. have formed a "Team" to enhance communications among the directors and the type of cooperation that can be used in the State of North Carolina. As a Team, the group has been able to make changes that the individual departments could not do alone. The group has plans to improve their services through a shared Master Client Index File (MCIF). An evaluation of the computer technology in all depart- ments is to be performed as a preliminary step for the MCIF. The computer technology assessment focused on the present computer hardware, software, and communication links to other computers. Other barriers, such as confidentiality in a shared client database, data entry and Data Processing support were also covered in the evaluation.

The evaluation involved a mailout-mailback questionnaire followed by a personal interview with each depart- ment director. Also, a complete assessment of the type of hardware and software on each computer, links with the Ork County main computer, and links to the State dedicated minicomputer, data that was needed by the department interviewed, from all other departments, was supplied during the interview. Other barriers included confidentiality of shared data, the need for consent forms, the practicality of consent forms, data entry into the system, response time, the evaluation hierarchy for changing data and the contribution of Data Processing in the Human Services Management Team.

The computer needs in The Human Services Management Team were not being met within departments mainly supported by County funds. Those departments sponsored by funding other than Orange County seemed to have computer equipment that was meeting the departments' needs although not state-of-the-art. The majority of com- puters within these departments were 8088 systems, many not capable of 640k. The departments generally had enough computers, but not good quality, fast, with more than 20 ms of storage. Each computer had a dot matrix printer attached. Only four had a laser printer, of which few, if any were more beneficial than the dot matrix.

In some departments the lack of RAM memory limited software choices. The software was not strong enough to handle the needs of most departments, although most different types of packages are available.

Recommendations relating to computer technology in- cluded decreasing the total number of computer purchases while improving the power of the PCs. Replace dot matrix printers with sufficient storage and data processing. Local area networks should be put in place to allow the sharing of files and data processing. Greater support needs to be given to Data Processing in the way of additional personnel and resources to better support the PC technology in the Human Services Departments by the County Administration.

The evaluation resulted in increased awareness of the computer technology. The largest departments had a laser printer, of which few, if any, were other than the dot matrix.

Training and Education

Computers for Human Empowerment

Suzan M. Merritt, Dean, School of Computer Science & Information Systems, Pace University, 1 Marine Ave., White Plains, NY 10606

The Pace University College of White Plains Empowerment Project (CWPEP), funded by the U.S. Department of Education under the Rural Corps Program, was designed to respond to the severe need on the part of homeless teenagers in Westchester County for literacy training. Moreover, the volunteers, for faster, better quality print production toward literacy since among individuals for whom housing and job are immediate concerns, without proper skills or skills which seem less urgent. CWPEP volunteers motivate and computers.

The CWPEP is a student literary corps of undergradu- ates of Pace University. CWPEP members take the course "Computers for Human Empowerment" and learn about interdisciplinary project in critical thinking and communica- tion to disadvantaged homeless teenagers as part of that course. CWPEP volunteers are coordinated and trained by experienced faculty and staff. They are taught "Computers for Human Empowerment" and its integration into the proj- ect. The goal of the course is to introduce the Pace student to the personal computer and to explore its use as a tool for human empowerment. The student develops a proficiency in personal computer applications including word processing, databases, spreadsheets and communications. The stu- dent is introduced to non-profit computing and learns to access established support and service networks. Under the direction of the classroom instructor, the student works one-to-one to introduce the computer to a teenager from a homeless shelter. The student is introduced to tutoring techniques and is assisted in working with the teenager in developing writing, punctuation, problem solving and in- formation processing skills.

Evaluation of the program is undertaken at various lev- els including student academic performance in computing, student effectiveness in tutoring, progress among tutors, overall impact of service activity among undergraduate students and the program. The evaluation results will be included in the presentation.

"Crisis Counseling" and "Organizational Assessment"

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I will demonstrate two interactive video programs that I have developed. "Crisis Counseling" is in its final form and is presently being used in educational research and a program, "Organizational Assessment" will be in Beta version by next June. Both of these programs use laser disc technology to create a simulated environment of practice. The first program allows the stu- dent to interview a client in crisis, and the second program allows the student to case their field agency by interviewing and interviewing their and various staff members. Both of these programs have been authored on Quest and run on an IBM compatible computer. The Ford AT, OS-2) with either M- Moore, Visage, TenCor, or Infowindow hardware, a laser disc player, and either a VGA or multi-sync, color monitor. Quest and run on a program called Sony View System, but I have not seen or tried my programs outside of Quest.

The purpose in demonstrating these programs is to en- courage other educators and trainers to consider using interactive video technology and more importantly to begin to develop the expertise to develop their own interactive programs. I hope that the programs can be set up in an area that allows the students to the conference to sit down and actually run the programs. I am convinced from prior demonstrations of interactive programs that it is only through hands-on training that the student can begin to see the potential of these educational technology.

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The study tested three hypotheses:

- that the United States use computers significantly more and for more advanced purposes compared with schools in other countries,
- that schools which offer graduate degrees will be better equipped with computers and use them more extensively,
- that the larger the size of the school, the higher will be the number of computers and the higher the level of computer use.

The findings supported these hypotheses and portend a shared trend towards increased use of computers in schools of social work. Based on the findings, the paper recommends curriculum and policy modifications that should be considered by schools of social work.

Computer-assisted Instruction in Child Abuse Assessment: Does it Work?

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The study is sponsored by the Institute for the Prevention of Child Abuse, (Ontario), utilized a control group approach to determine whether use of the Computerized Assessment of Abuse (CAA) software improved knowledge in this area.

Seventy-six workers were randomly assigned to two groups: control and training. Nineteen new protection workers in the training group received a one time, short- term instructional experience via the computer. The control group received no computerized exposure or exposure.

While both groups were almost identical in selected knowledge, the computerized group scored higher than the control group on the whole, scored 9% higher after experiencing the training. From a short-term perspective (experiencing the 2 knowledge quizzes within 8-24 days),
the training group scored 18% higher than the control group.

Attitudes towards training and computers were also sampled within the two groups and will be reported on. This workshop will present these findings employing Harwood’s (1985) model and implications for training and the use of CAL. Parts of the C.C.A.A.T.S. program will also be demonstrated and discussion among participants encouraged.

Constructing a Computer Assisted Instructional Package to Teach Case Management Skills

Judit L. Grey, Associate Professor and Thomas F. Higgins, Programmer, Ball State U. Dept. of Social Work, Muncie, IN 47306

This presentation will focus on the development and implementation of a Computer Assisted Instructional Package (CAI) entitled, Problem Solving In Case Management (PSICM). This CAI has been used to teach case management skills to baccalaureate social work students. The goals of the computer assisted model are to develop the students fundamental microcomputer skills and increase their understanding of the nature of serious mental illness. PJC broadens the student’s abilities to problem solve, provides resources to clients, and leads them to appreciate the value of case management services.

The theories and concepts used in the PJC are: 1) Compton and Galaway’s problem solving model; and 2) Compton and Galaway’s generalist social work practice approach, with a person-in-environment focus; 3) Chandler’s computer assisted instructional model which provides the rationale used to teach the computer skills through CAI and; 4) Lamb, Rupp, and Chamberlin’s case management approaches with the seriously mentally ill.

The program instructs students to practice prioritizing client needs, problems and skills to the hypothetic case of a seriously mentally ill individual. In order to have a user-friendly interface, the program was designed and scripted using the Apple Macintosh computer with HyperCard software. The database uses the stacks provided by HyperCard and has been the design and creation of a quadrise database format. Upon making initial decisions, students are presented with random outcomes, generated by the program design, which require additional application of problem solving skills. Students use a Mouse to activate “Button” which directs the program; implement their choices; will access help, current status, and/or dictionary stacks; and print a copy of the student’s exercise which he program tracks on a step by step basis.

A unique approach to learning is provided through the PJC program as decisions must be made on multiple levels.

This aspect will be highlighted by a “walk through” demonstration. Beyond making specific plans with the client, students must make choices in relationship to additional problems which arise and may type in their own situations. The simulation is processed with students through class discussion and a review of the student’s printed exercise with the instructor.

Results from pretest and posttest data will be presented to illustrate the validity of PJC as an appropriate educational tool.

Information Technology Foundations for Professional Social Work Practice: An MSW (Social Service Administration) Curriculum Focus

Robert C. Holloway, Ph.D., Graduate School of Social Work, Portland State University/RRI, POB 751, Portland, OR 97227

Professional social work requires knowledge, access, and utilization of tremendous amounts of data which must be organized as relevant information across a very wide policy-practice domain. It is ironic that many graduate schools of social work (S.U.) are far behind in teaching current information technology (IT). The rapid transformation of the computer industry, the growth of information technology (IT) and its integration within organizations (H50’s)’ tremendous supports for the utilization of current IT. This has generated a paramount need for IT competents graduates from schools of social work to update the field of social service administration.

Effectively designed social service administration (SSA) curricula in schools of social work can provide the current and important mix of client advocacy insights and modern technology. Courses focused on client advocacy and current IT must be based on industry experiences. This orientation and effectively operationalized through use of computer industry, medical and social services information systems (MIS). Courses must focus students on client advocacy, case management, client tracking, and relational computer designs.

Client tracking databases are key prerequisites to true client advocacy or accountability because they offer effective and efficient support of potentially elaborate client specific diagnostic, service utilization and service outcome information. Also, information in such areas must establish some set of minimum competency standards for human services information technology in professional social work practice.

This paper will present the above via a discussion based on the demonstration of an actual student (graduate social work) developed client tracking management information system. Copies of the software will be available for dissemination.

Computer Based Training Can Do for Budget Stressed Agencies

F. Dean Luse, Ph.D., M.S.W., President, OUTSP IT Software, 119 Willson, Park Forest, IL 60466

Computers successfully handle many types of agency operations, but they are rarely used to teach the skills of staff needed to deliver effective services to clients.

Demographics of the 80’s offer a shrinking pool of personnel to handle the ever increasing demands for adequate educational preparation. Agencies with limited pay scales are challenged to attract and hold qualified staff in a tight labor market. These conditions suggest a worthwhile area for development.

Computer Based Training (CBT) is an established technology that has demonstrated efficacy in hosts of applications: business, medicine and the industry, social work, academics, and others. CBT is the fastest, most cost effective, and reliable way to deliver instructional materials.

What is Computer Based Training (CBT), how does it work, and how can it help train people in the sophisticated 21st century environment? Types and major styles and types of CBT that are most suitable for human service instruction will be explored. Advantages and disadvantages of CBT will be detailed, when and under what conditions CBT is worthwhile to the human services.

Using CBT for training and instruction is easy, straightforward, and very cost effective. However, developing comprehensive, easy to use, effective CBT lessons is, more complex and more expensive than writing text books. Factors involved in developing CBT, staging projects, involving personnel with many specialized skills, and how they link together will be explored. Costs, design, and ethical issues will be discussed.

CBT materials should be integrated with other instructional materials and methods used in staff development. CBT does not stand alone. Learn how CBT provides individual attention to learners while focusing trainers to use their unique talents best in staff development programs.

We will discuss strategies for breaking down the barriers and obstacles to CBT development in the human services.


Rami Benhajali, Ph.D. School of Social Work, Hebrew University, Jerusalem, Israel

Recently there is a growing interest in designing expert systems to aid social workers in direct practice. Building an expert system requires knowledge elicitation. This paper will then translate it into a computer program. While there is much progress in the area of computer resources, shells, and programs, little has been done to improve our ability to elicit expert knowledge. Several authors have identified the two to integrate between expert knowledge derived from computer systems and their knowledge in ways that would allow the design of a valid system in a reasonable amount of time and expenditure.

The paper reviews several methods to elicit knowledge. Some of these methods are being used today to elicit knowledge and others have been used more for research purposes. The advantages and disadvantages of these methods are discussed in light of an ongoing project to elicit expert knowledge in the area of children at risk and the design of an experimental expert system in the area. The paper attempts to integrate between expert knowledge derived from computer systems and their knowledge in ways that would allow the design of a valid system in a reasonable amount of time and expenditure.

The presentation will report on a prototype program called “Demystifying Alzheimer’s (DA),” which is designed to inform family members caring for persons with Alzheimer’s Disease (AD) and their families. The goal of the prototype is to enhance the professionals’ knowledge and skills so that they are better equipped to provide appropriate services for AD clients.

Alzheimer’s Disease has been known as having negative effects on the elderly in terms of deteriorated mental functioning and behavioral manifestation. The caregivers of people with Alzheimer’s disease have been reported to suffer from stress and strain due to the demands of caring for older people with Alzheimer’s disease. These families experience problems in their physical and mental health, and social functioning. On the other hand, caregivers are in great need of appropriate help and services from human service professionals working in the field of gerontology.

Computer Tool Use for Math Inquiry: A Collaboration Between Public Schools and a Community Center for Intergenerational Project Based on Learning

Andrea Kinmen-Kozer, Director Harlem Community Computer Center. Playing to Win. Inc., 1350 Fifth Avenue, New York, NY 10026

Playing to Win’s Harlem Community Computing Center is home to a project integrating computer productivity tools in math skill instruction at home, at school, and in connection to a computer assistance system for elementary school children and their teachers participate in a variety of activity modules taken up from their experience base, in which at word processing, database management, desktop publishing and, desk top video constitute the tool base for these activities.

A typical activity prompts students and parents to survey local stores and interview proprietors, collecting examples of real life use of mathematics. They then develop a neighborhood community computer assistance system descriptive, showing their locations. In the process children and parents use word processing, databases and spreadsheets to record survey results and obtain many problems, computer graphing tools to compare the results, and computer graphics to create the map.

Other activities incorporate the same range of computer applications for exploring real life probability concerns, such as the likelihood that their favorite rap artist will soon head the “Top 100 Hits” chart. Still others focus on using computer assisted drafting skills to play with a variety of charts through the use of equations and their graph representations accordingly.

Five such intergenerational activity modules for use in and out of school will be presented, with participants invited to get hands on experience.

Interactive Tutoring System (ITS) for Training Professionals Working with the Victims of Alzheimer’s Disease

Jane Ake, Associate Dean, School of Social Work, The University of Calgary, 2500 University Dr. N.W. Calgary, AB, Canada T2N 2C4

This presentation will report on a prototype program called “Demystifying Alzheimer’s (DA),” which is designed to inform family members caring for persons with Alzheimer’s Disease (AD) and their families. The goal of the prototype is to enhance the professionals’ knowledge and skills so that they are better equipped to provide appropriate services for AD clients.

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CUSSN Newsletter, Spring/Summer 1991
RESULTS FROM PRETEST AND POSTTEST DATA WILL BE PRESENTED TO ILLUSTRATE THE VALIDITY OF FIC AS AN APPROPRIATE EDUCATIONAL TOOL.

INFORMATION TECHNOLOGY FOUNDATIONS FOR PROFESSIONAL SOCIAL WORK PRACTICE: AN MSW (SPECIAL SERVICE ADMINISTRATION) CURRICULUM FOCUS

Robert C. Holloway, Ph.D., Graduate School of Social Work, Portland State University/RHAI, P.OB 751, Portland, OR 97207

Professional social work requires knowledge, access, and utilization of tremendous amounts of data which must be organized as relevant information across a very wide policy-practice domain. It is ironic that many graduate schools of social work (US) are far behind in teaching current information technology (IT). The recent dramatic growth of extensive computing power through the use of componentized operating systems and large service organizations (HSOs's) tremendous support for the utilization of current IT. This has generated a paramount need for IT graduates from schools of social work to update the field of social service administration.

Effectively designed social service administration (SSA) curricula in schools of social work can create an essential and important mix of client advocacy insights and modern technology. Courses focused on client advocacy and current IT must be based on a service-outcomes accountability orientation, and effectively and efficiently operationalized through the use of componentized computer social service information systems (MIS). Courses must focus students on client advocacy, case management, client tracking, and relationship building components.

Client tracking databases are key prerequisites to true client advocacy or accountability because they offer effective and efficient support of potentially elaborate client specific diagnostic, service utilization and service outcome information. Also, instruction in such areas must establish some set of minimum competency standards for human services information technology in professional social work practice.

This paper will present the above via a discussion based on the demonstration of an actual student (graduate social work) developed client tracking management information system. The availability of the software will be for dissemination.

THE WHAT COMPUTER BASED TRAINING CAN DO FOR BUDGET STRESSED AGENCIES

F. Don Luse, Ph.D., M.S.W., President, OUTPST Software, 119 Willow, Park Forest, IL 60466

Computers successfully handle many types of agency operations, but they are rarely used to augment the skills of staff needed to deliver effective services to clients.

Demographics of the '90s offer a shrinking pool of persons in the employment market who have adequate educational preparation. Agencies with limited pay scales are challenged to attract and hold qualified staff in a tight labor market. These conditions suggest a worthwhile area for development.

Computer Based Training (CBT) is an established technology that has demonstrated efficacy in hundreds of applications in business, medicine and the industry and other professions, academia, and others. CBT is the fastest, most cost effective, and reliable way to deliver instructional materials.

What is CBT Based Training (CBT), how does it work, and how can it help train people in the sophisticated processes of the major and major types of CBT that are most suitable for human service instruction? A large program was explored. Advantages and disadvantages of CBT will be detailed, when and under what conditions CBT is worthwhile to the human services.

Using CBT for training and instruction is easy, straightforward, and very cost effective. However, developing comprehensive, easy to use, effective CBT lesson materials, is much more complex, time consuming, and more expensive than writing text books. Factors involved in developing CBT, staging projects, involving personnel with many specialized skills, and the way they link together will be explored. Costs, design, and ethical issues will be discussed.

CBT materials should be integrated with other instructional materials and methods used in staff development. CBT does not stand alone. Treat how CBT provides individual attention to learners while freeing trainers to use their unique talents best in staff development programs.

We will discuss strategies for breaking down the barriers and obstacles to CBT development in the human services.

ELICITING EXPERT KNOWLEDGE FOR EXPERT SYSTEMS: MANY PATHS, MANY DIFFICULTIES, A FEW SOLUTIONS

Ramit Benbenishi, Ph.D., School of Social Work, Hebrew University, Jerusalem

Recently there is a growing interest in designing expert systems to aid social workers in direct practice. Building an expert system to elicit expert knowledge is a daunting task. We first need to translate it into a computer program. While there is much progress in the area of computer resources, shells, and programs, little has been done to improve our ability to elicit expert knowledge. Several authors have identified the two main obstacles to the development of expert systems (principles of helplessness) in which their knowledge in ways that would allow the design of a valid system in a reasonable amount of time and expenditure.

This paper reviews several methods to elicit knowledge. Some of these methods are being used today to elicit knowledge and others have been used more for research purposes. The advantages and disadvantages of these methodologies are discussed in light of an ongoing project to elicit expert knowledge in the area of children at risk and the design of an experimental expert system in the area. The paper attempts to integrate between expert knowledge derived from these methodologies. The techniques used traditionally in research on decision making, and knowledge elicited via the more orthogonal techniques of interviewing.

Computer Tool Use for Math Inquiry: A Collaboration Between Public Schools and a Community Center for Intergenerational Project Based on Learning

Andrea Kinzich-Kesey, Director Harlem Community Computer Center. Playing to Win, Inc., 1350 Fifth Avenue, New York, NY 10026

Fabling to Win's Harlem Community Computing Center is home to a project of computer productivity tools in math skills instruction and assessment, a program that is designed to help young children and their teachers participate in a variety of activity meant to take up their free time in a way that builds on the community centers and the nature centers of the world. The youth and students are working computer skills, teaching basic key skills, and desk top video constitute the tool base for these activities. A typical activity prompts students and parents to survey local stores and interview proprietors, collecting examples of real life use of mathematics. They then develop a neighborhood computer center and a descriptive poster showing their locations. In the process children and parents use word processing, database, spreadsheet and desktop publishing skills, as well as simple video editing and web page creation.
Demands placed upon human service professionals in gerontology to provide the appropriate services to the victims of Alzheimer’s Disease precipitates the need for professionals to improve their knowledge, skill, and awareness of resources in caring for the victims of Alzheimer’s Disease. Family and professional educational and emotional support are evident, the lack of preparation of professionals is an impeding factor to the provision of appropriate services and support. Few of the current approaches to training professionals adequately addresses the $p$-preparation of the computer user there are local, regional and national projects in the Netherlands going on. Some of them I will mention in my presentation.

All of these projects have the same problem with implementation.

One of the first things to do is to make teachers aware of the fact that they have a problem and that the computer, together with educational software, is a solution for them. I will give examples of some of problems teachers have, without knowing them or ignoring them.

Teachers are willing to accept computers and software as a solution under the following conditions:

- The offered solution must result in a smaller amount of time hence less in the teaching process (a shorter amount of TIME).
- A new policy in curriculum development initiated by educational authorities.
- A new Dutch Council of Higher Education.
- The basic philosophy of the curriculum: integration in the existing curriculum and a firm relation to social work practice.
- The development of the curriculum: four studies of the impact of information technology on social work practice.
- Learning goals derived from these studies.
- Description of curriculum modules to be integrated in the existing curricula.
- A case description: Social Casework:
  - use of computer applications in social casework;
  - social effects of information technology as far as it generates problems to be solved by social casework;
  - learning goals for social casework education;
  - the curriculum modules for social casework curriculum.
- Implementation strategy of the curriculum.

The Playing to Win Network: A National Plan for Computer Education Laura Jeffers 1330 Fifth Ave. N.Y., N.Y. 10026
The Mission of Playing to Win is to promote and provide access to technology education for underserved people. Playing to Win has been going for over a year. Each week at our Harlem computer center we help 500 people of all ages learn how to use a computer as a tool for achieving their own goals. Through our technical assistance program, we have helped a number of organizations start their own technology centers.

The Playing to Win network is a national affiliation of community technology learning centers. The purpose of the network is to provide ongoing support to other organizations that are committed to promoting access to technology. Such organizations might have a program in place, or may want to start one from scratch. Playing to Win offers affiliates staff development workshops assistance with program development, application and design and guidance on such issues as fundraising, community outreach, staffing, and security. Affiliates are encouraged to become network resources themselves by documenting

Creative Applications of Computer Software in Alternative Education Programs
Frank Migliorelli, Director of Technical Assistance and Program Development, Playing to Win, Inc., 1330 5th Avenue, New York, N.Y. 10026
Alternative education programs that are using computers need new and different approaches to subject material that go beyond the traditional classroom model of teaching and learning. Computer technology and software can greatly enhance alternative programs, but they need to be used as motivational tools for learning as opposed to rote drill and practice machines.

This past year Playing to Win, Inc. has been involved with a number of alternative education programs and has developed activities that address the needs of their participants.

Working with the Academy for Educational Development, Manpower Development Corporation, and other individual clients, FTW has enhanced their curricula by developing activities and methods for serving their target populations.

As an example an application (tool) with programs and existing computer software to teach resume writing, basic computer skills, professional writing, personal budgeting, and other important life skills.

A PTW staff member will present the basic ideas behind the activities, illustrate the use of particular software packages, and exhibit completed works documenting student progress.

Automation in the Care for the Mentally Handicapped: An Educational Approach
Dr. Harmen M. Grebels, Hogeschool Eindhoven, P.O. Box 347, 5600 All Eindhoven, The Netherlands.

For professionals in the clinics, group leaders, assistants, as well as physiotherapists, etcetera, there will still come soon when they will check status, plan activities and inform parents by means of a computer. The professionals will have to establish a relationship with the automated systems of the institutions they work in. They will have to learn how to work with the system in terms of data entry and retrieval. More importantly, they must understand the way they can use the system to get a grip on the effects of their acts.

Hogeschool Eindhoven, CAUSA, is developing a curricula for the workers in education in the Netherlands. It is an overview of basic strategies on activities of daily living.

The last step in the work of caregivers include: psychological, social, legal and financial issues families may face in the care of older people with Alzheimer’s disease.

This presentation will focus on the development of “Demystifying Community Based”(DA), an interactive tutoring system designed to enhance the educational knowledge and skills essential to the delivery of appropriate service to AD victims and their primary caregivers.

The Dutch “National” Curriculum for Social Work Education
Dr. P.G.M. Rosboom, Hogeschool Eindhoven, POB 347, 5600 All Eindhoven, Netherlands.

October 1990 the curriculum description of a complete set of four Dutch courses for Higher Education (HF, with applications for the Dutch Schools of Social Work will be finished. As an official publication, this document will be available in January 1991. It is produced by Hogeschool Eindhoven (School of Social Work, Dept. CAUSA) as the main contractor.

Four other Dutch institutes of Higher Professional Education contributed as sub-contractors. Principal is the Dutch Council of Higher Education.

Outline of the paper.
- Current situation of Computer Applications in So- cial Casework.
- A new policy in curriculum development initiated by the Dutch Council of Higher Education.
- The basic philosophy of the curriculum: integration in the existing curriculum and a firm relation to social work practice.
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- Implementation strategy of the curriculum.

Educational Software – Where, When and How?
Dr. Albert Vugrin, Central Netherlands Polytechnic, School for Social Professions, P.O. Box 131, Culemborg, The Netherlands.

Since 1984 there has been an increasing interest in the use of computers in social work education.

There are different ways of using the computer in education.

- To learn about actual use of computers in field practice.
- As a tool that can improve professional practice.
- As a tool of a comparable technical type as video or audio systems, it is supposed to be, in certain cases, the best way to clarify the contents of specific learning goals.
- As a learning machine, with coursework, called self-controlling software. The software offers a complete course on a special topic, with full feedback and tests for the students.

- As a tool for the student and teacher administration and registration of learning results.
- On each of these differences the computer user there are local, regional and national projects in the Netherlands going on. Some of them I will mention in my presentation.

As one of these projects has the same problem with implementation.

As one of the first things to do is to make teachers aware of the fact that they have a problem and that the computer, together with educational software, is a solution for them. I will give examples of some of problems teachers have, without knowing them or ignoring them.

Teachers are willing to accept computers and software as a solution under the following conditions:
- The offered solution must result in a smaller amount of time hence less in the teaching process (a shorter amount of TIME).
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The Playing to Win Network: A National Plan for Computer Education Laura Jeffers 1330 Fifth Ave. N.Y., N.Y. 10026
The Mission of Playing to Win is to promote and provide access to technology education for underserved people. Playing to Win has been going for over a year. Each week at our Harlem computer center we help 500 people of all ages learn how to use a computer as a tool for achieving their own goals. Through our technical assistance program, we have helped a number of organizations start their own technology centers.

The Playing to Win network is a national affiliation of community technology learning centers. The purpose of the network is to provide ongoing support to other organizations that are committed to promoting access to technology. Such organizations might have a program in place, or may want to start one from scratch. Playing to Win offers affiliates staff development workshops assistance with program development, materials, as well as advice on how to deliver services, legal issues, and advice on such issues as fundraising, community outreach, staffing, and security. Affiliates are encouraged to become network resources themselves by documenting
Demands placed upon human service professionals in gerontology to provide the appropriate services to the victims of Alzheimer's Disease precipitates the need for professionals to improve their knowledge, skill, and awareness of resources in caring for the victims of Alzheimer's Disease. Among the families, educational and emotional support are evident, the lack of preparation of professionals is an impeding factor to the provision of appropriate services and support. Few of the current approaches to training professionals adequately addresses the d-preparation of this group. Recent development and advancement of computer technology, specifically the introduction of the hypertext concept, renders potential for effective training tool. Computer-assisted training programs based on the hypertext concept would make it possible for trainee to tailor the several training modules to their specific needs, thus provide them with high level of control, and flexibility in training sessions. Interactive computer-assisted training involves interaction and control over the process of training material. Therefore, "Demystifying Alzheimer's (DA)," an interactive tutoring system, was developed to train professionals, aiming to improve their ability to better assist the caregivers of those with Alzheimer's disease.

The "DA" consists of three modules.

1. The first module involves educational content. Section includes: (1) the comparison between normal aging process and pathological aging process, (2) Alzheimer's Disease (AD), including the cause, diagnostic evaluation of the disease, symptoms, and treatment available.
2. The second module focuses on the improvement of health skills, including the assessment of the needs of the families, general communication skills. This module is based on the techniques, such as handling the practical difficult. It also offers an overview of basic strategies on activities of daily living.
3. The last module is for the caregivers including: psychological, social, legal and financial issues families may face in the care of the older people with Alzheimer's disease.

This presentation will focus on the development of "Demystifying Community-Based Alzheimer's Disease (DA)," an interactive tutoring system designed to enhance the professional knowledge and skills essential to the delivery of appropriate service to AD victims and their primary caregivers.

Creative Applications of Computer Software in Alternative Education Programs
Frank Migliorelli, Director of Technical Assistance and Program Development, Planning to Win, Inc., 1330 5th Avenue, New York, NY 10026

Alternative education programs that are using computers need new and different approaches to subject material that go beyond the traditional classroom model of teaching and learning. Computer technology and software can greatly enhance alternative programs, but they need to be used as motivational tools for learning as opposed to rote drill and practice machines.

This past year Planning to Win, Inc. has been involved with a number of alternative education programs and has developed activities that address the needs of their participants. Working with the Academy for Educational Development, Manpower Development Training Corporation, and other individual clients, PTW has enhanced their curricula by developing activities and methods for serving their target populations. PTW has used interactive computer programs and existing computer software to teach resume writing, computer word processing, job interview skills, professional budgeting, and other important life skills.

A PTW staff member will present the basic ideas behind the activities, illustrate the use of particular software packages, and exhibit completed works documenting student progress.

The Dutch "National" Curriculum for Social Work Education
Dr. P.G.M. Rosensoom, Hogeschool Eindhoven, POB 347, 5500 AH Eindhoven, Netherlands

Introduction
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Educational Software—Where, When and How?
Dr. Albert Venter, Central Netherlands Polytechnic, School for Social Professions, P.O. Box 131, CULEMBORG, The Netherlands.

Since 1984 there has been an increasing interest in the use of computers in social work education. There are different ways of using the computer in education:
1. To learn about actual use of computers in field prac- tice. As a tool that can improve professional practice.
2. As the development of a comparable technical type as video or audio systems, it is supposed to be, in certain cases, the best way to clarify the contents of specific learning goals.
3. As a learning machine, with coursework, called self- containing software. The software offers a complete course on a special topic, with full feedback and tests for the students.

As a tool for the student and teacher administration and registration of learning results.

One of the main differences is that computer use there are local, regional and national projects in the Netherlands going on. Some of them I will mention in my presentation.

All of these projects have the same problem with implementation. One of the first things to do is to make teachers aware of the fact that they have a problem and that the computer, together with educational software, is a solution for them. I will give examples of some of problems teachers have, without knowing them or ignoring them.

Teachers are willing to accept computers and software as a solution under the following conditions:
1. The offered solution must result in a smaller amount of time he/she invests in the teaching process (a criterion of TIME).
2. The teacher must be convinced that this is a better way of reaching learning/teaching goals in professional education (a matter of CONTENT).
3. If the teacher chooses for software and computers this decision must be supported by the management and the treasurer (a matter of environmental condi- tions: ORGANISATION AND MONEY).

To convince teachers that they need educational soft- ware you do not need a computer expert nor the informa- tion technology expert, but what you need is a change agent. A change-agent with excellent qualities in change processes and with thorough knowledge of the subject matter.

The change agent is initiating and coordinating the change process and must be a good communicator and the different organisational sub-systems in the organisa- tion. Change processes have to be planned in time and space. Only under these conditions can the implementation of educational software be successful.

The Playing to Win Network: A National Plan for Community Learning Centers
Laura Jeffers 1330 Fifth Ave. N.Y., N.Y. 10026

The Mission of Planning to Win is to promote and provide access to technology education for underserved people. Planning to Win has grown over the past five years. Each week at our Harlem computer center we help 500 people of all ages learn how to use technology as a tool for achieving their own goals. Through our technical assistance program, we have helped a number of organizations start their own technology centers.

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programs and approaches which have been especially suc-
cessful. A growing number of these are being shared with other
affiliates. An electronic network will provide an opportu-
nity for affiliates to share resources with one another.

Interactive Tutoring Systems: Utilizing
Information Technology for Teaching in the Human
Service Field

Jackie D. Steppert, Research Coordinator and Floyd H.
Bolhio, Faculty of Social Work, University of
California, 2520 University Dr. W, Columbus, Ohio 43210.

Human service educators are currently faced with mul-
tiple and competing demands placed upon them by senior
administrator for increasing their productivity and con-
siders for students. More often than not educators are faced with the
dilemma of balancing dwindling resources and expanding
class sizes. However, educators remain responsible for pro-
viding quality instruction to their students. As a result
development in the human services is frequently compromised
in attempting to provide students the utmost in learning.
At times, in an effort to do not lend themselves well to teaching human service students,
suggesting the need to explore alternative modes of tutelage.

The workshop will discuss the relative merits of one of these
courses of action with regard to the area of introductory statistics.
More specifically, the workshop will discuss some of the problems and deficiencies
of current methods of statistical instruction, the need for a
new, innovative approach to this instruction, and the po-
tential for a new device, called "hypertext," for overcoming the problems of teaching.

Recent advances in information technology have re-
sulted in the development of hypertext based software.
The idea of hypertext is relatively simple, yet elegant in its
power. Hypertext is a term that describes masses of infor-
mation that can be accessed nonsequentially. The result
is a totally nonlinear collection of pieces of information of
any size that can be accessed in any order. The hypertext
user to explore individualized paths or lines of
inquiry at any point, depending on what he or she is in-
terested in and what he or she is ready to tackle. This allows
the hypertext tutor to customize a tutorial to be a
powerful, adaptive in assisting students in learn-
ing statistics. Unlike traditional software applications,
hypertext may offer the advantage that it will facilitate
students in accommodating the new, structured way of thinking
imposed by the course. Hypertext tutors may naturally have a
method of nullifying the disappointment engendered when
students do not perform as well as we, the instructors,
would wish.

In order to analyze the nature and potential of hypertext a
prototype interactive tutoring system (ITS) for statistics
was developed that would accommodate differing back-
grounds, expectations, and abilities among students. This
statistical tutor facilitates individualized, self-directed learning of introductory level material
under the guidance of an instructor. It is designed to focus more directly on pivotal concepts
and areas of particular difficulty.

The ITS offers an approach to instruction that is both
meaningful and adaptable to the individual needs. It
could easily be adapted and incorporated into the introduc-
tion to the course or into the network, such as
how community based organizations can work together
more effectively within such a structure, and how playing to win
can assist them in meeting the needs of a variety of
populations.

Direct Practice Intervention
MY ASSISTANT: A Computer-Assisted Case
Management System

Wallace F. Cloyd, Associate Dean for Academic Af-
affairs, Case Western Reserve U, Mandel School of Applied
Social Sciences, 11235 Bellflower Road, Cleveland OH 44106.

Janet Schirzinger and David Hoffman, Family Service of
Milwaukee, Milwaukee, WI.

This paper reports the design and development of MY
ASSISTANT, a computer-assisted case management sys-
tem implemented on a notebook computer. (MY ASSIS-
TANT was developed in a home-based case management
program serving pregnant and parenting teens.) Intended as
a personal productivity tool, MY ASSISTANT assists the
practitioner in all phases of the case management process.
The program is organized around specific case manage-
ment goals, which become the basis for entering progress
notes, tracking progress, and making a variety of case
decisions. This paper reports the first phase of developing
management functions such as compiling administrative reports,
advising the practitioner on which cases are or are not
progression toward their goals, and identifying cases that
need to be contacted.

The paper begins by placing the current project in the
context of previous efforts to utilize computer technology
direct practice. Then, the goals of the project are out-
lined, of which relate to improving the quality and effi-
ciency of case management services. The design and
development process is described, with particular at-
tention to creating a system that can be used to
management functions such as compiling administrative reports,
advising the practitioner on which cases are or are not
progression toward their goals, and identifying cases that
need to be contacted.

A Clinical Information System For Foster Care
In Israel

Rami Benbenishty, Ph.D., and Daphna Oyster, Hebrew
Univ. of Jerusalem, Jerusalem, Israel, 91905.

In western countries there is great concern that children
placed out of home may lose any permanence and may be
adrift in the welfare system. One of the many ways to avoid
the dangers associated with "drift" in the system is to
improve the monitoring of the situation of children in
care, utilizing information technology as a practice aid.

The paper describes a clinical information system to monitor children in foster care. Fanshel (1982) has devel-
op been a management information system to monitor chil-
dren in care, which allows the staff to collect information about the case load, children at risk, or the
movement of children through the system. The aim was
to develop an information system geared more to the clinical aspects of the foster care service.

The system is designed to respond to the information needs of practitioners on all levels of the foster care system,
from line workers to foster care leadership. It is based on foster care and has been designed to be
user-friendly. The system will be available in the form of
the relevant literature, the state of currently existing files and forms, clinical expertise, and assessments of feas-
ibility were taken into account. The system was created to meet the needs of the inclusion criteria. The inclusion criteria were two-fold: informa-
tion technology is relatively typical for front line social workers and its collection was to be an integral part of ongoing
practice. The computer programs which undergird the sys-
tem are designed to tailor fit the information needs of
foster care.

Reports based on the information collected in each form are generated for individual workers, clinical supervisors,
and system administrators. Reports are generated at the level of the individual client, individual caseloads, and larger
aggregations. Collected information is accumulated in a way that facilitates monitoring of the number of cases
in the foster care problem solving paradigm. Five stages in the problem solving paradigm are included: information
collection, information processing, professional judgment, decision making, and action. They are viewed as stages in a feedback loop between learning the action sequence and the use of information collection stage in the subsequent cycle and so on. The impact of the intervention was assessed at
all levels, from line worker to HSO clinical leadership is ana-
lyzed at each of these five stages. A case example of the CIS development process is described to illustrate the implications of CIS utilization. Our analysis indicates that the process of utilizing a CIS and its
outcomes, i.e., the data collected in the course of its opera-
tion, is likely to influence practitioners' style, the process of practice, and the direct practice. Short and longer term efforts on the practitioner, the HSO, and the training of social workers are discussed. Positive and negative impacts at each level within each of the five
information processing stages are described, as are interre-
lations between the impact of the action on the HSO and
the impact of the CIS on the process of and the impact of the CIS on the problem solving process.
programs and approaches which have been especially successful in developing an instructional base with other affiliates. An electronic network will provide an opportu-
nity for affiliates to share resources with one another.

Some of the innovations in which network affiliates are involved, as well as others to address the needs of their communities. It will also include a discus-
sion of the implications of network development for the future of community services. The project is faced with the dilemma of balancing dwindling resources and expanding class sizes with a concern for quality statis-
tics, and training of instructors. This project promises much promise for strengthening the teaching of statistics, and may eventually promote statistical competency among human service workers.

Automating Case Management in a Multidisciplinary Program for Frail Elderly and Disabled Adults

Judy K., M.A., B.S.W., Director, Assessment Center, Carol L. Pearson, PhD, Director of Research, Rebecca Stabile, and Nancy Bowers, Montgomery County Dept. of Social Services, 5630 Fishers lane, Rockville, MD 20852

The purpose of this paper is to describe the impact of the development and implementation of an automated system, called AUTOMATED Database for Assessment, Planning and Tracking, within a multidisciplinary, community-based case management program for frail elderly and disabled adults in Montgomery County, Maryland.

Within the Assessment Center, a joint program of the Montgomery County Department of Social Services and the elderly multi-disciplinary staff consisting of 35 social workers and community health nurses provides information and referral, assessment care planning and case man-
gagement services to 375 clients monthly. Programs administered within the Assessment Center include Adult Protective Services, Geriatric Evaluation Services, Pre- Admission Screening and Annual Nursing Home Resident Review, and, and

The AUTOMATED automated case management system was developed to include a multidisciplinary assessment instru-
ment, an interactive care planning system, an organized care plan and an ability to generate routine and customized management and statistical reports for both staff purposes and external purposes. This allows the use of the AUTOMATED AUTOMATED AUTOMATED AUTOMATED system. The AUTOMATED system can be used on a laptop computer in order to conduct assessments within the come

This paper will describe the process of development and implementation of AUTOMATED AUTOMATED AUTOMATED AUTOMATED AUTOMATED within an environment with little or no automation. Results will be shared from an evaluation conducted to assess the impact of the system on staff attitudes toward automation and time spent com-

The impact of clinical information systems on human service organizations

Daphna Oysman, Ph.D. and Rami Benbenishty, Ph.D., He-

Clinical information processing forms the foundation on which rests the direct practice component of human service organizations. Many have accumulated suggestions on limit-

A systematic study of the implications of utilization of clinical information systems (CIS) for the process and outcome of care in nursing settings. Utilizing a heterogeneous patient group, this study examines the impact of CIS on the care process as well as the client's perception of their care. The study also examines the impact of CIS on the care process as well as the client's perception of their care. The study also examines the impact of CIS on the care process as well as the client's perception of their care. The study also examines the impact of CIS on the care process as well as the client's perception of their care. The study also examines the impact of CIS on the care process as well as the client's perception of their care. The study also examines the impact of CIS on the care process as well as the client's perception of their care. The study also examines the impact of CIS on the care process as well as the client's perception of their care. 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In the discussion we examine the future viability of the system and its policy options on the process of practice and on clinical judgment.

Computer Aided Problem Management
Ken Manning and Margaret Manning, 101 Green Lane South, COVENTRY, West Midlands, England.

Clearly, managing change successfully is an important skill in today's world, and never more so than for people involved in human service work. It is important to make the distinction between routine problems that are resolved easily, and the more complex situations which require a greater awareness of the process of problem solving, and an informed ability to apply such knowledge systematically. This could include such things, controlling innovation, resolving difficulties, or organising change.

Regardless of whether situations are resolved successfully and to what extent is unlikely that the process will have been accompanied by any conscious reasoning. It could therefore be argued that by developing a more conscious and structured approach to problem solving, there is potential for:

- Saving time;
- Improving the quality of response and;
- Accelerating the rate of change.

In developing a computerised information resource that focuses on problem management, this paper describes the influences on the type of material and the system used to computerise the information. It also considers the implications for future research and practice in the field.

The need for training in problem management;
- How the resource could be applied;
- The benefits of such a resource.

The idea behind this approach is to provide structured information which has been arranged into logical stage-like sequences to help transform problems into achievable goals. Although this particular application concentrates on problem management, it is only one in a series of available programs which attempts to establish a knowledge base resource for practitioners.

The need for such a resource is highlighted when individual differences in problem solving through practical involvement and their ability to solve problems is evident. Experiences of working with people with problems tend to:

- Form a different mental representation of the problem;
- Be less able to organise the information;
- Have difficulty recalling all the factors involved, and;
- Use a less rational response pattern in their approach to problem solving.

Experienced practitioners eventually develop a competence based on solving through practical involvement rather than from the application of information from a body of researched knowledge. This does not necessarily mean that practitioners are less willing to learn more about specific problems, but that the information is not readily available to use within the system.

Unfortunately, this does not benefit new workers in terms of providing initial guidance or in the transfer of skills, as experienced staff largely impart experiential rather than researched knowledge, thereby reducing performance and limiting potential for growth.

The development of a centralised or transportable research knowledge based resource will assist and support all practitioners in their endeavour to provide an improved, professional service for their clients.

Trends and Forecasts
5th Generation Human Service Systems: Some Initial Specifications
Myron E. Weiner, School of Social Work, The University of Connecticut, 1798 Asylum Ave., West Hartford, CT 06117-2698.

During the early 1980's, there were predictions that human service professionals and agencies would be able to use state-of-the-art technology on a wide-spread basis. A reflection of this sentiment is the advent of "video" and the concept and technique of "user-friendly" software made this prediction a reality.

There is now another, perhaps startling, prediction. The 1990's will see "user-friendly" systems become available to clients and recipients of human services, directly in their dwelling units. These "5th" generation systems will connect telephones, televisions and cable systems currently in homes and tie them together with "user-friendly" software. They will also make part of telecommunication-computer networks of community human service agencies and professionals.

Both digital and whole-image data-based information systems will become available to permit DIRECT use of community human service systems for a wide variety of purposes, such as:
- Resource: helping pinpoint potential, available resources;
- Ticker: giving reminders to clients or citizens;
- Scheduler: making appointments directly;
- Instructor: providing personalized education;
- Searcher: putting information at the fingertips of people;
- Transactor: processing paperwork;
- Dispatcher: arranging for normal or emergency help.

Fifth generation systems will have the potential to bring the "user-friendly" to its ultimate destination: to domicile-based services managed by clients and their families.

As with other generations of systems, the fifth generation human service system requires a generic set of design specifications that is flexible, integrated, multidisciplinary as well as transdisciplinary. This paper will attempt to identify and describe specifications, their conceptual foundations, and the approach necessary to achieve their successful and effective use.

From "Information Overload" to Meta-Theory
Richard Reinhoel & Linda Iroff, Oberlin College, 46180 Butternut Ridge Road, Oberlin OH 44074, BITNET: SAVETRE.

Computers and the resulting access to increasing amounts of information can effect scholarly thought, particularly by fostering a movement towards a meta-theory.

The use of computers in human services can effect the thinking process of users. For instance, we know that the presence of computerized software and expert systems may help to clarify conceptual thinking. We also know that the use of dynamic modeling programs can provide less linear and more "organic" models and theories whose simulation incorporate feedback loops, interactive effects of multiple causal agents and so forth.

In contrast, the now common use of computers for bibliographic information retrieval is less direct in its effect on thinking but is potentially much more powerful. A computerized search for the advent of "art" online articles on a single subject. The problem becomes one of refining the search and otherwise sorting through the information to which one has access. Unfortunately, research on library use has shown that many scholars are using somewhat capricious limitations to control the amount of information they receive.

Fortunately, the use of meta-methods as an approach to transforming large quantities of information into meaningfully knowledge is emerging as a positive alternative. "Meta-analysis" (the analysis of the findings of many individual quantitative studies) and "meta-ethnography" (a method of synthesizing from a range of qualitative studies) have already entered into human service system design. The possible addition of meta-analysis summaries to computerized bibliographic information has been recently proposed.

Another meta approach, "meta-theory" (the study of the nature and the number of theories) is yet personal but relevant to the human service literature. Application of a meta-theory objective allows for the dynamic interaction of the relationships among theories. This approach can, and does, guide scholars in formulating more meaningful research questions. Perhaps more importantly it can stimulate the development of new theories, particularly macro-level theories. They may incorporate other theories within its structure but provide a broader, more integrated explanation of why these theories work as they do (an example of such a case would be a "natural selection" theory). Thus, by stimulating a move to meta-levels, the problem of Information Overload actually provides the force which can underlay the further development and unification of social science theories.

The Present Situation of Usage of Information Technology in Human Services in Belgium
Jan Staeyert, University of Antwerp, Department of Social and Political Sciences, Universiteitsplein 1, 2018 Tilburg, Belguim.

In the course of the forthcoming academic year, we will conduct an extensive study to map the social work organisations in Belgium, to make an assessment of the usage of information technology in social work organisations.

We will try to follow the outline of the ENTH network (European Network for Information Technology in the Human Services) as closely as possible, according to our means and to the specific Belgian situation.

We will present the result by means of a poster, and discuss peculiarities of the Belgian situation, compared with the other European countries.

Simulation Models in Structuring Policy Problem
Salvatore Imbrogno, Professor, The Ohio State University, 1947 College Road, Columbus, OH 43210

Knowledge in and about simulation and its applications to structuring problems is vital to the understanding of social policy planning and development. Advanced decision tools, which were developed to examine in a non-intrusive way the way for inquiry into the inclusion of computer simulation technology. An accelerated use of this advance technology is imperative with the rise of highly complex human service systems, the over abundance of information and the increasing practicality made of computers technology to macro practices. It seems propitious to spearhead computer simulation models into the knowledge foundation of social work macro practice.

The focus of this paper is on an ontological conception, epistemological foundation and methodological directive to the use of computer simulation in resolving macro social problems. The intent is to introduce a computer simulation in the field of social work policy formulation. One way to achieve this is to establish the relationship between mainstream policy theories with their existing analytical frameworks juxtaposed to the technology of computer simulation; all within the context of problem solving models. Mainstream policy analytical frameworks will be reviewed as a form of information, models for policy behavior, models for system behavior and models for policy performance.

The acquisition and utilization of this theoretical and conceptual perspective is viewed as vital to the continued viability of social policy analysis and development in complex human service systems.

On Dehumanization and Computer Bonding
Richard Reinhoel & Linda Iroff, Oberlin College, 46180 Butternut Ridge Road, Oberlin OH 44074, BITNET: SAVETRE.

Critics of information technology often decry the "mechanical nature" of computers as having a dehumanizing effect on society and its members. Sherry Turkle, author of The Second Self: Computers and the Human Spirit, is one of the better known critics. In her book, Turkle asserts that users attach themselves to both video games and computers in ways which elevate the machine to a secondary "self". She also concludes that such attachments are directly related to the perception and description of one's self as a computer-like
In the discussion we examine the future viability of the system and its possible effects on the process of practice and on clinical judgment.

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Regardless of whether situations are resolved successfully and to what degree, it is unlikely that the process will have been accompanied by any conscious reasoning. It could therefore be argued that by developing a more conscious and structured approach to problem solving, there is potential for:

- Saving time;
- Improving the quality of response and;
- Accelerating the rate of change.

In developing a computerised information resource that focuses on problem management, this paper describes the influences on the type of material and the system used to categorise the information. It also considers the implication for future systems.

- The need for training in problem management;
- How the resource could be applied;
- The benefits to clients.

The idea behind this approach is to provide structured information which has been arranged into logical stages to help transform problems into achievable goals. Although this particular application concentrates on problem-solving, it is only one in a series of available programs which attempts to establish a knowledge-based resource for practitioners.

Trends and Forecasts
5th Generation Human Service Systems: Some Initial Specications

During the early 80's, there were predictions that human service professionals and agencies would be able to use state-of-the-art technology on a wide-spread basis. The reality of the situation at the advent of the 90's is that the concept and technique of "user-friendly" software made this prediction a reality.

There is now another, perhaps startling, prediction. The 1990's will see "user-friendly" systems become available to clients and recipients of human services, directly in their dwelling units. These "5th" generation systems will connect telephones, televisions and cable systems currently in homes and tie them together with "user-friendly" software. They will also make part of telecommunication-computer networks of community human service agencies and professionals.

Both digital and whole-image data-based information systems will become available to permit DIRECT use of community human service systems for a wide variety of purposes, such as:
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Fifth generation systems will have the potential to bring "user-friendly" software to the ultimate destination: to domicile-based services managed by clients and their families.

As with other generations of systems, the fifth generation human service system requires a generic set of design specifications that include hardware, interfaces and software as well as transdisciplinary. This paper will attempt to identify and describe specifications, their conceptual foundations, and the approach necessary to achieve their successful and effective use.

Unfortunately, this does not benefit new workers in terms of providing initial guidance or in the transfer of skills, as experienced staff largely impart experiential rather than researched knowledge. This is in part due to restricting performance and limiting potential for growth.

The development of a centralised or transportable research knowledge based resource will assist and support all practitioners in their endeavour to provide an improved, professional service for their clients.

From "Information Overload" to Meta-Theories
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Computers and the resulting access to increasing amounts of information can effect scholarly thought, particularly by fostering a movement toward meta-theory.

The use of computers in human services can effect the thinking process of users. For instance, we know that the process of organizing the structures and expert systems can help to clarify conceptual thinking. We also know that the use of dynamic modeling programs can provide less linear and more "organic" models and theories whose simulation incorporate feedback loops, interactive effects of multiple causal agents and so forth.

In contrast, the now common use of computers for bibliographic information retrieval is less direct in its effect on thinking but is potentially much more powerful. A computer user has the advantage of searching many articles on a single subject. The problem becomes one of refining the search and otherwise sorting through the information to which one has access. Unfortunately, research on library use has shown that many scholars are using somewhat capricious limitations to control the amount of information they receive.

Fortunately, the use of meta-methods as an approach to transforming large quantities of information into meaningful knowledge is emerging as a positive alternative. "Meta-analysis" (the analysis of the findings of many individual quantitative studies) and "meta-ethnography" (a method of synthesizing from a range of qualitative studies) have already been used in human service fields. The possible additional of meta-analysis summaries to computerized bibliographic information has been recently proposed.

Another meta approach, "meta-theory" (the study of the nature and relationship of theories) is yet to be applied to the human service literature. Application of a meta-theory in human services could provide an understanding of relationships among theories. This approach can, and does, guide scholars in formulating more meaningful research questions. Perhaps more importantly it can stimulate the development of new theories, particularly macro-level theories. Sometimes they incorporate other theories within its structure but provide a broader, more integrated explanation of why these theories work as they do (an example of such a case is the meta-theory of the New School) being studied.

This is not to say that the use of meta-levels, the problem of Information Overload provides the force which can underly the further development and unification of social science theories.

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Jan Stuyven, University of Antwerp, Department of Social and Political Sciences, Universiteitsplein 1, 2018 Wilrijk, Belgium.

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Knowledge in and about simulation and its applications to structuring problems is vital to the understanding of social policy planning and development. Advancement in methods of simulation has made it possible, to a limited extent, the way for inquiry into the inclusion of computer simulation technology. An accelerated use of this advance technology is imperative with the rise of highly complex human service systems, the over abundance of information and the increasing practicality made of computers technology to macro practices. It seems propitious to spearhead computer simulation models into the knowledge foundation of social work macro practice.

The focus of this paper is on an ontological conceptualization, epistemological foundation and methodological directedness to the use of computer simulation solving macro policy problems. The intent is to introduce a computer simulation solving for macro level policymaking. One way to achieve this is to establish the relationship between mainstream policy theories with their existing analytical frameworks juxtaposed to the methodology of computer simulation; all within the context of problem solving models. Mainstream policy analytical frameworks are cast on the simulation models, for policy behavior, models for system behavior and models for policy performance.

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In her book, Turkle asserts that users attach themselves to both video games and computers in ways which elevate the machine to a second "self". She also concludes that such attachments are directly related to the perception and description of one's self as a computer-like...
machine. Although Turkle appears correct in her first conclusion, her second conclusion is a surprising and ignores some important issues. In the first place, some of users’ attachment to computers, she is supported by mainstream social theories of the development of bonding. That is, AI research and application has enabled computers to provide the contingent behavior (interactive responsive- nce) that humans need. The addition of audio and video control further enhances this aspect with the ability of role playing, and food back on key elements in Social Learning Theory. Related, but not addressed by Turkle, is the role of contingent behavior in the development of self-efficacy. In the latter, meaningful responses are known to be an individual’s perceived efficacy with a resulting increase in valued psychological and emotional well-being and persistence at tasks. In this context, there is ample evidence which shows that computer systems can provide either some moral or moral influences. Although the use of computers does make a difference, the primary variables, especially the social impact of computers often lies with the human decision makers. In organizations, for instance, computer systems can be developed in ways which increase organizational efficacy and even frustrate employees to the point of their engaging in out- right sabotage. Systems can also be developed which increase worker self-efficacy, with resulting increases in completion of tasks, and employee loyalty and morale. Thus, although we agree with Turkle that user-computer bonding does occur and has an effect on self perception, it is the nature of the second conclusion making which will most affect how (and) the computer(s) impact the human spirit.

Turkle’s second conclusion is that computers can generate a false intimacy and false relationships and she provides some specific cases as examples. The main flaw here is she fails in causal attribution. That is, individuals who are already estranged from their own feelings and/or social peers are frequently attracted to activities that involve complex logic or a large number of mathematical, chess, or computing. Such attachments may well allow, or reinforce, estrangement without being the primary cause.

Indeepserter can surpass addiction, create an alienation beyond that which we normally attribute to other causes in an industrialized society. What is the best way to understand the emergence of people-as-machines has changed to incorporate computer terminology. In fact, the emergence of such technological changes demonstra- tion that perception of people-as-machines has been with us long before any impact of computers.

In criticism of information technology, Turkle and others often ignore the widespread use and impact of electronic mail and bulletin boards. Recent reports show that such networking has been a major component of many human characteristics (such as skin color, physical impairment, or indicators of low social status) which can evoke social ostracism, have little relevance. Rather, there is increasing evidence that such networks, utilized in both the “computer culture” and in human service treatment settings, provide an effective medium and the deepening of human relationships. Additionally, networks can foster a sense of community through a shared comput- ting environment, and can experientially confirm the world as a “global village.”

Capturing such expertise and organizing it for guidance for the less experienced remains to be demonstrated. This process is called “cognition.” In conclusion, capturing expertise. It describes some of the more effective tech- niques for handling some problems with expertise that char- acterize clinical works in fields such as mental health.

The paper also describes a process for creating computer- based case simulations from a combination of experience- based recording. The simulation is structured with the user’s experience use the computer presentation of these simula- tions to develop appropriate memories and hasten develop- ment of solid experience-based simulations. The paper concludes by emphasizing that the key expectation is that any such computer support is lead to improved benefits for consumers. As a result, some attention is directed at assessing impact in relation to service outcomes.

Computer Assisted Drug Prevention & Treatment Evaluation

John G. Robertson, MSW, Coordinator, Research, Integrity, Inc., P.O. Box 516, New Jersey NJ 07011

Judit Wawer, Ph.D., Professor of Community Psychology, Fairleigh Dickinson University, Madison, NJ;

Michelle D’Amico, Special Projects Manager, Integrity, Inc., P.O. Box 516, New Jersey NJ 07011

Drug addiction research is conducted to improve the treatment process, monitor the delivery of services, and evaluate treatment outcomes. Therapeutic community (TC) is a milieu therapy drug treatment utilizing different elements of environment, individual counseling, group experiences and vocational training. TC seeks to assist clients bring their behavior under con- trol. The TC imposes sanctions and grants advan- cement of status and privileges as a part of the recovery process.

Integrity, a traditional TC, has 170 residential treatment beds for indigent, long-term addicts referred by the criminal justice system. 12,000 youth and adults have been treated at the residential facilities in Newark, Berkeley Heights and Secaucus since 1967. The databases at Integrity are used to mine age, gender, race, diagnosis, clinic demo- graphs, personal histories and drug use patterns are coded. Clinical files and outcome information are also coded by field and treatment. Data base program selected for this purpose because it is easy to use by all levels of staff for both database and word processing with the IBM PC. Correspondence, monthly reports and client management are also achieved with the help from the sys- tem. The program was designed successively by models involving more than one problem area. Clinical information processing commonly reflects such multi-dimensional problems.

Recent research on expert in complex areas suggests that cognitive processing is characterized by detailed rep- resentations of the problem and the decision-making process from which judgments are made. Cognitive systems are derived from integrating memories and well-developed expertise in organizing the problem. The decision-making process change with extensive experience that incorpo- rates knowledge of information and includes good for expert in complex areas. The need for detailed knowledge is suggested appropriate interventions.

From Rules to Prototypes: Adapting Expert Systems to the Nature of Expertise in Clinical Information Processing

Ray Cooper, PhD, Professor, Maritime School of Social Work, Daily Report, 6/24/92

Traditional expert systems attempt to represent the complex decision rules used by experts. This approach has serious limitations, because the rule-based approach involves more than one problem area. Clinical information processing commonly reflects such multi-dimensional problems.

The major study of treatment process involves the development of the treatment process. To enhance efficiency of drug treatment, it is necessary to evaluate the salient client and treatment variables. Approximately 6,000 re- cords are on the computer. The Clinical Files Database maintains a record of the computer, the Clinical Files Database maintains a record of the computer, the clinical experience, educational activity, participation in community life, the computer experience, is a computer experience and is not been in use for three years. The computerized database

Information Resources

Computerized Information and Referral Systems for the Small Social Service Agency

Charles Auerbach, DSB, Wurzweiler School of Social Work, Yeshiva Univ. 185 & Amsterdam Ave, New York, NY 10033

With the rapid decrease in the cost of computers, cou- pled with the increase in speed, it is not possible for the small social service agency to have a computerized informa- tion and referral system.

How a person is linked to a service can be as important as the service itself. The seekers of service expect that they will be connected to a service which will alleviate their stress.

The Health and Welfare Council, Bergen NJ, developed a standard of services. They have been computerized in-
machine. Although Turkle appears correct in her first conclusion, her second perspective ignores some major issues. In the first, she states that the users' attachment to computers, she is supported by mainstream social theories about the development of bonding. That is, AI research and application has enabled computer to provide the contingent behavior (interactive responsiveness) that users experience. The addition of audio and video control further enhances this aspect with the ability of playing, and feedback on key elements in Social Learning Theory. Rules, but not addressed by Turkle, is the role of contingent behavior in the development of self-efficacy. In the latter, meaningful responses are known to increase an individual's perceived efficacy with a resulting increase in valenced behavior and the carrying out of emotional well-being and persistence at tasks. In this context, there is ample evidence which shows that computer systems can provide either social or behavioral responses. Although the technology used does make a difference, the primary variable affecting social impact of computers often lies with the human decision makers. In organizations, for instance, computer systems can be developed in ways which increase organizational rigidity and even frustrate employees to the point of their engaging in outright sabotage. Systems can also be developed which increase worker self-efficacy, with resulting increases in completion of tasks, and employee loyalty and morale. Thus, although we agree with Turkle that user-computer bonding does occur and has a self-perceived effect, it is the nature of the specific decision making which will most affect how their computer(s) impact the human spirit.

Turkle's second conclusion is that computers can generate a pernicious delusion of omnipotence and she provides some specific cases as examples. The main flaw here is the failure in causal attribution. That is, individuals who are already estranged from their own feelings and/or social peers are frequently attracted to activities that involve complex logical arguments, such as mathematics, chess, or computer. Such attachments may well allow, or reinforce, estrangement without being the primary cause.

Indepth interviews show that computers create an augmentation beyond that which we would normally attribute to other causes in an industrialized society. What we would be dealing with is a change in the form of the relationships between people—and the software changes to incorporate computer terminology. In fact, a computerized literature demonstratively demonstrates that perception of people-as-machines has been with us long before any impact of computers. In criticism of information technology, Turkle and others often ignore the widespread use and impact of electronic mail and bulletin boards. Recent reports show that such networks are the dominant mode of many human characteristics (such as skin color, physical impairment, or indicators of low social status) which can evoke social ostracism, have little relevance. Rather, there is increasing evidence that such networks, utilized in both the "computer culture" and in human service treatment settings, provide an effective socialization and a new, and deepening of human relationships. Additionally, networks can foster a sense of community through a shared comput-

Research

Computer Technology and the Human Services: Does It Make A Difference?

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Irwin Epstein, Ph.D., Hunter College, School of Social Work, 129 E. 79th St., New York, NY 10021.

Advocates for the application of computer technology in the human services assert that it promotes organizational and practice effectiveness and organizational efficiency. Opponents claim that it reinforces the worst, most punitive aspects of bureaucracy and fragments professional practice. While each of these positions rests on combinatorial assumptions about bureaucratic structures, professionalization and information technology, advocates and opponents alike have failed to recognize that these issues can be framed and tested empirically.

This paper proposes that practitioners of information technology begin to study the organizational and practice implications of the introduction and implementation of computerization. More specifically, it proposes some alternative research designs and strategies for taking into account natural variations in computerization of professional functions and human service. It identifies a range of variables which must be taken into account if these important questions are to be adequately addressed.

From Rules to Prototypes: Adapting Expert Systems to the Nature of Expertise in Clinical Information Processing

Ray Clayton, Ph.D., Professor, Maritime School of Social Work, Dalhousie University, Halifax, N.S., Canada.

Traditional expert systems attempt to represent the complex decision rules used by experts. This approach has several limitations, including the necessity of involving more than one problem area. Clinical information processing commonly reflects such multi-dimensional problems.

Recent research on expertise in complex areas suggests that cognitive processing is characterized by detailed representation of the relevant domain. To enhance such processing, a database should be developed which extracts the salient client and treatment variables. Approximately 6,000 records are on the computer. The Clinical Files Database represents a comprehensive examination of variables related to the individual's history and the problem. The data includes information on marital status, family structure, substance abuse, life styles, involvement in self help groups, personal recreation and hours spent outside the community. This becomes an enormous case record that can only be managed and evaluated with computer expertise. It describes some of the more effective technology's for coping with the computer's expertise. Characterizing computer's skills in areas such as mental health.

The paper also describes a process for creating computerized databases from a combination of experience-based knowledge. In this process, computer techniques with help the clinician to experience use the computer presentation of these simulations to develop appropriate memories and hasten development of solid experience-based simulations. The paper concludes by emphasizing that the key expectation is that any such computer support will lead to improved benefits for consumers. As a result, some attention is directed at assessing impact in relation to service outcomes.

Computer Assisted Drug Prevention & Treatment Evaluation

John G. Robertson, M.SW, Coordinator, Research, Integrity, Inc., P.O. Box 516, Newark, NJ 07101

Judith Winter, Ph.D., Professor of Community Psychology, Fairleigh Dickinson University, Madison, NJ;

Michele D'Amico, Special Projects Manager, Integrity, Inc., P.O. Box 516, Newark, NJ 07101

Drug addiction research is conducted to improve the treatment process, monitor the delivery of services, and evaluate treatment outcomes. Therapeutic community (TC) is a milieu therapy drug treatment utilizing different therapeutic techniques, individual counseling, group experiences and vocational training. TC seeks to assist clients bring their behavior under conscious control. The TC imposes sanctions and grants advancement of status and privileges as a part of the recovery process.

Integrity, a traditional TC, has 170 residential treatment beds for indigent, long term addicts referred by the criminal justice system. 12,000 youth and adults have been treated at the residential facilities in Newark, Berkeley Heights and Secaucus since 1967. The databases at Integrity are used to monitor intake, client demographics, personal histories and drug use patterns are coded. Clinical files and outcome information are also coded and fed into the computer database program selected for this purpose because it is easy to use by all levels of staff for both database and word processing with the IBM PCs. Correspondence, monthly reports and client management are also achieved with the help from the systems. The program was designed with the help of a software company and a mainframe at Fairleigh Dickinson University using the SPSS program. Data base process evaluation has a major advantage in that it intrudes minimally into the treatment process.

The major study of treatment process involves the development of new computer programs can be used to evaluate the salient client and treatment variables. Approximately 6,000 records are on the computer. The Clinical Files Database represents a comprehensive examination of variables related to the individual's history and the problem. The data includes information on marital status, family structure, substance abuse, life styles, involvement in self help groups, personal recreation and hours spent outside the community. This becomes an enormous case record that can only be managed and evaluated with computer expertise. It describes some of the more effective technology's for coping with the computer's expertise. Characterizing computer's skills in areas such as mental health.

Databases have provided a means of managing and evaluating the efficacy of clinical interventions in drug abuse treatment. An example is the court diversion program for juvenile offenders from Essex County who have been arrested for drug or alcohol related offences (most for selling, rather than using substances) operated by Integrity. The database management system was used to track the records.

Method: Adolescent clients (12 to 18) and their pare(t(s) are required to attend an assessment and four group sessions designed "preparation", "intermediate", "arrest", "intervene" with youth who have drug/alcohol problems, and "educate" youth and their parents on the dangers of drugs and alcohol and the process of recovery from addiction.

Results: IE: PJE referrals between July 1st, 1990 and June 30th, 1990, clients were Black (84%), male (80%), from Newark (60%), and between 16 and 18 years of age (80%), referred for treatment of cocaine (75%). 38% were first arrest and 62% had more than one arrest; 116 suburban Whites (131 Whites in all) and 80 Hispanics were also referred to the program.

Information Resources

Computerized Information and Referral Systems for the Small Social Service Agency

Charles Auerbach, DSW, Wurzweiler School of Social Work, Yeshiva Univ. 183 & Amsterdam Ave., New York, NY 10033

With the rapid decrease in the cost of computers, coupled with the increase in speed, it is not possible for the small social service agency to have a computerized information and referral system.

How a program is linked to a service can be as important as the service itself. The seekers of service expect that they will be connected to a service which will alleviate their stress. To enhance such connection, the computerized information and referral system can be utilized.

The Health and Welfare Council, Bergen NJ, developed a standard an information system which has not been in use for three years. The computerized database
holds information on service agencies in their given loca-
tions. This enables a person to find information in the database to be retrieved rapidly. Since agencies provide many differ-
cent types of services, a classification system to organize the agencies by their multiple fields of service. The three year evolution of the database and the user interface for retrieving and storing information will be discussed.

Bridging the Gap Between Information Technology and Human Services

Patricia Briggs-Consultant in Human Services Evaluation, Human Services Computing Pty. Ltd. Paul Kindler, Senior Lecturer, Information Systems Department, Swinburne Institute of Technology, Victoria, Aust.

Professor Norman Smith, Dean of Faculty of Social Work, University of Queensland, Australia

The requirements for management systems in human services is conceptually little different from that of many other programs or industry sectors. Yet numerous attempts to develop effective management information systems for casework services and programs have been unsuccessful. There is ready recognition of the potential for the utilization of information technology but little awareness of the pitfalls inherent in its implementation.

This paper analyses the factors which can enhance sys-
tem development and those which mitigate against success-
ful implementation. It highlights the way in which critical determinants of success are a function of the quality, extent and nature of the collaboration between the agency practi-
cioners, managers and the system designers. The technical expertise of the information technology specialist contracted to develop the system becomes less important. The experience gained from a pilot project is drawn on to identify critical points which can fail.

Features of systems developed will be illustrated.

Automatic Social Security Advice

Philip Boyd, John Easby & Partners Ltd., Chester, Cheshire, WA5 5ED. England.

This paper will seek to present an overview of programs which optimize on the client's entitlement to Social Security Benefits in the U.K. and, to some extent, how the United States has fared in this respect. It will examine their history, structure, development and use as advice tools and training tools and will address itself to the question “Is the assessment of Welfare Benefits a thing which clients can do for themselves?”

There will be a discussion of the application of rule-based expert systems shells to what is essentially rule-based law, and how the two such attempts failed to produce the desired results.

Also covered will be the problems of verification and testing benefits programs, the problems of matching the BCG-1, self-referenced, U.K. system to logic codes and maintaining the links between the two in a climate of rapid change.

Advice Software for Welfare Benefits to be Demonstrated.

Maximiser Plus an holisticselective U.K. benefits assessment system.

Helper PC Plus a quick but accurate program to calculate U.K. means-tested benefits.

In-Work PC Plus a program for advising those about to return to full-time work in the U.K.

Helper Plus a hand-held version of Helper PC.

Computer-based Technique for Displaying and Analyzing Demographic and Health Data

Leonard. S. Rodburg Queens College/CUNY, Flushing, N.Y.

A user-friendly, computer-based tool for microcomput-
ers has been developed to allow the selection, analysis, an

presentation of social, economic and health data for com-
munities in New York City. The technique is, however, applicable to any community for which data are available at a subdivision level, such as zipcode, census tract, or neighbor-
hood.

This software allows persons with little or no computer experience to utilize census data, vital statistics, marital and demographic and health data. These data can be displayed for specific geographic areas, e.g., zipcodes, or particular data elements can be selected and analyzed using spreadsheets, graphics programs, statistics packages and printing programs.

This software has been duplicated to local, State, and Federal information on socio-economic and health condi-
tions in New York City. The software will be demonstrated using these data, but its application to other areas will be discussed.

Telecommunications

How I Communications

David Anseh, Associate Professor, School of Social Work, Rutgers University, 536 George St., POB 5058, New Bruns-
wick, NJ 08854

This presentation will highlight the use of alternative electronic information resources to inform social action. It will focus on experiences of telecommunication in Central America and specifically Nicaragua as a way to illustrate the use of telecommunication.

This presentation will also examine how to use selective networks, conferences, electronic mail and bul-
bet news to illustrate the possibilities and use by social workers. The goal is to highlight the potentialities and opportunities in joining the global com-
munity of telecommunication and uniting with other social workers around the world.

Social Work educators, practitioners and researchers are faced with complex problems requiring up to date in-
formation to perform their work, such as information on

alds, housing the homeless, domestic violence, addictions and mental health.

To get an article published, it takes almost a year or longer form the time of review. Major sponsors of confer-
ences take several years in the planning and execution be-
cause the program in the field is shared with the profes-
sional community.

Meeting with key people in the field either at a confer-
ence or in person can be costly and difficult to achieve due to the
demands on people. In turn, trying to com-
municate with a large interested audience on the findings of your work, the computer can be time consuming, partic-
ularly if you are trying to find and send to a mailing list and then paying for the cost of duplication and mailing the publication. Let alone if it is accepted for publication in the first place due to the competition in getting published these days. Increasingly social workers faced with the technology boom are beginning to feel the pressure and become more literate in the various use of the computer. Yet the prob-

in use with word processors. Many of us are computer shy and have not ventured into using electronic networks.

Increasingly telecommunication data networks are pro-

ferring data ever. It is not uncommon to find extensive professional and technical networks communicating with one

other and share information through e-mail, confer-

ences and user directories. These networks and affiliated networks are connected to each other at the national as well as

world-wide levels. For those concerned about peace, environment, conflict resolution, health and welfare public in-

formation, there are alternative sources of information to inform those efforts.

For exampleCUSSNet, Computer Use in Social Ser-

vices Network, has established local bulletin boards, local and international mail, and file transfer, conferencing and
dependencies of electronically available information. It builds on a local bulletin board around the world which automatically exchange informa-

tion.

Increasingly we are in a computer-to-computer world of communication. While this has been more characterized of the business and scientific community social work is beginning to use such networks. While written letters, calling people by telephone and meeting at confer-

cences are typical ways we communicate with each other this is the new wave that puts us in touch with people, places and sources of information globally using the computer and a modem in our home or office.

The purpose of attending this presentation, participants will be helped to:

• Overcome fears about using electronic communica-

• Gain a basic introductory understanding of the world
tion.
of telecommunication from a personal perspective.

• Learn why the world of telecommunication is of

• Utilize the potential of various electronic communica-

tion systems

• Learn how to network with others through the use of
electronic conferencing, bulletin boards, and e-mail

• Learn about selected alternative professional and
technically electronic available information reposi-

tories.

• Learn how to expand communicating with others on

the local and global level.

Women's Global Communications

Ramona R. Rush, Department of Communication, 245

Greath Building, University of Kentucky, Lexington, KY 40506-0424. binton, rmrush@uky.edu.

How women are globally linked (or how they could be) is a crucial topic for the wholeness of human discussion as we approach the 21st Century. What is of concern here is the communication ecology of more than half the world's population in relation to the other proportion. Ramona Rush calls women "the minoritized majority": they historically have provided what Ellis Boulding calls the "underbody" of history. However, she notes, "the "silence"and lack of acknowledgement about women's important roles in world society have occurred because women did not and still do not have access to and partici-

pation in major communication channels and content in the same way that men do. In the 1950's, men (mostly white and male) largely controlled and owned the means by which to produce, store, and distribution information.

Yet, this most recent communications revolution has a different kind of hope for linking all of humanity, certainly for those who could use appropriate communication and information technologies in order to provide new forms of empowerment and enhancement. Hi-tech communications (e.g., combining computer communication software with communication and information technologies), are now occurring in quite quick and nearly instantaneous communication of information.

Although such global connections have primarily been used for business and telecommunications conferencing and the like, efficiently and globally link women. Women can also come to collectively use networks of low—tech communications (such as newsletters) which bypass isolation from each other that may be one reason that the title of some women's social groups is one of the promising areas for social change.

Graduate students at the University of Kentucky have been researching this immense and extremely important topic during Spring Semester, 1991, under the supervision of Dr. Ramona R. Rush. They will be examining the topic from a global, international, intercultural angle as well as from global issues of concern to women.

They will produce case studies on such issues as the status and roles of women internationally, international communication women and development, female celebrity portrayals and images, women and religious communications, changes in family communications, women in academic communica-
tions, indigenous women's communication, and others. A comprehensive women's global communications bibliogra-

phies will also be prepared.

The purpose of this group presentation, then is to pro-

vide a forum (panel, roundtable, etc.) for not only these gradu-

ate students to present their research on the topic but to
holds information on service agencies in their given loca-
tions. This enables the user to see if the service is available in the database to be retrieved rapidly. Since agencies provide many different services, the user can use data classification system to organize the agencies by their multiple fields of service. The three year evolution of the database and the user interface for retrieving and storing information will be discussed.

Bridging the Gap Between Information Technology and Human Services

Patrick Boyd-Consultant in Human Services Evaluation, Human Services Computing Pty. Ltd.
Paul Kindler, Senior Lecturer, Information Systems Department, Swinburne Institute of Technology, Victoria, Australia.
Professor Norman Smith, Dean of Faculty of Social Work, Griffith University, Queensland, Australia.

The requirements for management systems in human services is conceptually little different from that of many other programs or industry sectors. Yet numerous attempts to develop effective management information systems for casework services and programs have been unsuccessful. There is ready recognition of the potential for the utilization of information technology but little awareness of the pitfalls inherent in its implementation.

This paper analyses the factors which can enhance system development and those which mitigate against successful implementation. It highlights the way in which critical determinants of success are a function of the quality, extent and nature of the collaboration between the agency practicing, those who manage the system designers. The technical expertise of the information technology specialist contracted to develop the system becomes less important. The experience gained from a pilot project is drawn on to identify critical points which can lead to failure.

Features of systems developed will be illustrated.

Automatic Social Security Advice

Philippe Baud, Post-Graduate, University of Technology, Sydney, N.S.W., and Helen Donelan, College of Social Science and Psychology, University of Leeds, UK.

This paper will seek to present an overview of programs which offer automatic advice to accident and illness entitlements to Social Security Benefits in the UK and will, to some extent, look to the future of such systems.

It will examine their history, structure, development and use as advice tools and training tools and will address itself to the question “is the assessment of Welfare Benefits a thing which clients can do for themselves?”

There will be a discussion of the application of rule based expert systems shells to what is essentially rule based law, and it will be asked why such two such attempts failed to produce the desired results.

Also covered will be the problems of verification and testing benefits programs, the problems of matching the Bilacode, self-reference of the system to logical code and maintaining the links between the two in a climate of rapid change.

Computer-based Technique for Displaying and Analyzing Demographic and Health Data

Leonard S. Ruberg, Queens College/CUNY, Flushing, N.Y.

A user-friendly, computer-based tool for microcomputers has been developed to allow the selection, analysis, and presentation of social, economic, and health data for communities in New York City. The technique is, however, applicable to any community for which data are available at a subdivision level, such as zip code, census tract, or neighborhood.

This software allows persons with little or no computer experience to utilize census data, vital statistics, and demographic and health data. These data can be displayed for specific geographic areas, e.g., zipcodes, or particular data elements can be selected and analyzed using spreadsheets, graphics programs, statistics packages and mapping programs.

This software has been duplicated to local, State, and Federal information on socio-economic and health conditions in New York City. The software will be demonstrated using these data, but its application to other areas will be discussed.

Telecommunications

How I overcame my fears of computer telecommunication and entered the global village

David Anshe, Associate Professor, School of Social Work, Rutgers University, 536 George St., POB 5058, New Brunswick, N.J.

This presentation will highlight the use of alternative electronic information resources to inform social action. The focus of the presentation is to highlight the potentiality and opportunities in joining the global community of telecommunication and uniting with other social workers worldwide.

Social Work educators, practitioners and researchers are faced with complex problems requiring up to date information to perform their work, such as information on aids, housing the homeless, domestic violence, addictions and AIDS.

To get an article published, it takes almost a year or longer to get the time of review. Major sponsors of conferences takes several years in the planning and execution before anything in the field is shared with the professional community.

Meeting with key people in the field either at a conference or on the telephone can be costly and difficult to achieve due to the multiple demands on people. In turn, trying to communicate with a large interested audience on the findings of your research can be time consuming, particularly if you are trying to find and send to a mailing list and then paying for the cost of duplication and mailing the publication. Let alone if it is accepted for publication in the first place due to the competition in getting published these days. Increasingly social workers faced with the technology boom are beginning to feel the pressure and become more likely to use the e-mail of the computer. Yet the predominant use is with word processors. Many of us are computer shy and have not ventured into using electronic networks.

Increasingly telecommunication data networks are proliferating every day. It is not unusual to find extensive professional and technical networks communicating with one another and share information through e-mail, conferences and user directories. These networks and affiliated networks are connected to each other at the national as well as world-wide levels. For those concerned about peace, environment, conflict resolution, health and welfare public information and data networks provide alternative sources of information to inform those efforts.

For example CUSSNet, Computer Use in Social Services Network, has established local bulletin boards, local and international mail, and file transfer, conferencing and publication of documents and electronic mail bulletin boards around the world which automatically exchange information.

Increasingly we see in a computer to computer world of communication. While this has been more characteristic of the business and scientific community social work is beginning to use such networks. While we return letters, calling people by telephone and meeting at conferences are typical ways we communicate with each other these techniques are the new wave that puts us in touch with people, places and sources of information globally using the computer and a modem in our home or office.

By attending this presentation, participants will be helped to:

- Overcome fears about using electronic communication.
- Gain a basic introductory understanding of the world of telecommunication from a personal perspective.
- Learn why computer and telecommunication is of interest to educators and of particular value to those in social sciences.
- Learn about the potentiality and opportunity in on line and resources available from the univer-sity to help with specific problems.
- Learn about the potentiality of various electronic communication instruments.
- Learn how to network with others through the use of electronic conferencing, bulletin boards, and e-mail.

- Learn about selected alternative professional and technically electronically available information repos-sitories.
- Learn how to expand communicating with others on the local and global level.

Women's Global Communications

Ramona R. Rush, Department of Communication, 245
Grehan Building, University of Kentucky, Lexington, KY 40506-0442, rushr@uky.edu

How women are globally linked (or how they could be) is a crucial topic for the wholeness of human discussion as we approach the 21st Century. What is of concern here is the communication ecology of more than half the world's population in relation to the other proportion. Ramona Rush calls women the "minoritized majority." They historically have provided what Else Boulding calls the underside of history. This paper questions the "silence" and lack of acknowledgement about women's important roles in world society have occurred because women did not and still do not have access to and participation in major communication channels and content in the same way that men did. In 1995, men (mostly white and male) largely control and own the means by which to produce, store, and distribute information.

Yet, this most recent communications revolution has a different kind of hope for linking all of humanity, certainly for those who could use appropriate communication and information technologies to help in their development and enhancement. Hi-tech communications (e.g., combining computer communication software with communication hardware) can provide access to and near-instantaneous exchange of information via near-instantaneous exchange of information.

Although such global connections have primarily been used for military and telecommunication conferences, they are efficiently and globally link women. Women can also communicate to take advantage of low-tech communications (such as newsletters) which have been linked from one country to another. Complete isolation from one another. The use of both hi-tech and low tech is one of the promising areas for social change.

Graduate students at the University of Kentucky have been researching this immense and urgently important topic during Spring Semester, 1991, under the supervision of Dr. Ramona R. Rush. They will be examining the topic from a global, international, and cultural angle as well as from global issues of concern to women. They will produce case studies on such issues as the status and roles of women in international communications, women and development, female celebrity portraits and images, women and religious communications, changes in family communications, women in academic communications, indigenous women's communication, and others. A comprehensive woman's global communications bibliogra phy will also be prepared.

The purpose of this group presentation, then, is to provide a forum (panel, round table, or panel meeting) for not only these graduate students to present their research on the topic but...
The integrated multigenerational database which evolved during the project included four compatible subsystems: initial access services, service training, and client satisfaction with services. During the post-project period these subsystems underwent further revision based on changes in programs, reporting requirements, and administrator needs resulting from their increased sophistication and complexity. As a result of the technology, while the whole system is a component of a larger information system contains the same four compatible subsystems, some customization for each respite program and streamlining which has not impaired the sharing of data across programs. This computerization reduces the need for both paper-based and negative outcomes for participating programs. Positive outcomes include: developing a model of service coordination for our community; creating a support network for respite programs; increasing awareness of what computerization efforts involve and can provide; standardizing the assessment process thereby improving the value of assessment for both clinical and analytical purposes; creating the multigenerational database available for planning, marketing, and reporting purposes; and a guided and supported entry into the computer world for small nonprofit programs. Negative aspects include: extensive amounts of time required for system development, staffing difficulties in terms of time available for data entry and re-training issues, compatibility with other hardware later acquired by agencies, lower user effectiveness in very small programs, required inclusion of data not desired by each program, and the inherent conflict between quantitative data for administrative purposes and qualitative needs.

The post-project period has seen the voluntary expansion of the multigenerational database with no external funds to include data from other key services regardless of mental status. One of the original project aims was to make each program technologically self-sufficient. In most cases this has been achieved. The use of computer technology has expanded beyond project data gathering to include word processing, spreadsheet applications, and other search and statistical applications.

The project clearly demonstrates the use of this automated database management system that was specifically developed for the Philadelphia Department of Human Services. This system will be used to assess the impact of all the administrative requirements for a hospital social work department's quality assurance requirements. It is easy to use and automated report capabilities make this project unique and useful particularly for social workers with little computer training.

Health and Hospitals

**SWDB: A Data Base Management Information System for Hospital Social Work Directors**

Paul R. Raffoul, Ph.D., Associate Professor and Director, Computer Learning Center, Graduate School of Social Work and Social Administration, University of Houston, Houston, TX 77204-4496

Jeffery T. Burns, M.SW., Vocational Rehabilitation Counselor, TAP Training and Placement Program, Houston, TX

This presentation will demonstrate the use of this automated database management system that was specifically developed for the Philadelphia Department of Human Services. The system includes all of the administrative requirements for a hospital social work department's quality assurance requirements. It is easy to use and automated report capabilities make this project unique and useful particularly for social workers with little computer training.
Human Service Areas

Aging

The Maturation of a Multiagency Computerization Effort for Alzheimer's Respite Services.

J. Looman and Gary T. Deilmng. The Benjamin Rose Institute, 500 Hanna Blvd., 1422 Euclid Ave, Cleveland, Ohio 44115

From mid-1968 through mid-1990 seven Northeast Ohio nonprofit agencies collaborated in an effort to develop a computerized multiagency database of users of respite services for Alzheimer's patients. This project (SISER: Shared Information System for Evaluating Respite Services) grew out of a previous PC-based information system at The Benjamin Rose Institute. Project accomplishments included the development of a comprehensive multiagency respite services database through the use of the multiagency database; collaborating in the creation of a standardized database; and providing assistance to PC-based information systems; providing hardware, software, and training for data entry and data analysis to programs; and creating an ongoing forum for exchange of ideas and experience as well as mutual support which extends beyond the funded project period. Since the end of the funding period in mid-1990, the consortium of respite programs has continued via regularly scheduled meetings and expanded data sharing.

Children and Families

Linking Service Providers with their Government Funding Agency through PCs and Modems

Donald Fish, Executive Director, Campbell Service Group, 1110 Cove Road, Mamaroneck, NY 10543

In the nonprofit world, linking existing PCs through modem creates an easy and inexpensive communications network which saves time, money and builds teamwork.

Applicant-Provider Interface

The Philadelphia Comprehensive Child Welfare Referral System linking six departments in the City of Philadelphia, Department of Human Services with the six largest providers of foster care to provide:

Utilization Report:
- Submission of case papers and department reports with a mechanism for monitoring weekly compliance

and utilization of funds by service category and in total.

Vacancy Report:
- Provides caseworkers with immediate access to bed availability information, Service Tracking, and Client Satisfaction with Services. During the post-project period these subsystems underwent further revision based on changes in programs, reporting requirements, and administrative needs resulting from their increased sophistication and complexity for use by nonprofessionals. The technology, while the development of the multiagency information system contains the same four compatible sub-systems, some customization for each respite program and streamlining has evolved which has not impaired the sharing of data across programs. This computerization effort resulted in both positive and negative outcomes for participating programs. Positive outcomes include: developing a model of service coordination for our community; creating a support network for respite programs; increasing awareness of what computerization efforts involve and can provide; standardizing of the assessment process thereby improving the value of assessment for both clinical and analytical purposes; creating the multiagency database available for use by nonprofessionals for planning, marketing, and reporting purposes; and a guided and supported entry into the computer world for small nonprofit programs. Negative aspects include: extensive amounts of time required for system development, staffing difficulties in terms of time available for data entry and re-training issues, compatibility with other hardware later acquired by agencies, lower cost effectiveness in very small programs, required inclusion of data not desired by each program, and the inherent conflict between quantitative data for administration and qualitative data for clinical needs.

The post-project period has seen the voluntary expansion of the multiagency database with no external funds to include other client segments for the respite programs regardless of mental status. One of the original project aims was to make each program technologically self-sufficient. In most cases that has been achieved and the use of computerization has expanded beyond project data gathering to include word processing, spreadsheet applications, other re- search and statistical applications.

Health and Hospitals

SWAB: A Data Base Management Information System for Hospital Social Work Directors

Paul R. Raffoul, Ph.D., Associate Professor and Director, Computer Learning Center, Graduate School of Social Work, University of Houston, Houston, TX 77204-4490

Jeffrey T. Burns, MSW, Vocational Rehabilitation Counselor, The Rehabilitation Center, Houston, TX 77219

This presentation will demonstrate the use of this automated data management system that was specifically developed for hospital social workers. The system is designed to address all of the administrative requirements for a hospital social work department's quality assurance requirements. It is easy of use and automated report capabilities make this program unique and useful particularly for social workers with little computer training.
The Design of a Computerized Case Management System for ALC Patients

Charles Auerbach, DSW, Wurzweiler School of Social Work, Yeshiva Univ. 185 & Amsterdam Ave., New York, NY 10033

Diane Ambruso, CSW, Senior Social Worker, Charles Cohen, ACSW, Director, and Elizabeth Quinlan, ACSW, Assistant Director LSU Division, and Barry Rock, DSW, Director, Department of Social Work, LSU

With the advent of prospective payment systems and the resulting pressures for shorter lengths-of-stay, discharge planning is once again to the forefront of hospital-based health care. In response to these pressures, the authors will present the efforts of the Department of Social Work Services of a large, multiparous, urban teaching medical center to design, implement and evaluate a microcomputer-based case-tracking system for alternate level of care patients.

The presentation will focus primarily on the design phase and technical specifications of the system. Specifically, this will include a discussion of the database design in Foxpro, input and reporting screens, as well as end user capabilities for customization of tables and ad-hoc reporting.

In addition, preliminary findings based on one year of data will be utilized to identify factors related to lengthy ALC. Those findings will be the basis for an early intervention profile and a discussion regarding policy implications.

Finally, the actual program will be demonstrated.

Using Hypertext Systems in Human Services

Michael A. King, D.S.W. St. Francis Hospital, Roslyn, New York, 11576 (516) 562-4044

This paper will discuss what hypertext is, how it functions and how it can be utilized to great advantage in the human services field.

Hypertext offers a unique and efficient software mechanism to facilitate access to many kinds of information quickly and without a lot of formal knowledge, in order to do so. The benefits of software developed with hypertext are:

- the ability to provide desired knowledge to users
- the ease of use (as little as knowing the 4 arrow keys)
- the reduced amount of time spent on knowledge acquisition
- the speed with which you can obtain information, go off in any direction and yet be returned to where you left off the individualized access to information (since hypertext is structured in a non-hierarchical manner, increased based on one's own interest, pace and direction) and still be able to retrace one's steps

The goal is to develop hypertext to enhance existing software as well as text documents

Hypertext is far greater than a text retrieval system. It allows users to find and use the specific information they need without prior knowledge of the subject.

Hypertext will be defined and information provided on some of the implementation issues that highlight its usefulness. Some of the programs offering hypertext will be briefly described.

Some specific uses that human service agencies could use hypertext for will be presented:
- to serve as a teaching tool for staff or others
- to organize policy and procedure manuals
- to access community agency resource files
- to maintain bibliographic reference files
- to provide patients with help in learning to enhance exist
ing software (spreadsheet, database, word process

ing, etc.)

On a broader basis hypertext can be utilized to develop a database that would be applicable to a wide range of agencies. Such a development would minimize the cost to any one agency. Costs in general would vary depending on the size and complexity of the information being incorporated into a hypertext system. Transparencies will be used to visualize hypertext.

Development of an Information System for Hospital Social Work Departments in Israel

Miriam Cohen, Researcher, IDC Booksdale Institute of Gerontology and Adult Human Development in Israel, POB 33087, Jerusalem 91130

Gail Auslander, Paul Baurwald, School of Social Work, The Hebrew University, Jerusalem, Israel

In order to meet accountability demands, ensure quality of care, aid management functions, and advance practice knowledge, hospital social work departments in Israel recognize the need to implement an information system. This paper describes a joint endeavor of the social work departments of the major health care providers in Israel to develop a core unified system for national implementation. The system is geared to meet information needs of workers from several levels, from national directors to direct service practitioners. The ongoing reporting ensures a basic level of professional recording, and provides social work departments with essential, timely and reliable information about their clients and the psychosocial problems treated, interventions performed, interagency referrals, and selected treatment outcomes. Referral records form the primary target population of social work services in general hospitals, mental hospitals, and the local mental centers. Medical directors and administrative personnel need to know and to be informed in arranging the required care.

Managers and practitioners have participated actively in all stages of system development. To respond to local needs, variations of the core system were implemented as pilot projects at four hospitals around the country. The development process has been accompanied by assessment of worker attitudes, of recording behavior, and of reliability in recording data. Data can be used by workers at different levels in varying ways, but the translation of data into guidelines for action is generally not immediately self-evident. The paper will analyze potential uses of data in the unique context of hospital social work, and discuss strategies for presenting the data to users to promote effective utilization.

Criminal Justice

Computer Applications in the Probation Service in England

David Colombo, Research and Information Officer, West Sussex Probation Service, 61 North Street, Chichester, West Sussex, PO19 1NB, England.

The presentation explores themes about the development of information technologies in the Probation Service in England and demonstrates computer software, development for professional and client use.

This presentation will:
- Ways in which development of information technol
ogy and information strategies have been shaped by central government requirements and control
- Issue about and progress in developing systems and software that focus on needs of local services, opera
tions, and the needs of clients

The demonstration of software will allow participants to try out some of a range of programs that have been developed by the presenter for use by the Probation Service, and focus on operational needs. Demonstration copies of software will be available on a "Shareware" basis.

The presenter is a former Probation Officer now working as a Research and Information Officer for West Sussex Probation Service and undertaking a Doctorate thesis at Southampton University on this topic.

Disabilities

The Impact of Computer Technology on Persons with Disabilities: Their Perspective

Randolph J. Tigue, Director of Research, The Vocational and Rehabilitation Research Institute, Calgary, Alberta

The enhancement of personal and social capacity of people with disabilities by low-cost computer technology will perhaps have one of its most significant impacts on the lives of persons with disabili
ties. This potential is far greater than the possibility that personal computer technology will be used to enhance the physical abilities of people with disabilities. Persons with disabilities need computers, and the software, as tools, for education, or work, etc. Through the use of this technology an individual with no sight can read independently, a person without motor function below the neck can write, and a person without access to spoken channels of communication can communicate with others, individually or in a group and across long distances or in person.

Research on computer technology and disability has been primarily restricted to looking at the reduction or removal of requirements for specific functions, viewing the computer as an instrument to accomplish specific tasks. Research should not be viewed as requiring the 'instrumental computer' but it should also assess the impact that the technology has made on the individual as a person.

This paper will provide preliminary analysis of data collected in a research project designed to assess the impact of computer-based technology on people with disabilities from the perspective of the people who use it. Data were collected with the use of survey methods followed by in-depth interviews. Of particular interest was whether persons with disabilities who use the computer technology view it as a tool of empowerment.

With research of this nature, it is hoped that a greater recognition of the potential benefits of computer technology will be achieved within human service and government sectors. If this is the case, the '90s should be a decade when individuals who require computer-based technology will have better access to information about it and to granting systems that enable its purchase.

Mental Health

Psychminder: Low Cost, User Friendly Integration of Mental Health Information systems

Robert M. Kolodner, M.D., Assistant Professor of Psychiatry, University of Pennsylvania School of Medicine, Director, Institute for Clinical Computing, 4500 S. Lancaster Rd. (1664), Dallas, TX 75216

Sylvia Houglund, MPA, Associate Director, Laboratory for Clinical Computing, Dallas, VAMC, Clinical Faculty Residency UTW, 4500 S. Lancaster Rd., Dallas, TX 75216

PsychMinder is a computer based support system for mental health workers. PsychMINDER integrates clinical data stored on 3 separate computer systems by downloading information from 3 hospital based systems to one micro computer. The purpose of the software is to improve quality of care given to patients by providing immediately available, integrated patient data (pharmacy, lab, and demographics).

Initially supported by a Health Foundation for Mental Health grant, the Dallas VA's Clinical Computing Center is developing a software system built on the VA's public domain decentralized Hospital Information System (DHCP), and was involved in a VA's laboratory, electronic record, and clinical (MHC). Like many other unfunded MHCs, they did not have patient information that was readily available to clinicians. PsychMinder has separate computers for pharmacy, laboratory, and patient information that are not compatible.

Separate non-integrated systems are a common problem for organizations who are often forced, because of historic circumstances and budget constraints to purchase systems separately. All fragmented information will be lost if a large amount of information exists in electronic form, the mental health worker needed access to the patient's medical record, required access at all needed times, and had to use separate terminals for each function. This diverted a substantial amount of time from patient care to retrieval activities. In addition information on patients from out site clinics, night admissions, and emergencies may not be accessible when needed.

The VA's DHCP system was used to integrate the patient information stored on the separate hospital computer systems software systems. The linking system, written in XMODEM, is based on a VAX/11/780 based minicomputer (loaned by Hewlett Packard) located in the Outpatient Psychiatry Department. The system is now well developed, updated frequently, is in the public domain and low cost and has a clinical emphasis. The microcomputer runs in main user mode and can support over 20 users
The Design of a Computerized Case Management System for ALC Patients
Charles Auerbach, DSW, Wurzweiler School of Social Work, Yeshiva Univ., 183 & Amsterdam Ave., New York, NY 10033
Diame Ambruso, CSW, Senior Social Worker, Charles Cohen, ACSW, Assistant Director, Elizabeth Quinlin, ACSW, Assistant Director LIJ Division, and Barry Rock, DSW, Director, Department of Social Work Services LIJ
With the advent of prospective payment systems and the resulting pressures for shorter lengths-of-stay, discharge planning has become a priority for health care providers. In response to these pressures, the authors will present the efforts of the Department of Social Work Services of a large, multi-disciplinary, non-profit medical center to design, implement and evaluate a computer-based case-tracking system for alternate level of care patients.

The presentation will focus primarily on the design of the system. Specifically, this will include: a discussion of the database design, in瓶颈, input and reporting screens, as well as end user capabilities for customization of tables and ad-hoc reporting. In addition, preliminary findings based on one year of data will be utilized to identify factors related to length of stay. These findings will be the basis for an early intervention profile and a discussion regarding policy implications. Finally, the actual program will be demonstrated.

The Design of a Computerized Case Management System for ALC Patients

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This paper will discuss what hypertext is, how functions and how it can be utilized to great advantage in the human services field.

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- no need to search hypertext to enhance existing software as well as text documents

Hypertext is far greater than a text retrieval system. It allows users to find and use the specific information they need without prior knowledge of the subject.

Hypertext will be defined and information provided on some of the implemented ways of functioning that highlight its usefulness. Some of the programs offering hypertext will be briefly described.

Development of an Information System for Hospital Social Work Departments in Israel
Miriam Cohen, Researcher, IJC Brookdale Institute of Gerontology and Adult Human Development in Israel, POB 31087, Jerusalem 91130
Gail Auslander, Paul Burwald, School of Social Work, The Hebrew University, Jerusalem, Israel
In order to meet accountability demands, ensure quality of care, aid management functions, and advance practice knowledge, hospital social work departments in Israel recognize the need to implement computer systems. This paper describes a joint endeavor of the social work departments of the major health care providers in Israel to develop a core unified system for national implementation. The system is geared to meet information needs of workers and professionals at all levels, from national directors to direct service practitioners. The ongoing reporting ensures a basic level of professional recording, and provides social work department with essential, timely and reliable information about their clients and the psychosocial problems treated, interventions performed, interagency referrals, and selected treatment outcomes. Residents of Israel have a primary target population of social work services in general, but there is no formal set of standards, norms, measures, or protocols for the work. This is the use of the technology an individual with no sight can read independently, a person without motor function below the neck can write, and a person without access to spoken channels of communication can communicate with others, individually or in a group and across long distances or in person.

Research on computer technology and disability has been primarily restricted to looking at the reduction or removal of barriers requiring manual input (i.e., viewing the computer as an instrument to accomplish specific tasks). Research should not only be exploring the 'instrumental computer' but it should also assess the impact that the technology has made on the individual as a person.

This paper will provide preliminary analysis of data collected in a research project designed to assess the impact of computer-based technology on people with disabilities from the perspective of those who use it. Data were collected with the use of survey methods followed by in-depth interviews. Of particular interest was whether persons with disabilities who use computer technology view it as a tool of empowerment.

With research of this nature, it is hoped that a greater recognition of the potential benefits of computer technology will be achieved within human service and government sectors. If this is the case, the 50's should be a decade where individuals who require computer-based technology will have better access to information about it and to granting systems enabling its purchase.

Mental Health
Psychminder: Low Cost, User Friendly Integration of Mental Health Information Systems
Robert M. Koolenda, M.D., Assistant Professor of Psychiatry, University of Pennsylvania, Associate Director of Outpatient Psychology, Head, Intermediate Laboratory for Clinical Computing, 450 S. Lancaster Rd. (1164), Dallas, TX 75216
Sylvia Houdland, MPA, Associate Director, Laboratory for Clinical Computing, Dallas, VAMC, Clinical Faculty Associate, UT-SWMC, 4500 S. Lancaster Rd, Dallas, TX 75216
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Initially supported by a Hogg Foundation for Mental Health grant, the Dallas VA General Hospital, and the VA, has developed a software system built on the VA's public domain, decentralized Hospital Information System (DHCP), and was implemented in a VA's inpatient Psychiatric Ward and outpatient clinic (MHC). Like many other unfunded MHC systems, they did not have patient information that was readily available to clinicians. Psychminder has separate computers for pharmacy, laboratory, and patient information that are not connected.

Separate non-integrated systems are a common problem for organizations who are often forced, because of historic circumstances and budget constraints to purchase systems separately. Although the availability of a great deal of information exists in electronic form, the mental health worker needed to have all of the information in one large database, and needed to see separated and integrated was not possible. It was decided that the system needed time, and to have some to use terminals for each. This diverted a substantial amount of time from patient care to retrieval activities. In addition information on patients from out site clinics, night admissions, and emergencies may not be accessible when needed.

The VA's DHCP system was used to implement the patient information stored on the separate hospital computer systems. The linking system, written in MUMPS and run on a VAX-11/780, was connected to a DEC VAX 11/780 computer (loaned by Hewlett Packard) located in the Outpatient Psychiatric Clinic. Because the DHCP computer was well developed, updated frequently, is in the public domain and low cost and has a clinical emphasis. The microcomputer runs in multi user mode and can support over 20 users.
Expert System Development in III-structured Domains: The Application of Artificial Intelligence Technology to Diagnosis and Assessment

Joe Ravetz, Department of Public Policy, Faculty of Cultural, Legal and Social Studies, Lancaster Polytechnic, Preston, PR 5 2TG, England

Expert systems supporting decision making processes are believed to be of value in a range of professional environments. The technology on the human services is minimal in comparison with those professional domains conspicuous by their well-structured and commonly accepted knowledge bases.

The paper is an examination of the problems and promise of knowledge creation and diagnostic system development, and a review of the importance of systematic knowledge acquisition techniques in the development of expert diagnostic systems. It is the contention of the paper that the expertise found in welfare agencies can be exploited to provide a range of cheaply produced expert system software that would be of benefit to practitioners in the Human Services.

The first section of the paper is a description of the components that define the attributes of an expert system. Under the title Knowledge Creation and Diagnostic System Development the contention is that the knowledge base of the expert system is never complete; that disciplines vary in terms of what constitutes acceptable levels of proof and measure of certainty; that the content of certain knowledge in an expert system are not limitations of design, but are limitations demonstrating conceptual and theoretical limits in the simulation of dynamic expert performance. The paper finally argues that an acceptance of the limitations of the transfer of knowledge from expert to expert system stimulates the creative process. Headings under this section are:

- Rule Based Systems (PROLOG examples).
- Distinction between Propositional and Tacit Knowledge.
- The Problem of Tacit Knowledge and the Development of an Expert System.
- Subjectivity of the Knowledge Base is an Ill-structured domain.
- Knowledge Validity.

The second section of the paper is an examination of the process of systematic knowledge acquisition in the development of Expert Systems. The components in Ill-structured domain. The contention is that the elicitation of knowledge from an expert in a complex systematic creative process. The supposition is that a database containing social history information that can be linked within a relational data structure to another database containing clinical data. There is also interesting work being carried out in the mainstream of the computer industry in the United Kingdom on perplex and large scale relational databases and artificial intelligence concepts. These include the use of expert systems to facilitate the process of interrogating complex databases. The availability of writing PROLOG type statements within SQL linking linguistically, relational database architecture with artificial intelligence.

Capability in Lotus provides a mechanism for having staff only contribute in required fields and minimizes computer training time.

This paper will review the variety of Medicaid case situations and demonstrate the development of a spread sheet template to automate the eligibility calculations.

Welfare

Improving Medicaid Processing Through the Use of Personal Computers

Gordon G. Ragland, Jr., Charlotte Department of Social Services, P.O. Drawer 440, Charlotte Court House, VA 23830

The advantages of automation are well documented especially when the power of computers are available at the line level. The Charlotte Department of Social Services located in rural Southside Virginia has developed computer applications to put computer power in the hands of rural Medicaid workers.

Virginia's Medicaid program is administered by two separate departments of state government who have a different perspective of computer systems. The Department of Medical Assistance Services has responsibility for the approval of medical providers and the issuance of all Medicaid payments and that an IBM mainframe system. The Department of Social Services has responsibility for individual eligibility determination and utilizes an UNIVS system.

To enroll an individual in the program, the Medicaid caseworker must first access the UNIVS system in program in social services, health, a translation of a printer program, and then access the Medicaid database on the IBM mainframe.

The mainframe provides client tracking, issuance of Medicaid cards and computerized processing of payments to providers. However, it does not provide any assistance to the caseworker in determining eligibility.

The Medicaid program has grown in complexity as the computer systems have. It has different rules as to what income is counted. It has 203 pages of regulations and 11 different eligibility groupings as well as a burgeoning case load. These rules are often called "practice wisdom." Expert systems are primarily recognized for several large, mainframe based business and medical applications such as the MINOS, the hospital systems. However, the field "knowledge processing" contains several outstanding applications for the microcomputer developed by users in a limited domain. Currently, 40000 expert systems are said to be under development in the public and private sectors and a recent survey indicated that many are smaller, user developed examples.

Originally developed for single applications and running on mainframe computers, evolution has brought the expert systems to the desktop. Each microcomputer system is a very cheap and effective expert system. Each microcomputer system is a very cheap and effective expert system.

Expert systems are "intelligent" computer programs that answer questions or provide information by employing encoded knowledge and inference procedures to solve difficult problems. Mimicking the decision making process of human experts, these programs produce recommendations by manipulating sets of stored facts, rules, and the fact that the system is often called "practice wisdom." Expert systems are primarily recognized for several rules that are applicable in a limited domain of information. Currently, 40000 expert systems are said to be under development in the public and private sectors and a recent survey indicated that many are smaller, user developed examples.

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at one time. PsychMDer also allows ad hoc queries on aggregated link data. The reporting function is built into the system. Downloading is done in "no peak" hours and minimizes adverse impact on the existing system.

Clinical workers, who have a secure access and verify code, log each month on a day-to-day to get a complete list of patient information about any patient. Patient management, lab services, pharmacy information from the non VA systems are available by a simple, user friendly method that can be taught to mental health workers in less than one hour. Information can be retrieved in a variety of formats, e.g. number of prescriptions, diagnoses, refills, labs, etc.

Computer Aided Interviewing in Psychiatric Social Work
Mike Ferrier, Rampton Hospital, Retford, Nottinghamshire, DN22 OPD, England

This paper reviews the results of a two year research project on computer aided interviewing in patients' parents to gain information for psychiatric social history reports. The methods were by unstructured human interview and interviewing by computer (multiple choice questionnaire), and the same questionnaire delivered by computer.

The research was carried out at Rampton Special Hospital, United Kingdom, where the author is a Senior Social Worker and the project was the basis of a post-graduate degree thesis at University College, Swansea.

The results of the research showed that structured interview gained significantly more information than the traditional unstructured approach. The results also showed that computer aided interviewing seemed to produce more reliable information than human interviewing. In short, subjects seemed to be more candid on sensitive issues when interviewed by a computer than when interviewed by a social worker.

The paper will link these findings with earlier research in computer aided interviewing in a psychiatric setting. It will examine why people might find it easier to talk to a computer than to talk to another human being.

Problems and strategies of measuring reliability will be discussed, as well as the technical problems of writing such a computer system. The system itself will be available for demonstration.

The possibilities of such a system will be discussed. There is an effort to develop a database containing social history information that can be linked within a relational data structure to another database containing clinical data. There is also interesting work being carried out in the mainstream of the computer industry in the United Kingdom on portability and large scale relational databases and artificial intelligence concepts. These include the use of expert systems to facilitate the process of interrogating complex databases and the use of PROLOG type statements within SQL linking, linguistically, relational database architecture with artificial intelligence.

Expert System Development in III-structured Domains: The Application of Artificial Intelligence Technology to Diagnosis and Assessment of Mental Health Services
Joe Ravetz, Department of Public Policy, Faculty of Cultural, Legal and Social Studies, Lancashire Polytechnic, Preston, PR2 7TG, England

Expert systems supporting decision making processes are believed to be of value in a range of professional end-users. The technology on the human services is minimal in comparison with those professional domains conspicuous by their well-structured and commonly accepted knowledge bases.

The paper is an examination of the problems and promise of knowledge creation and diagnostic system development, and a review of the importance of systematic knowledge acquisition techniques in the development of expert diagnostic systems. It is the contention of the paper that the expertise found in welfare agencies can be exploited to provide a range of cheaply produced expert system software that would be of benefit to practitioners in the Human Services.

The first section of the paper is a description of the components that define the attributes of an expert system. Under the title Knowledge Creation and Diagnostic System Development the contention is that the knowledge base of an expert system is never complete; that disciplines vary in terms of what constitutes acceptable levels of proof and measurement of certainty; that the representation of certainty in an expert system are not limitations of design, but are limitations demonstrating conceptual and theoretical limits in the simulation of dynamic expertise; and finally that an acceptance of the limitations of the transfer of knowledge from expert to expert system stimulates the creative process. Headings under this section:

- Rule Based Systems (PROLOG examples).
- Distinction between Propositional and Tacit Knowledge.
- Subjectivity of the Knowledge Base is an ill-structured domain.
- Knowledge Validity.

The second section of the paper is an examination of the process of systematic knowledge acquisition in the development of Expert Systems in III-structured domain. The contention is that the elicitation of knowledge from an expert in a complex systematic creative process. The supposition is that the expert is the repository of the knowledge base and ill-structured nature of a domain, the more difficult is the task of knowledge acquisition as an integral feature of expert system design and the more intricate is the process of design and implementation. Headings under this section:

- The nature of expertise and choice of expert.
- Practical problems of knowledge acquisition.
- The necessity of good communication skills.
- A communication between the expert and system designer in the development of an expert system prototype.

Welfare
Improving Medicaid Processing Through the Use of Personal Computers
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The advantages of automation are well documented especially when the power of computers are available at the line of service. The Charlotte Department of Social Services located in rural North Carolina has developed computer applications to put computer power in the hands of each and every Medicaid worker.

Virginia's Medicaid program is administered by two separate departments of state government who have two different computer systems. The Department of Medical Assistance Services has responsibility for the approval of medical providers and the issuance of all Medicaid payments and that an IBM mainframe. The Department of Social Services has responsibility for individual eligibility determination and utilizes an UNIVAC system.

To enroll an individual in the program, the Medicaid casework must first access the UNIVAC system in social services, transit through a translator program, and then access the Medicaid database on the IBM mainframe. The mainframe provides client tracking, issuance of Medicaid cards and other services Medicaid users in the state. However, it does not provide any assistance to the caseworker in determining eligibility.

The Medicaid program has grown in complexity as the Committee on MEDICAID has different rules as to what income is considered. The program is now over 200 pages of regulations and 11 different eligibility groupings as well as a burgeoning caseload. These were the factors motivating and that an IBM mainframe system to explore PC applications to provide relief to Medicaid staff and increase the speed of case processing.

In each Medicaid Workstation, it is necessary to determine the category of eligibility and then complete a worksheet to calculate the amount of countable income and resources. Each worksheet sheet is then entered into an expert system which interacts with an electronic database for information and referral applications.

The expert system may prove to be as useful to organization as the word processing and spreadsheet programs. Empowerment of staff and clients is a potential outcome of their use. Such a system will add an electronic layer that help with the record keeping and direct service aspects of their work. Direct client information system interaction is another possible outcome. The desk driven $3000 databases and represent client empowerment.

Social Service
Desktop Expert Systems: Applications for Social Services
Michael J. Kelly, PhD, and William St. Clair, MSW, School of Social Work, U. of Missouri—Columbia, 714 Clark Hall, Columbia, MO 65211

This paper discusses microcomputer "knowledge based" systems applications for social service programs developed in small social service agencies with a limited budget. It begins with a brief discussion of expert systems including the ethical problems and problems of knowledge acquisition, moves to the development of knowledge based applications, and concludes with a discussion of issues related to applications development by front line personnel and direct information access by clients.

Expert systems are "intelligent" computer programs that answer questions or provide information by employing encoded knowledge and inference procedures to solve difficult problems. Mimicking the decision making process of human experts, these programs produce recommendations by manipulating sets of stored facts, rules, and the less exact situation, as often called "practice wisdom." Expert systems are primarily recognized for several large, mainframe based business and medical applications examples such as the Medico, INGRES, and the like. However, the field of "knowledge processing" contains several outstanding applications for the microcomputer developed by social service workers in a limited domain of information. Currently 40,000 expert systems are said to be under development in the public and private sectors and a recent survey indicated that many are smaller, user developed examples.

Originally developed for single applications and running on mainframe computers, evolution has brought the expert system to the desktop. The new inexpensive expert systems development software provides power at all levels of the computer market. Inexpensive, expert system development software provides power at all levels of the computer market.
Professional or Technician: Computer-based Curricula and Education for Child Protective Services


For the past two years, the University of Denver, Graduate School of Social Work, in conjunction with the Colorado Department of Social Services, has been developing a seven-module, computer-based training (CBT) curriculum to prepare Child Protective Service (CPS) caseworkers to assess and deal with reported situations of child abuse and neglect. The presenters will describe the process of developing this one-of-a-kind federally-funded project. The project has received national attention as a model for both preparing and evaluating the competency of CPS workers. Using the computer authoring package, PHOENIX, this curriculum proceeds in an incremental fashion from knowledge mastery to comprehension and application.

The presenters' objective is to provide immediate feedback to trainees and their supervisors and quantitative measurement of competency in beginning knowledge and skills. Perhaps more critically, this application has the capacity to provide standardization of training and evaluation in a public sector service that has long been criticized for its lack of accountability and rigor in training and evaluation.

Implementation of CBT in social services has not been without significant problems and issues. The presenters will discuss significant issues which have arisen in this project and may have relevance to other such endeavors. An evaluation of both objective issues such as cost and adequacy of the technology, as well as subjective concerns such as resistance by personnel to the technology, and ethical issues will be presented.

Strategies for addressing issues will be proposed. Challenges for the future of CBT will also be raised. These include: (1) the need to develop interactive CBT curricula which have the capacity to train and evaluate complex clinical skills and curricular issues; (2) the potential for misuse of CBT as an absolute or sole criterion for evaluation of competency in CPS; and (3) examining the larger implications of standardized CBT on human service professionals. A critical question to be raised is: "Are we advancing a philosophy of professionalism or technical bureaucracy with competency-based CBT training and evaluation?"

Computer Assisted Counseling as a Cooperative Process: Conceptual Structure and Architectural Design

Ronny A. Sharsharll, Ph.D., Coordinator, M.P.H. Program, The Hebrew University, Hadassah Faculty of Medicine, P.O. Box 1, Jerusalem, Israel 91010; Ehad Rivlin, M.A., Dept. of Computer Sciences, University of Maryland, College Park; Karriel Beert, Ph.D., Dept. of Computer Sciences, The Hebrew University of Jerusalem.

The basic concept of counseling as a cooperative process results from the later works of the Buberian Dialogue Theory of human interaction as applied to education and therapy. The counselor is viewed as an interactive resource rather than as an outside expert.

Counseling in human sexuality, family planning and contraception is ideal for this approach because of the presence of unique individual situations and personal experience which does not lend itself readily to statistical analysis and generalized solution.

We set out to design a program that will support counseling in family planning and contraception by raising the conscious surface considerations, ambiguities, and dilemmas that interactively befall the client and counselor. The nature of the cooperative counseling process involves some interesting demands and constraints on the software design.

The following aspects of cooperative counseling in contraception and family planning will be discussed:

- Dialogue process and the role of the counselor as an interactive resource.
- The client modeled on multi-dimensional analysis: efficacy, safety, convenience, availability and interactive considerations.
- Raising ambiguities, conflicts and dilemmas to the conscious level.
- The teaching component: the difficulty in separating them from the decision making process.
- Demands and constraints imposed on the software designer.

The following architectural solutions will be presented as possible solutions to the needs of cooperative counseling which may involve reliance on other such endeavors. An evaluation of both objective issues such as cost and adequacy of the technology, as well as subjective concerns such as resistance by personnel to the technology, and ethical issues will be presented.

Strategies for addressing issues will be proposed. Challenges for the future of CBT will also be raised. These include: (1) the need to develop interactive CBT curricula which have the capacity to train and evaluate complex clinical skills and curricular issues; (2) the potential for misuse of CBT as an absolute or sole criterion for evaluation of competency in CPS; and (3) examining the larger implications of standardized CBT on human service professionals. A critical question to be raised is: "Are we advancing a philosophy of professionalism or technical bureaucracy with competency-based CBT training and evaluation?"

Substance Abuse

Database-For Social Management and Clinical Improvement

David H. Kerr, MA, President, Integrity, Inc. P.O. Box 510, Newark, NJ 07101.

Background and Rules Section

1. Integrity, Inc. is a non-profit, drug and alcohol residential and outpatient treatment program treating over 1,000 clients per year in Newark and Secaucus. My interest in computers began in 1981 with two mini computers. Developed unique client management and billing software which could link with shelf database for maximum flexibility and output.

2. Ironclad rules for establishment of an effective database program and clinical management system will be described including at least the following:

- Sell director
- Sell other top staff
- Obtain SIMPLEx but powerful software
- Get software installed. This does not mean brand
- and names, it might mean spending less money than
- envisioned.
- Typing must be learned by anyone serious about the
- computer.
- Figure it out!!

3. Other Rules

- Learn Basic software—Database, Word processing, report writing, spreadsheet and personal management software.
- Try to know what you want from your system.
- Once you have a database will do, this will be easier.
- This is an evolving process.
- Train director first. He/she must use machine every
day, start with calendar work. Suggest Grandview as
management software.

- Regular training must include actual applications.

Clinical and program management of a $6 million social service agency.

1. Will describe the creation of the client master or "mother" file—turnkey or shelf file. This file is all
- Graphics.

2. Will describe the creation of the client clinical file, an example of how they may be facilitated in
- Graphics.

- this file keeps track of quantitative measures of treat-
ment outcomes, i.e., group hours, individual counsel-
ing, educational hours, recreation hours, other TC hours, "program down time" GED hours, "morning meeting hours", etc.

- this file keeps track of more qualitative measures of therapeutic involvement i.e., number of times client spoke in group, in individual counseling, number of verbal reprimands client received, number of gen-
eral meetings client received, number of times client split or left against staff permission, number of times client received a "dump."

3. The presentation of data and review will be described especially in view of the need for quality control.

4. The system of data output and its use as a clinical and program management tool as well as a tool to improve the quality of data entry will be described.

Employment and Vocation

Interactive Knowledge Base on Vocational Rehabilitation Counseling

Curtis Soelting, M.P., Alfred Neufeld, Ph.D., Rehabilitation Studies, Walter Dodsdale Centre, University of Calgary, 2500 University Ave. N.W., Calgary, Alberta, Canada T2N 1N4

Bryan Hibbert, Ph.D., Dept. of Educational Psychology, University of Calgary, University of Calgary, 2500 University Ave. N.W., Calgary, Alberta, Canada T2N 1N4

The interest in natural language access to computer databases has developed over the past few years. CHAT (Conversational Hypermedia Access by Telecommunications) is a natural language interface system and has been used to instruct people about AIDS. CHAT, now called AskAbout, is yet to be used to instruct Vocational Rehabilitation Counselors of youth.

In a related project, software called, "A Chat with the Counselor" has been developed and is being utilized by a ges-
ticate interface knowledge base for career counselors. A comparable knowledge base on Vocational Rehabilitation Counseling is needed by that software to enhance its coverage of rehabilitation counseling knowledge to ensure it is a regular use by counselors.

"AskAbout Vocational Rehabilitation" will be an inter-
active computer program. The AskAbout program will run on a DOS based personal computer making it available for the private or institution user. The program itself introduces the user into the topic and then invites the user to ask questions about the topic. The user need not have any special computer skills except ability to type on a keyboard.

The results of the six phases of this project will be presented.

- PHASE 1. The survey of Rehabilitation Counselors, and the most frequent questions that these counsel-
ers asked.

- PHASE 2. The preparation of answers to each of the questions.

- PHASE 3. Describe the method to list the key words that should be used by the computer to find each paragraph.

- PHASE 4. The method to enter the links into the database.

- PHASE 5. Pre-testing of the program.

- PHASE 6. Results of pilot testing of AskAbout Vo-
cational Rehabilitation and future plans.

This presentation will highlight the importance of con-
sumer survey before database development and the impor-
tance of user testing and feedback. "Counselor's Coach" will be demonstrated.

Human Service Areas—Non Specific

The Clinical/Quality Assurance/Program Evaluation Component of Management Information Systems

George Epstein, Echo Consulting Services, Inc. Main Street, P.O. Box 540, Cranberry, NJ 08510-0540.

This presentation goes beyond the typical focus on de-
gographics, statistics, and billing in social service informa-
tion systems to address service impact, appropriateness of util-
ization, service gap determination, staffing levels and disciplines and cost-effectiveness of services. The use of the database in a Decision Support System model will be demonstrated. Examples drawn from system implementa-
tions at over 200 sites including mental health, elder service, children and youth, substance abuse, development-
mental disabilities, AIDS care management and other providers will be used.

CUNN Newsletter, Spring/Summer 1991

CUNN Newsletter, Spring/Summer 1991
Professional or Technician: Computer-based Curriculums and Evaluation for Child Protective Services

Kay M. Stevenson and Patrick Leung, U. of Denver, Graduate School of Social Work, Denver CO 80224

For the past two years, the University of Denver, Graduate School of Social Work, in conjunction with the Colorado Department of Social Services, has been developing a seven-module, computer-based training (CBT) curriculum to prepare Child Protective Service (CPS) caseworkers to assess and deal with reported situations of child abuse and neglect. The presenters will describe the process of developing this one-of-a-kind federally-funded project. It has received national attention as a model for both preparing and evaluating the competency of CPS workers. Using the computer authoring package PHOENIX, this curriculum proceeds in an incremental fashion from knowledge mastery to comprehension and application.

The training is efficient in providing immediate feedback to trainees and their supervisors and quantitative measurement of competency in beginning knowledge and skills. Perhaps more critically, this application has the capacity to provide standardization of training and evaluation in a public sector service that has long been criticized for its lack of accountability and rigor in training and evaluation.

Implementation of CBT in social services has not been without significant problems and issues. The presenters will discuss significant issues which have arisen in this project and may have relevance to other such endeavors. An evaluation of both objective issues such as cost and adequacy of the technology, as well as subjective concerns such as resistance by personnel to the technology, and ethical issues will be presented.

Strategies for addressing issues will be proposed. Challenges for the future implementation will also be raised. These include: (1) the need to develop interactive CBT curricula which have the capacity to train and evaluate complex clinical skills andmultifaceted issues; (2) the potential for misuse of CBT as an absolute or sole criterion for evaluation of competency in CPS; and (3) treating the larger implications of standardized CBT on human service professionals. A critical question to be raised is: "Are we advancing a philosophy of professionalism or technical bureaucracy with competency-based CBT training and evaluation?"

Computer Assisted Counseling as a Cooperative Process: Conceptual Structure and Architectural Design

Ronny A. Sharshar, Ph.D., Coordinator, M.P.H. Program, The Hebrew University, Hadassah Faculty of Medicine, P.O. Box 16010, Jerusalem, Israel 91101

Ehud Rivlin, M.A., Dept. of Computer Sciences, University of Maryland, College Park;

Karavel Bertl, Ph.D., Dept. of Computer Sciences, The Hebrew University of Jerusalem

The basic concept of counseling as a cooperative process is rooted in the Buberian Dialogical Theory of human interaction as applied to education and therapy. The counselor is viewed as an interactive resource rather than as an outside expert.

Counseling in human sexuality, family planning and contraception is ideal for this approach because of the presence of unique individual situations and personal experience which does not lend itself readily to statistical analysis and generalized solutions.

We set out to design a program that will support counseling in family planning and contraception by raising the conscious surface considerations, ambiguities, and dilemmas of the contraceptive counselee and counselor. The nature of the cooperative counseling process imposed some interesting demands and constraints on the software design.

The following aspects of cooperative counseling in contraception and family planning will be discussed:

- Dialogic process and role of the counselor as an interactive resource;
- The counseling based on multi-dimensional analysis; efficiency, safety, convenience, availability and interactive considerations;
- Raising ambiguities, conflicts and dilemmas to the conscious level;
- The teaching components: the difficulty in separating them from the decision making process;
- Demands and constraints imposed on the software designer.

The following architectural solutions will be presented as possible solutions to the needs of cooperative counseling.

- Client controlled decision: a non linear, discontinuous function;
- Controlling the decision making, expert system, process and a knowledge machine through a joint interface;
- Expert interface allowing the introduction of changes and adding local information without interfering with the main program;
- Modular design permitting the addition of other units of similar content area;
- Evaluation of the program by experts from various fields of experience: a detailed, multi variable approach.

Substance Abuse

Database-For Social Management and Clinical Improvement

David H. Kerr, MA, President, Integrity, Inc. P.OB 510, Newark, NJ 07101

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- Regular training must include actual applications.

Clinical and program management of a 6$ million social service agency.

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2. Will describe the creation of the client clinical file, which may have relevance to other such endeavors. This file contains:
- This file keeps track of quantitative measures of treatment outcomes, i.e., group hours, individual counseling, educational hours, recreation hours, etc.
- "Program down time" GED hours, "morning meeting hours", etc.
- This file keeps track of more qualitative measures of therapeutic involvement i.e., number of times client spoke in group, in individual counseling, number of verbal reprimands client received, number of general meetings client received, number of times client made complaint, etc.
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Employment and Vocation

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Curtis Soeling, M.P., Albrecht Neufeld, Ph.D. Rehabilitation Studies, Walter Dinsdale Centre, University of Calgary, 2505 University Ave., W. N. Calgary, Alberta, Canada T2N 1N4

Bryant Hibbert, Ph.D., Dept. of Educational Psychology, University of Calgary, University of Calgary, 2505 University Ave. W. N., Calgary, Alberta, Canada T2N 1N4

This presentation goes beyond the typical focus on demographics, statistics, and billing in social service information systems to address service impact, appropriateness of utilization, service gap determination, staffing levels and discipline and cost-effectiveness of services. The use of the database in a Decision Support System model will be demonstrated. Examples drawn from system implementations at over 300 sites including mental health, elder service, children and youth, substance abuse, developmentally disabled, AIDS case management and other providers will be used.

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In a related project, software called, "A Chat with the Counsellor's Coach" has been developed to simulate an inter- face knowledge base for career counsellors. A comparable knowledge base on Vocational Rehabilitation Counseling is needed by that software to enhance its coverage of rehabilitation counselling knowledge to ensure its regular use by counsellors.

"AskAbout Vocational Rehabilitation" will be an interactive computer program. The AskAbout program will run on a DOS based personal computer making it available for the private or institution user. The program itself introduces the user into the topic and then invites the user to ask any questions about the rehabilitation. The user need not have any special computer skills except ability to type on a keyboard.

The results of the six phases of this project will be presented.

- Phase 1. The survey of Rehabilitation Counsellors, and the most frequent questions that these counsellors ask.

- Phase 2. The preparation of answers to each of the questions.

- Phase 3. Describe the method to list the key words that should be used by the computer to find each paragraph. This will be demonstrated.

- Phase 4. The method to enter the links into the database. This will be demonstrated.

- Phase 5. Pre-testing of the program.

- Phase 6. Results of pilot testing of AskAbout Vocational Rehabilitation Counseling a forum for transition counseling. This presentation will highlight the importance of consumer survey before database development and the importance of training and testing. "Counsellor's Coach" will be demonstrated.

Human Service Areas--Non Specific

The Clinical/Quality Assurance/Program Evaluation Component of Management Information Systems

George Epstein, Echo Consulting Services, Inc. Main Street, P.OB 430, Cir. Conway, NH 03813-0545

This presentation goes beyond the typical focus on demographics, statistics, and billing in social service information systems to address service impact, appropriateness of utilization, service gap determination, staffing levels and discipline and cost-effectiveness of services. The use of the database in a Decision Support System model will be demonstrated. Examples drawn from system implementations at over 300 sites including mental health, elder service, children and youth, substance abuse, developmentally disabled, AIDS case management and other providers will be used.
The Use of Computerized Games in Professional Settings
Mothe Sherer, Bob Shopfell School of Social Work, Tel-Aviv Univ., Tel-Aviv, Israel 69977, Israel. ~.SHERER@TAN/YM

Playing is part of human life, as such it has been used by professionals in their domains of the social services. The wider use of computers in the field includes today's computerized games being used by professionals for therapeutic purposes. This presentation will deal with the rationale and development of computerized games in general, especially with the results of implementing computerized games with two distinct populations: youth in distress and residents of old age homes.

The first part of this presentation will deal with the development and application of computerized therapeutic simulation game for the purpose of raising the moral level of youth in distress. The effects of the game on the moral development were determined by a moral development measure. The results of a research group and a control group were measured before and after exposure to the therapeutic game. Positive effects were indicated with the research group.

The second part of our presentation will report preliminary results on the use of various computerized games with residents of old age homes. This study is about to begin. The computerized games are being used in the project for educational training and entertainment as well as diagnosis of mental and physical disorders of the aged.

Community and Neighborhood Participation
Grass Roots Organizing
Computerized Home Shopping and the Social Services
Dr. Michael Cahn, Senior Lecturer in Social Policy and Administration, Brigham Politechnic, Department of Community Studies, Palmer, Brighton, Ben1 9PH, England.

Computerized home shopping or "teleshopping", schemes for elderly and disabled people have been operated by a number of local authorities over the past ten years. Orders are placed on vending terminals and delivered to the door. Social Services Departments or retailers offer an integrated teleshopping service to local authorities, for which they pay a set fee per customer per week.

For Social Services Departments teleshopping is attractive—usually suffering from a shortage of staff, or disability, in the delivery of day-to-day services. For the elderly and disabled people, teleshopping is a welcome addition to the services already available to them.

Civil Action Groups
CCVC: An Innovation in Successful Coordination
Joseph Junior Scarra, Executive Secretary, Coordination Committee, College of Social Work, 38, New Marine Lines, Mumbai 400 020.

This paper describes an innovative experience that has been ongoing in Bombay. Almost all voluntary organisations working with street children have got together to implement an integrated area with work for street children. The programme has grown largely outside of its own inner momentum and almost entirely without any help from government. This has been about a dozen organisations getting together and day by day as it has grown it has almost 30 organisations under its umbrella. This is the C C V C (Coordination Committee for Vulnerable Children).

CCVC believe that collectively we can address the problem facing vulnerable children and promote a movement on behalf of vulnerable children with vulnerable children to secure assure a better future, focusing attention on rights of children. CCVC intends to work with the state government, municipal corporation, police and the community organisations to develop a framework for policy and programme development for welfare services as well as preventive programmes.

Networking with Rural/Urban Voluntary Organisations
Networking with Rural/Urban voluntary organisations is another area of work we have recently started. The primary objective behind this network is prevention. This is being done in a phased manner with the available information technology in our country.

First Phase
• Mailing of questionnaire requesting participation from the rural voluntary organisation.

Second Phase
• Building up a database of organisations who are willing to collaborate with us in this endeavour.
• Building up a database of children on the streets who are in touch with different organisations.
• Identifying children who have shown interest to go back to their home towns.
• Contacting the voluntary organisations through wireless services of the police department.
• Visiting the families of the individual cases with the individual/child's family.

Third Phase
Self-Help and Mutual Aid
Electronic Community Development: Using High-Tech for Needed Mutual Aid Self-Help
Edward J. Madara, Director, Self Help Clearinghouse, St. Clares Riverside Medical Center, Detivile, NY 07834

Two decades of community development have been fostered by computerization. The first is the use of a shared computer database to increase both the use and the development of traditional face-to-face self-help community groups. This "MASH" software and database is used by over a thousand groups in the U.S. and Canada.

The second area is the development of mutual aid exchanges through BBS and other interactive computer information services like CompuServe.

In the case of shared computer databases, the New Jersey Self-Help Clearinghouse in 1981 developed the first computerized community information exchange for mutual aid exchanges on self-help groups. The computer made it possible to more easily enter and track group data, as well as more easily print reports. It became a significant catalyst for the development of wider geographical searches in order to quickly retrieve information and the growth of hundreds of groups throughout the state, as well as hundreds of national or demonstrational model groups outside the state. Computerized data recording permits staff to record data calls directly onto the computer at the time the call is received. Resulting call data may be used to assess group development, as well as unmet needs for specific groups in local specific areas.

The most important of all, the database is a tool for helping to promote development and the provision of information on nearly 800 national and model self-help groups dealing with a broad range of addictions, disabilities, illnesses, bereavement, unemployment, and other stress-related life problems. In the second case, the names of dozens of callers who express an interest in developing a self-help group are added to the computer database, thus helping to develop new local groups or national networks by linking these individuals with subsequent callers. Names of persons starting new national networks is posted on the national database level and shared with other clearinghouses, helping to promote development. This represents unique examples of how "high tech" can be used to promote what Megatrend author John Naisbitt describes as high touch" community resources.

With regard to telecommunications, there are growing opportunities for mutual aid self-help support in the new electronic communities. Though BBS and related computer networks, direct exchanges can be made among home user computers, who enter into local BBSs and national networks. There individuals can post messages, sometimes participate in actual online conferences, conduct data searches, provide or obtain data to special interest libraries, and network with individuals who share similar interests within a broad range of specialty forums, sections, or resources.

An increasing number of home computer accessible networks are allowing people with similar problems to share common concerns, support, and information, without the traditional face-to-face meetings that typify self-help groups today. These alternative community networks, largely unrecognized as a distinctive form of the larger mutual aid self-help group movement, offer similar benefits of social support, information, education, and often advocacy. One of the major keys to their development and success is their special ability to reach out to previously unserved populations, to include those who are isolated by geographic location, concern (e.g., having a rare condition), or inability or choice (e.g., one that might restrict the person to home or a hospice bed).

Networking plays an initial and key role in the early identification of new or growing health/social problems and the organization of actual mutual aid self-help groups, and the development of more formal health and social service or- ganizations. This has been very much the case in many long-standing health/social service foundations, societies, and agencies dealing with various health and social problems and has historically taken the form of mutual aid self-help groups, but today the demand for support services were often created by individuals and/or families through indirect means and are increasingly aware of both their common needs and their abilities to help one another through group support and action. These small informal networks are often the first. They work on report, information, skills sharing, education of professionals, and advocacy. Use of computer networks can therefore and does increasingly support the rapid and development of such needed self-help groups and movements.

The expanded use of computer networks will continue to provide a new environment for self-help, helping to provide people to meet and talk and quickly network, organize, advocate, and ultimately meet their common needs.
The Use of Computerized Games in Professional Settings

Mothe Sherer, Bob Shapell School of Social Work, Tel-Aviv University, Tel-Aviv, Israel 69977, Elimelech SHERER@TAU.COM

Playing is part of human life, as such it has been used by professionals in a variety of domains of the social services. The wider use of computers in the field includes today various subcategories of individuals being used by professionals for therapeutic purposes. This presentation will deal with the rationale and development of computerized games in general, especially with the results of implementing computerized games with two distinct populations: youth in distress and residents of old age homes. The first part of the presentation will deal with the development and application of computerized therapeutic simulation game for the purpose of raising the moral level of youth in distress. The results of the game on the moral development were determined by a moral development measure. The second part of a research group and a control group were measured before and after exposure to the therapeutic game. Positive effects were indicated with the research group.

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Community and Neighborhood Participation

Grass Roots Organizing

Computerized Home Shopping and the Social Services

Dr. Michael Cahill, Senior Lecturer in Social Policy and Administration, Brighton Polytechnic, Department of Community Studies, Falmer, Brighton, BN1 9PH, England.

Computerized home shopping or "teleshopping", schemes for elderly and disabled people have been operated by a small number of companies over the past ten years. Orders are placed on videotapes and delivered to the door. Social Services Departments or retailers offer an integrated teleshopping service to local authorities, for which they pay a set fee per client per week.

For Social Services Departments teleshopping is attractive because it is cheaper than in-store staff, or agency staff (i.e., people who spend around 20 per cent of their time shopping for clients. Teleshopping means leverage time spent at the shops and more time with the client.

A number of issues are explored in this paper.

- How have Home Help services responded to the introduction of teleshopping?
- To what extent are elderly and disabled people able to use the systems themselves?
- What are the social and psychological gains and losses of teleshopping for elderly and disabled people?

In the 1980s several home shopping schemes for the elderly population were attempted and failed. British Broadcasting Corporation's Personal Television system never developed the domestic base envisaged for it ten years ago and the British government has no plans to initiate the French Minitel system which has a number of shopping services. Nonetheless, many retail analysts predict that computerised home shopping, financed and operated by the private sector, will become a significant force by the end of the decade. The paper concludes with a discussion of how Social Services Departments and the voluntary sector may work with the private sector in the Development of new shopping and information services on computer based systems.

Citizen Action Groups

CCVC: An Innovation in Successful Coordination

Joseph Junior Scaria, Executive Secretary, Coordination Committee for Violence Victims, College of Social Work, 38, New Marine Lines, Bombay, 400 020

The present paper has been written by two researchers working with street children in this city. Almost all voluntary organisations working with street children have got together to implement an integrated area with a focus on street children. The street child population has grown largely out of its own inner momentum and almost entirely without any help from external agencies. There is a debate among a dozen organisations getting together and day by day as it has grown it has almost 30 organisations under its umbrella. This is the CCVC (Coordination Committee for Vulnerable Children).

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First Phase

- Mailing of questionnaire requesting participation from the rural voluntary organisation.
- Building up a database of organisations who are willing to collaborate with us in this endeavour.
- Building up a database of children on the streets who are in touch with different organisations.
- Identifying children who have shown interest to go back to their home towns.
- Contacting the voluntary organisations through wireless services of the police department.
- Making a list of organisations that are in the individual cases with the child/child's family.

Second Phase

Telecommunication of information about the problems to be faced by immigration to Bombay or any other metropolis through workshops/seminars.

Third Phase

Maintaining

Self-Help and Mutual Aid

Electronic Community Development: Using High-Tech for Needed Mutual Aid Self-Help

Edward J. Madara, Director, Self Help Clearinghouse, St. Charles Riverside Medical Center, Detrville, N.Y., 07834

The use of computerized community development has been fostered by computerization. The first is the use of a shared computer database to increase both the use and the development of traditional face-to-face self-help community groups. This "MASH" system software and database is used by over 1300 groups in the U.S. and Canada.

The second area is the development of mutual help exchanges through BBS and other interactive computer information services like CompuServe.

In the case of shared computer databases, the New Jersey Self-Help Clearinghouse in 1981 developed the first computerized community development database. This database, provided information on over 1000 groups, and the computer made it possible to more easily enter and track group data, as well as more easily print directories. It provided a more systematic and progressive way of gathering geographical information in order to quickly retrieve information. It served a number of hundreds of groups throughout the state, as well as hundreds of national or demonstrational model groups outside the state. CompuServe, a commercial global providers of groups in the database.

Resulting call data may be used to assess group development, as well as unmet needs for specific groups in local specific regions.

Most important of all, the database is a tool for helping to determine which groups are growing and which are not. Because information is available on nearly 800 national and model self-help groups dealing with a broad range of activities, addictions, disabilities, illnesses, bereave-ments, personal trauma and other stressful life problems. The second phase, the names of dozens of callers who express an interest in developing a self-help group are added to the computer database, thus helping to develop new local groups or national networks by linking these individuals with subsequent callers. Names of persons starting new national networks is posted on the national database level and shared with other clearinghouses, helping to promote mutual self-help. The MASH presents unique examples of how "high tech" can be used to promote what Megattiand author John Naisbitt describes as high tech" community systems.

With regard to telecommunications, there are growing opportunities for mutual aid self-help support in the new electronic communities. Though BBS and related computer networks, direct exchanges can be made among home computer users, who enter into local BBS and national networks. There individuals can post messages, sometimes participate in actual online conferences, conduct data searches, provide or obtain the necessary resources, access special interest libraries, and network with individuals who share similar interests within a broad range of specialty forums, sections or resources.

An increasing number of home computer accessible networks are allowing people with similar problems to share common concerns, support and information, without the traditional face-to-face meetings that typify self-help groups today. These alternative community networks, largely unrecognized as a distinctive form of the larger mutual aid self-help group movement, offer similar benefits of social support, information, education, and often advocacy. One of the major keys to their development and success is their ability to reach out to previously unserved populations, to include those who are isolated by geographic location, concern (e.g., having a rare condition) or other characteristics (e.g., one that might restrict the person to home or a hospice bed).

Networking plays an initial and key role in the early identification of new growing health social problems in the organization of actual mutual aid self-help groups, and the development of more formal health and social service or itized. The increasing number of standing health data systems, and agencies dealing with various health and social problems have historically taken the form of mutual aid or self-help group. Support for these support services were often created by individuals and/or networks of their friends and families. In many instances, they are aware of both their common needs and their abilities to help one another through group support and action. These small informal networks are often the first. This work requires port, information, skills sharing, education of professionals, and advocacy. Use of computer networks can therefore change the more rapid development of such needed self-help and groups applications.

The expanded use of computer networks will continue to provide a forum for the development of local, national and international levels. Most importantly, better understanding and promotion of these networks will accelerate the network cycle of social support, mutual aid and advocacy of people who are being connected and quickly network, organize, advocate, and ultimately meet their common needs.
Group and Community Development
Public Access to Telecommunications in the Netherlands: A Examination of User Involvement in Interactive Media
Dr. Nick Jankowski and Dr. Rene Mendel, Centre for Interactive Media Projects, Stichting BM, Bakkerstraat 10, 1017 CW Amsterdam, The Netherlands.

During the past years interest in telecommunications has been growing rapidly. An indicator of this is the large number of publications and conferences taking place on both sides of the Atlantic (e.g. Van Delden et al., 1989, Bouwman and Jankowski 1986; Van Rijk & Williams 1988; Williams et al., 1989). There have also been numerous efforts to create consumer oriented interactive systems. In the Netherlands alone there have been six major attempts during the past decade; Vidiol, Dritzel, Infomad, Stichting Telemedia, Somon, and Witteveen+Bos. Each videotext system Mintel has been termed a success for both the large variety of services available some 6,000and the proliferation these products are producing (Kaplan, 1989).

Virtually all of this interest in telematics, however, is focused on commercial applications of the technology. The potential social uses of telematics, in particular user involvement in the design and implementation processes, seems to capture only marginal attention. This is not because of the unimportance or scarcity of such applications. On the contrary, it can be argued that the social uses of telecommunications have received comparatively little attention. For example, the actual decision to introduce telematic services in Amsterdam for instance, as well as their potential for public interest development (Brown, 1989).

This paper will focus on one aspect of these decisions: the extent to which user involvement in the particular case has influenced the design and implementation of the services provided. The paper is based on an analysis of the decision process in the case of Amsterdam, a large metropolitan area in the Netherlands, where a public initiative for development of telematic services has been undertaken. The goal of the paper is to answer the question: What is the role of user involvement in the design and implementation of telematic systems? The paper will also attempt to provide some guidelines for other similar projects.

Social Issues

Social and Economic Justice

Information Technology and the Human Services: Implications for Social Justice
David Phillips, Department of Sociological Studies, University of Sheffield, Sheffield, S10 2TN, England.

Many have been written about the effects of New Technology on the Human Services. Among them are possible implications for agencies, practitioners and clients. There is also an important and expanding literature on the implications of New Technology for society as a whole, including much which addresses issues of social justice. Until recently, however, there have been only a few attempts to explore the range of issues specifically concerning the relationship between social justice and the Human Services. This paper sets a partial survey of these issues and to explore some of them in depth.

Social Justice and the Social Work Agency

Within statutory social work agencies there is often a difference in approach between managers and practitioners towards the notion of social justice. Managers have a responsibility to ensure that resources are distributed fairly between client groups and geographical areas, and equitably to individual clients within these categories. Social workers, on the other hand, have an overriding obligation to their individual clients: to meet their unique needs. Thus, managers have the potential to frame work of impersonal, equitable, even-handed justice, whereas social workers are constrained by their professional ethics towards a conception of flexible, individualised and very personal justice.

This is nothing new. What is new, though, is that developments in Information Technology—particularly the communication technologies—are having a direct impact on the decision support systems (and to a lesser extent, expert systems) have changed the institutional and ethical context that managers and practitioners. Previously, managers had only rudimentary means of control over the activities of practitioners because (a) using manual systems, it was only possible to record the fact of activity; (b) the lack of communication between work practices with considerable autonomy anyway. Now, and increasingly in the future, the balance of power between the two is shifting. Managers are increasingly likely that "impersonal" justice will prevail and that social work will become more standardised.

Social Justice and the Practice of Social Work

New Technology itself has the potential to be used in ways which are either liberating or coercive. The power it bestows upon practitioners will significantly affect the worker-client relationship e.g. via client tracking (using either software or smart cards) or through electronic tagging. Conversely, practitioners may feel that New Technology has been in order to determine the impact of public/private services on their current functioning. Of particular importance to practitioners is the impact of New Technology on the provision of social services. The paper will focus on one aspect of these developments: the impact of New Technology on the quality of life.

Social Justice and Client Empowerment

This is the most pressing issue of all. The poorest sections of society are being frozen out of the more benign aspects of New Technology by their very poverty and powerlessness. It is imperative that this situation be remedied.

Civil Rights

New Technology: An Equational of Opportunities?
Jackie Baffery and Ann Wilkinson, Center Coordinators, CTI Centre for Human Services, Department of Social Work Studies, The University of Southampton, Southampton, UK SO9 5NH

Information is power. How the use of new technology is controlled and resourced determines whether disadvan-
taged groups are empowered or marginalized. What are the implications for social services? How can the new technology be used to support and empower marginalised groups? How can the new technology be used to empower individuals and groups to overcome?

This workshop will focus on the impact of new technol-
ogy on equal opportunity issues by looking at the current level of practice in Human Services agencies in relation to new technology and people of colour, women, and people with disabilities.

The first Husita conference raised the subject of access to new technology for developing countries but literature searches in Britain have revealed very little on the use of new technology to empower people of colour in multiracial societies. The workshop will look at some of the possible reasons for this and establish an agenda for further work.

There is a range of literature which looks at women's relationship to IT and the subsequent impact on women's position in the workplace, but very little which links this to the three subjects of Women, IT and Human Services. How can new technology aid women in accessing higher education and enable them to take advantage of new technology in a way that will empower their clients and themselves?

In Britain since the early 1980s much attention has been focused on new technology for children with special needs, but the transition to adulthood appears not to be so well handled by client information services. New technology also offers them their opportunities for education, training, work and independent living must be severely limited.

It will be through inputs which illustrate forms of dis-
crimination, the sharing of information and the develop-
ment of an international perspective that this workshop aims to look forward to the future developments that are needed to promote good equal opportunity practice in the use of new technology in the Human Services.
Group and Community Development
Public Access to Telematics in the Netherlands: An Examination of User Involvement in Interactive Media
Dr. Nick Jankowski and Dr. Rene Mendel, Centre for Interactive Media Projects, Stichting Iam, Bokshuisstraat 10, 1017 CW Amsterdam, The Netherlands.

During the past years interest in telematics has been growing rapidly. An indicator of this is the large number of publications and conferences taking place on both sides of the Atlantic (e.g. Van Delden et al., 1989; Bovmann and Jankowski 1986; Van Rijk & Williams 1988; Williams et al., 1989). There have also been numerous efforts to create consumer-oriented videoconferencing systems. In the Netherlands alone there have been six major attempts during the past decade: Vidit, Diritzet, Infodem, Stichting Telemedias, and NOS, and each videoconferencing system Minitel has been termed a success for both the large variety of services—available—some 6,000—and the prospective these services are producing (Kaplan, 1989).

Virtually all of this interest in telematics, however, is focused on commercial applications of the technology. The potential social uses of telematics, in particular user involvement in the design and implementation processes, seems to capture only marginal attention. This is not because of the unimportance or scarcity of such applications. On the contrary, it can be—and has been—argued that the social uses of telematics are of an area of pressing concern and need (Ovtrup, 1984; 1986; NOTA, 1989).

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This is nothing new. What is new, though, is that developments in Information Technology—particularly the commercial and personalization of digital communication support systems (and to a lesser extent, expert systems) have changed the situation for both managers and practitioners. Previously, managers had only rudimentary means of control over the activities of practitioners because (a) using any computerized systems was cumbersome and not too effectively to monitor, let alone evaluate, the work of practitioners; and (b) the lack of codification of social work knowledge let practitioners conduct their work anyway. Now, and increasingly in the future, the balance of power is being felt by the agencies in the work setting. It is increasingly likely that "impersonal" justice will prevail and that social work will become more standardised.

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Social Issues

Information Technology and the Human Services: Implications for Social Justice
David Phillips, Department of Sociological Studies, University of Sheffield, Sheffield, S10 2TN, England.

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A Social-Epidemiological Five Year Cohort Study of Homeless Families: A Public/Private Joint Venture Policy Analysis Utilizing Advanced Applied Computer Technology
John Street, MWS, MBA, Ph.D., Professor Social Policy, St. Louis University, 211 North Grand Avenue, St. Louis, MO 63108

Larry Kreuger, MA, MSW, PhD., Associate Professor of Social Research and Computer Management, University of Missouri, Columbia.

There are significant data lacks to guide current and developing social policy initiatives to effectively and efficiently ameliorate the multiple and complex problems associated with homelessness in the United States in the 1990s. Continued funding is required to design and implement data collection programs to estimate the utility of and to justify the resources committed to public/private partnerships designed to the local level to engage the community in addressing the growing numbers and multiple needs of the homeless.

The research reported in this paper was computer driven and designed to help fill this gap for both policy relevant data and for continued justification for resource allocations to support public/private local initiatives to assist the growing numbers of homeless through community based net- worked programs.

Discussed is the creative use of advanced computer technology as a social, epidemiological five year cohort study of homeless families modeled upon a public/private joint venture partnership. Principal method supported by computer technology was a social epidemiological cross sectional analyses of original field interviews and secondary data. Computing was by IBM, MAC, AFDIC and Food Stamps, Employment Security wages and contributions and City of St. Louis and St. Louis County Housing Authority Data were accessed by a specially tailored computer protocol.

Eight hundred and seventy five cross walked multiple data sets for 853 families having managed systems. Between 1985 and 1987 were accessed; 201 families were field interviewed and a special computer program developed to link field data and existing data files in order to determine the impact of public/private services on their current functioning. Of particular interest to the agency was the programmed interest was current needs; needs remaining; whether families returned into homelessness; and how well families functioned currently. Implications for public policy were considered and organizational requirements were addressed in designing and utilizing modern computer assisted approaches in emerging significant social policy areas.

Civil Rights

New Technology: An Equalizer of Opportunities?
Jackie Baffroy and Ann Wilkinson, Center Coordinators, CTI Centre for Human Services, Department of Social Work Studies, The University of Southampton, Southampton, UK SO9 5NH

Information is power. How the use of new technology is controlled and resource determined whether or not groups are empowered. What are the issues for clients and staff in Human Service agencies? How can new technology support staff initiatives that could lead to an organizational level? What hurdles do individuals and groups have to overcome?

This workshop will focus on the impact of new technology on equal opportunity issues by looking at the current level of practice in Human Service agencies in relation to new technology and people of colour, women, people with disabilities.

The first Hustia conference raised the subject of access to new technology for developing countries but literature searches in Britain have revealed very little on how new technology can empower people of colour in multiracial societies. The workshop will look at some of the possible reasons for this and establish an agenda for further work.

There is a range of literature which looks at women's relationship to IT and the subsequent impact on women's position in the workforce, but very little which links the three subjects of Women, IT and Human Services. How can new technology aid women in accessing higher education and enable them to take advantage of new technology in a way that will empower their clients and themselves?

In Britain since the early 1980s' much attention has been focused on new technology for children with special needs, but the transition to adulthood appears not to be so well integrated, with little information on new services and support for young adults, and then their opportunities for education, training, work and independent living must be severely limited.

It will be through inputs which illustrate forms of discrimination, the sharing of information and the development of an international perspective that this workshop aims to look forward to the future developments that are needed to promote good equal opportunity practice in the use of new technology in the Human Services.

Information Politics

Information Systems: The Political Factor
Michael J. Buckley, Visiting Scholar, University of Washington, c/o ESIS/EM/ACG/RS (BA-42) Olympia, WA 98504 BIBNET: buckley@mac.uwashington.edu

The advent of the "information age" held forth much promise in terms of significant benefit from computerization, both for public and private agencies. Among other advantages, computation was supposed to help organizations increase the quality of services in a cost-efficient manner. Unfortunately, the reality of automation often has failed to live up to these expectations for agencies and their clients, at least in sufficient quantity.
Computer Information and Human Knowledge: The Dualism of Thinking in Social Work

Professor B. Kölke, Fachhochschule für Sozialarbeit und Sozialpädagogik, Berlin, Karl-Schneider-Straße 6, 1000 Berlin 30, Germany.

Computer application is not neutral to the contents and purposes of social work. From the social worker's perspective, the time saved on paper work should be used for social work. In the U.S., few unions have either the power to set computer priorities or the power to prevent computer parallelities. The government should not be concerned with just another technical profession, but with the larger issue of social work methodology. This is because social work methodology does not follow merely technical and administrative guidelines which find their roots in formal logic, but also depend on hermeneutical and dialectical qualities. So the social and physical situation of clients, as well as personal and social resources, must be understood; solutions must be found that reflect individual potentials and problems the clients have to solve. Counseling and supporting is only successful if social workers get an intimate understanding of personal circumstances, and an intuition for an effective strategy.

Unfortunately, there is still quite a strong controversy between professional social workers which either cause stress to the technical or the personal aspects of their work. So the more technically oriented feel it is not possible to use new techniques, as they provide a more exact, justified, faster and more efficient social support. The other side finds reasons to call computer programs in social work unchildlike, time consuming and ineffectual.

The attempt is made in this contribution to go beyond or before the existing conflict and accept both paradigms, because of the necessity of developing a total perspective. The concept allows a clearer view of the components of social work and the necessity not only to take a different point of view, but accept a different self-consciousness for social workers. Conclusions are drawn that lead to more self-consciousness, and it is indicated how losses in quality are avoided and satisfaction of professionals is improved.

Computer Use in Human Services: Pioneers and Naysayers

Hein de Graaff, Dorpsstraat 47, 2296 HK Koudekerk a/d Rijn, Netherlands.

We all know that practitioners don't use interesting new computer applications!

Some strategies are described to encourage innovative use of computers in Human Service Practice, making use of already existing pioneers and 'change agents' within the target group.

Pioneers, however, can get in trouble within the Human Service organisation they work.

One of the conditions to succeed in these strategies is building up organisational support within an organi-

tation, but especially on an international level. That is why ENITH (European Network Information Technology and Human Services) is important.

The paper concludes with a description of ENITH.

The Conflicting Needs of Social Research and Social Work and the Solution Computerisation can Offer

Jan Stever, University of Antwerp, Department of Social and Political Sciences, Universiteitsplein 1, 2610 Wilrijk, Bel-
gium.

Social research (and registration as a special instrument of) is a much spoken of but seldom used practice in social work. It is much spoken of because the Belgium organisation of social work consists of a subsidiary system, and the government expects a detailed registration report of every social work organisation.

It is seldom used because the focus of social work and social research is fundamentally different. Social work tends to individualise problems, whereas social research basically tends to generalise things for larger groups of persons or populations. This individualising tendency of social work has different roots. First of all, there is the psychological proximity of individuals compared to the abstract notion of a population. Historically, this leads to the development of what is called 'social casework', which is basically a technique of very individualised social work. Moreover, social work has been influenced very much by the liberal ideas of the enlightenment and the accompanying promise of making social problems better. These attitudes of social work towards social research can be compared with the attitudes of general practitioners and other medical staff towards the epidemiological approach of health.

Computerisation offers breakthroughs to break out of these opposing needs and attitudes. By means of an integrated Client Information System, social workers can perform a good and reliable registration without the burden of the shift in focus, when the files of the clients have been automated. Basically, registration is nothing more than turning over the information-matrix and approaching it through the columns, whereas individual work approaches it through the records.

We will discuss on which conditions this integration of file-keeping and registration can work out, present a few examples of integrated practice situations, and discuss further possible developments.

Ethical Dilemmas in Applying Second Wave Information Technology to Social Work Practice

Ram Cnaan, University of Pennsylvania, School of Social Work, Caster Building, 3701 Locust Walk, Philadelphia, PA 19104, USA.

Julie Cwikel, Ph.D., Ben Gurion University, Bar Sheva, Israel.
The process I witnessed in Massachusetts was federally funded and came about through the efforts of state welfare agencies using the same consulting firm. Welfare workers from other states tell me how helped they felt as the same process was followed in their state. In Sweden the social work union hired its own consultants to design appropriate computer programs. One of their conditions for cooperation was that the time saved on paper work should be used for social work. In the U.S., few unions have either the power to set conditions or the computer consultants as bargaining representatives.

I will tell the story of these automated welfare workers at the HUSITA conference, using the kind of anecdotal detail found in my book chapter. If possible I’d like to speak along with social workers who have succeeded in influencing the design of the computer systems they use. Because of my book, I was invited to Sweden where I met many people concerned with these problems. Perhaps we could arrange to have Swedish representatives on such a panel.

The Politics of Computer Ethics: Human Services, Information Technologies, and Social Control
Joseph E. Behar, Ph.D., Professor of Sociology, Dowling College, Oakdale, New York 11769

This paper discusses the ethical, legal, and political issues surrounding computer use in the human services, especially in relation to the rapid growth of computer use by social workers, human services employees, and bureaucratic administrators to activate and implement information technologies in the performance of their duties. They operate in areas with little if any legal or ethical precedence regarding invasion of privacy issues and the problems of computerized depersonalization. While experience and efficiency indicates that social services, social and human services workers will confront problems of moral responsibility and legal constraint as their work load becomes increasingly identified as computer professional.

By specifically examining the enforcement of child support laws in relation to computer tracking and the network accessing of large public and private databases of personal information, this paper critically examines the conditions of ethical professional and social service behavior under conditions of computerization. The paper also presents an analysis of the changing occupational social in software control.

In the computer age, the problems of power and privacy are central. Computer specialists, especially in the human services, need a vision not only of their occupational role as it fits into a public bureaucracy but also of their responsibility in relation to the social control consequences of the bureaucratic management of electronically networked personal databases. The paper seeks to assist human service workers in identifying and understanding issues of personal freedom, social control, and social inequality as they confront the social effects of information technology.

Computer Information and Human Knowledge: Towards the Duality of Thinking in Social Work.
Professor B. Kollek, Fachhochschule fur Sozialarbeit und Sozialpsychologie, Albertstrasse 6, 1000 Berlin, Karl-Schneider-Strasse 6, 1000 Berlin 30, Germany

Computer application is not neutral to the content and purposes of social work. From the social worker's point of view, the time saved on paper work should be used for social work. In the U.S., few unions have either the power to set conditions or the computer consultants as bargaining representatives.

The usefulness of computers is not denied, but social work cannot be regarded as just another technical profession. Evidence is given that social work methodology does not follow merely the technical and scientific guidelines which find their roots in formal logic, but also depend on hermeneutical and dialectical qualities. So the social and physical situation of clients, as well as personal and social resources, must be understood; solutions must be found that reflect individual potentials and problems the clients have to solve. Counseling and supporting is only successful if social workers get an intimate understanding of personal circumstances, and an intuition for an effective strategy.

Unfortunately, there is still quite a strong controversy between social workers who either consider stress to increase the technical or the personal aspects of their work. So the more technically oriented feel it is impossible not to use new techniques, as they provide a more effective, faster and more efficient social support. The other side finds reasons to call computer programs in social work unignified, time consuming and inefficient.

The attempt is made in this contribution to go beyond or before the existing conflict and accept both paradigms, because of their efficiency. The central paradox in the concept allows a clearer view of the components of social work methodology. It is not only to take a different point of view, but accept a different self-consciousness for social workers. Conclusions are drawn that lead to more responsibility, and it is indicated how lack of quality are avoided and satisfaction of professionals is improved.

Computer Use in Human Services: Pioneers and Retics.
Hein de Groot, Dorpsstraat 47, 2926 HK Koudekerk a/d Rijn, Netherlands

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Resources

Electronic Information Resources

MCIL—Net is a national electronic network for Material and Child Health. A center at the National Center for Policy Coordination in Maternal and Child Health, 5700 SW 34th St., #323, Gainesville FL 32608 904/392-5004 FAX 904/392-8822.

Newsletters, Magazines, Journals...

Psychology Software News is a newsletter for Psychologists with a concern for using computers in teaching. Contact Christopher James, CIT Center for Psychology, University of York, York YO1 5DD, UK; Phone: +44 904/435156; Fax: +44 904/435297, Email: CTIPSYCH @YORK.AC.UK.

Call for papers: Studies in Technological Innovation and Social Resources (Vol 4), Women & Technology. Edited by E. Gattiker, Editor, Technological Innovation and Human Resources, Faculty of Management, The University of Lethbridge, Lethbridge, Alberta Canada T1K 3M4.

Books and Reports


Academic Software (181 listings)
Clinical and Applied Psychology Section (121 listings)
Statistics and Research Section (216 listings)
Testing Software (305 listings)

Information Technology in Local Social Service Departments in Israel Edited by Yitzhak Berman, Jan. 1991 41pp. Contains the author at State of Israel, Ministry of Labour and Social Affairs, Dept of Planning & Social Analysis, 10 Yad Hatzirum St, Jerusalem 93420.


Assistive Technology: A Funding Workbook is available from RESNA Press, 1111 Connecticut Ave, NW #700, Washington DC 20036, $25, pp. 330

1991 Local Government Software Guide list details of over 800 programs. It is available from ICMA, 777 N. Capitol St NE #500, Washington DC 20002-4201.

1991 Special Education Software Catalog is available from Brain Train, 1915 Huguenot Rd, Richmond, VA 23225.

Software Announcements

Software available for $10 off at the National College Software Division, Duke University Press, 6697 College Station, Durham, NC 27708 due to the division closing.

Hyper—ABLEDATA contains over 10,000 assistive technology products on CD (250) and HyperCard 2.0. An IBM version is under development. Contact TRACE, 5-151 Waisman Center, 1500 Highland Ave, Madison WI 53706 608/263-6966 about Hyper—ABLEDATA and for a free catalog of other related resources.

CUNSS Newsletter, Spring/Summer 1991

Upcoming Events

20th Annual Meeting of the MUMPS Users' Group, June 3-7, 1991, New Orleans, LA. Contact MUG, 4321 Harrwick Rd Ste 100, College Park, MD 20740 301/779-6529 FAX 301/779-6528


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CUNSS Newsletter, Spring/Summer 1991
Social work practice is entering a new stage in the use of information technology. First wave software was used primarily in administration and had little impact on direct practice. The second wave is characterized by modern digital technologies, systems, expert systems, electronic networks and therapeutic applications which have a greater impact on direct practice.

This paper assesses ethical dilemmas posed by the use of second wave information technology in social work practice in order to encourage constructive adaptation to the coming technological change.

Long-term Care Data and its Applications

Shin Sokoloff, Long-Term Care Consultant, 99 Linden Street #37, Wallingford, MA 02154

Introduction and Background

Public and private long-term care (LTC) delivery and finance systems for the elderly have burgeoned in the past 25 years. With this growth, it has become conventional wisdom that uniform and systematic assessment is a cornerstone to providing quality LTC to the elderly. Assessment tools themselves are a technology, first designed and used for clinical purposes. Comprehensive assessment tools are multidimensional, i.e., they collect information which describes a person's status in sociopolitical, physical function, cognitive, social and medical/health domains. This information is essential to client need and developing effective and cost-effective care plans.

Beyond the Clinical

In the 1980's, tremendous progress was made in the establishment of large, nationally-representative, longitudinal LTC data sets which are being systematically mined to produce information for the purpose of planning and policy analysis. We have learned that the data initially used for clinical purposes only, when reorganized and manipulated, is available to assess: 1) efficiency and effectiveness of the delivery of care; 2) targeting efforts, e.g., screening, underwriting, and benefit determination processes; 3) cost-effectiveness of care; 4) the quality of care; 5) links between coordination of delivery and finance systems; and 6) agency service delivery, and organizational management.

Focus of Presentation

The purpose of this presentation is to present a brief rationale for the importance of collecting and exploiting client-oriented LTC data in a uniform and systematic fashion, to demonstrate how LTC data has already been used for administrative, planning and policy analysis purposes and how the applications of this data can be expanded within delivery and finance organizations; and to present unresolved problems and challenges that have emerged as a result of these efforts. The concept initially intended for one purpose, is used in other ways.

Resources

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Call for papers: Studies in Technological Innovation and Social Resources (Vol 4), Women & Technology, U. E. Gattiker, Editor, Technological Innovation and Human Resources, Faculty of Management, The University of Lethbridge, Lethbridge, Alberta Canada T1K 3M4.

Books and Reports

Computer Use in Psychology: A Directory of Software (2nd Edition—1989) is edited by Michael L. Sokoloff and James V. Couch and available from American Psychological Assn., 1200 17th St NW, Washington DC 20036. Each directory entry contains software title, type, authors, description provided by author, prices and hardware requirements. The directory contains 883 entries (195 pages) under the following categories:

Academic Software (181 listings) Clinical and Applied Psychology Section (121 listings) Statistics and Research Section (216 listings)

Testing Software (305 listings)

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Public Domain Software Catalog for Persons with Disabilities is available from Colorado Easter Seal Society, 5755 W. Alameda Ave., Lakewood CO 80226.

Software Announcements

$10,000 will be awarded the best idea, system, device or computer program for people with disabilities submitted before 23 August 1991. Contact Computing to Assist Persons with Disabilities, PBO 1200, Laurel, MD 20723.

All software is 50% off at The National Collage Software Division, Duke University Press, 6697 College Station, Durham, NC 27708 due to the division closing.

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Upcoming Events


CUSB NISS NewsLetter, Spring/Summer 1991

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

- In Australia send to Andrew Rafter, 1 Narong Road, North Geelong, Victoria, Australia 3216.
- In England, send to Stuart Tolle, City of Birmingham, Polytechnic, Dept. Soc. & Applied Social Studies, Birmingham, England B42 2SU.
- In France, send to Alain Mazet, 10, Boulevard Gambetta, 97000 Limoges, France.
- In Greece, send to Christine Vayenas, ELYDA Journal, Skoufa 52, 106 72 Athens.
- In India, send to Vidy Apte, Tata Institute of Social Sciences, Deonar, Bombay – 400 068.
- In Israel, send to Menahem Meir, School of Social Work, Bar Ilan University, Ramat Gan 52100, Israel.
- In Switzerland, send to Hein de Graaf, Dorpstraat 47, 2300 HC Koudekerk a Rijn, Netherlands.
- In West Germany, send to Bodo Klocke, Fachhochschule Furtwein Socialpsychologie, 6060 Frankfurt, Limesstrasse 7, Frankfurt, A.M., West Germany.

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The University of Texas at Arlington
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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.

Network Dues: $15 individuals, $25 institutions (payable in U.S. Funds). Contact Dick Schoch, 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 new listings.

The Electronic Network (CUSSNNet) 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. CUSSNNet builds on FIDONET, about 10,000 microcomputer-based local bulletin boards across the U.S. and in 9 continents. See inside for a list of CUSSNNet 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.