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*The Journal of  
The Centre for Human Service Technology*

# Resource Guide

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New Technology in the Human Services Vol.8 No.4, 1996

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## Up Front

This Resource Guide is published as a special issue of the journal and forms part of the Computers in Teaching Initiative (CTI) work undertaken by the Centre for Human Service Technology. It replaces the 'Software Directory - 2nd edition' published in the Winter of 1993/4. The change in name is triggered by continuing diversification of information technology which has led to established definitions of software becoming increasingly blurred. In particular the proliferation of the World Wide Web (WWW) has led to an intermingling of text, images, hypertext, database and software functions which break down former distinctions between computer programs and information presentation.

The 'About the Directory of Programs' section of this introduction outlines the approach taken, the selection criteria and details some of the current issues and trends about software for the human services and human service education in the mid-nineties. Following this introduction the Guide has four main sections:

- Software Reviews
- Directory of Programs
- Human Services on the Web
- CHST Software Development

In the first of these sections external reviewers record their experiences of, and responses to, three of the programs included in the directory. These are - *Endnotes Plus*, *Alcohol Education* and *Child Care Information System*. The next section is the actual *Directory of Programs* which provides detailed information on some sixty packages classified under two headings of *Human Services* and *Research and Statistics*.

The third section on *Human Services on the Web* provides reference information for selected World Wide Web (WWW) sites that are relevant for human services. The World Wide Web has become an increasingly important information source for academics even though its impact for social work practitioners has been relatively slight so far. The final section on *CHST*

*Software Development* covers the work of CHST and the ProCare project in this area. The aim is to provide information about current developments and to address issues about authoring systems for those interested in writing their own educational software.

### About the Directory of Programs

Despite significant development of new software, paradoxically this Resource Guide includes fewer programs than the 116 titles listed previously. One reason is the decision to focus more clearly on the needs of UK social work educators and practitioners. This marks a reduction in our dependence on North American sources for relevant software, with slowly developing availability of local sources. As ever there are boundary issues between disciplines, particularly in relation to Psychology, Social Sciences and Law who each have their own CTI Centres and their own directories of software. Many of these programs are relevant to social work and other helping professions and information about these centres is included in the *Human Services on the Web* section. We anticipate future editions including a section on European developments.

A second reason is changing software standards. With Windows replacing DOS as the *de facto* environment for software and the rise of CD-ROMs, multi-media and the World Wide Web, there are pressures for software to reach greater standards of presentation, design and functionality to survive. Some software is no longer available or can no longer be assessed as of sufficient standard or significance for inclusion. Other important software, such as Computer Assisted Social Services (CASS) and related programs from Professor Walter Hudson in the USA are in transition, no longer available in DOS versions but not due to appear in Windows versions till later this year.

Changing standards does not mean that we only include software from professional software houses or those with sophisticated design features. A notable exclusion, as being beyond the scope of the Resource Guide, are the



major client information systems used in agencies such as *Social Services Information Database* from Sheridan, *Social Services Information System* from ICL and *Client Resource Management System* from OLM. Also in this category is *CRAMS* (Case Record and Management System) being introduced into all Probation Services. Unfortunately cut down teaching versions of these programs are not available.

The key tests for inclusion are relevance, quality of content, clarity of presentation and ease of use. In a subject such as social work, purely text based programs will be with us for a while. Our most frequent criticism is about functionality, particularly programs that do not allow users to choose their course and speed through them. Windows programs have a clear advantage of standard ways of operating, which users expect to find regardless of the particular program. Increasingly a move into Windows means users stop using DOS programs, even if they can be run from Windows environment.

Rapidly rising expectations of users represents a real challenge to software developers working in this area. The arrival of CD-ROMs enables greater use of images and dialogue, although with correspondingly increased development and implementation costs. The greatly reduced opportunities for illegal copying is also an incentive for providing software on CD-ROM. Whilst expectations are rising and there is new software that competently meets a range of different needs, there is little directly within human services that can be said to make full use of the potential of multi-media. Two examples from other fields show some of the potential - *Iolis* from the Law Consortium and *MEDIAactive* from Liverpool John Moores University. Some opportunities that looked promising have not materialised, high quality assessment systems are thin on the ground and technologies such as interactive video disks proved to be false trails. However new development tools mean that we can look forward to new standards being achieved and the World Wide Web offers exciting opportunities for distribution of software as well as new forms of software.

The converse of higher technical and presentation standards is the problem of supplying software to a market where many potential users do not have computers that can run Windows, let alone use CD-ROMs, multi-media or access the Internet. Few developers can provide both DOS and Windows versions of programs on a continuing basis. The choice for developers is not just about environment but about sophistication within an environment.

## *Directory Structure*

The Directory of Programs is presented in two main sections, **Human Services** and **Research and Statistics**, with programs listed alphabetically within each. A third section of Generic Software was considered but the range is so wide, the scene so shifting and prices so variable that it was not a practical option. It was also less relevant as choices of word processors, communication and mailing packages, databases, spreadsheets, diary systems, project organisers and drawing systems are often taken at an organisation level with practitioners and educationalists having little say.

The Directory of Programs includes factual information on each program and short comments on our reactions. It is followed by *Human Services on the Web* which provides reference information on web sites of relevance to human services. An index of programs is provided at the end of the Resource Guide.

## **Endings and Beginnings**

This edition of the journal marks the milestone of being our third software guide, produced in our capacity as the CTI Centre for Human Services. It is also the milestone of being the last produced exclusively by the Centre for Human Service Technology at the University of Southampton. It is now some eight years since the Centre created the journal as a replacement to *Computer Applications in Social Work and Allied Professions*.

The journal will continue with the same name and identity but the next volume will be the first to be jointly edited and produced between the CHST and CAUSA at Eindhoven Polytechnic in the Netherlands. It will be a refereed international journal under the joint editorship of Ann Wilkinson of CHST and Jan Steyaert of CAUSA. Bryan Glastonbury and Jackie Rafferty will continue their long association with the journal. The journal will continue with its present aims and focus, but will seek an expanding role and circulation in the mainstream of international social work and its use of technology.

This decision seeks to make the best use of the limited resources of time and money, we look forward to this being an exciting and valuable new venture. We hope all our readers in academic life and in practice in social work and related professions will wish the journal well in its new form.

*Dr David Colombi*



## Software Reviews

### EndNote Plus

*Simon Blyth reviews the latest version of this bibliographic reference tool.*

EndNote Plus is a bibliographic database designed specifically for those working in an academic environment. The program stores references as well as creating citations and bibliographies for academic papers, books, dissertations and essays. It is available on the Apple 'Mac' and in Windows and DOS versions for PCs. It is compatible with numerous word processors including Word and WordPerfect, and supports text and RTF files.

The program can store up to 32 000 references in an EndNote 'library'. Once the references are entered, which is done by completing a specified template, you can search, sort, edit and screen out duplicate references. Depending on the reference source (for example, book, journal, conference proceedings) the templates allow room for notes and abstracts plus the usual information, and if required you can add fields, for example, library location numbers. An ancillary package EndLink is also available which allows on-line services, CD-ROM and library databases to be imported into the EndNote library.

This package will also build and format your bibliography by scanning the written document to find the citations pasted from EndNote. The program includes more than 200 predefined bibliographic styles, taken from a variety of academic journals - from addiction to virology. Although EndNote inserts commas, speech marks, underlining and so on depending on your choice of bibliographic style, you do have to be consistent in your capitalisation. It is worth deciding on a set format before entering your references.

I used the Windows version, and switching between windows to copy and paste references can be time consuming. EndNote could perhaps be enhanced through a 'button bar' to reduce mouse moves. I also experienced some problems running Endnotes with WordPerfect 6.1 together in Windows 3.1. Having sought help from the distributors, I finally solved the problem by switching to Windows '95. All in all these were teething problems, more than compensated for by never having to trawl through a card index, trying to locate that all important reference. Moreover, I have found it invaluable in compiling and updating reading lists for teaching.

To my knowledge the London School of Economics, have taken EndNote on board and I would encourage other universities and colleges to do the same. Once your EndNote library is up and running, a task that admittedly takes some time, this package will prove invaluable to students, researchers and academics alike.

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## Child Care Information System (CCIS)

*Ann Buchanan reviews the latest version of SSRADU's child care information system*

Many years ago Readers' Digest discovered that there was a market for condensed or 'potted' versions of best selling books. From these, readers could learn enough about the story to carry on a conversation with someone who has read the complete version.

Condensed books were easy to read. The story came fast. The books looked inviting and friendly. SSRADU's Child Care Information Systems have something in common with these Readers' Digest books. You can get into the meat of the story quickly; there are the minimum of barriers and you can talk about Ehlers Danlos Syndrome without ever having read a research paper about it.

People who make such computer programs know that every click of the mouse is potentially another mousetrap. If things don't work straightaway, back go the disks to SSRADU. The first trap can be the installation progress. This, however, was not a problem. Apple 'Mac' freak, as I am, with a special UNRELATIONSHIP with IBM, I found I was able to install the program with the minimum of false starts.

The CCIS programs are rewardingly user-friendly. The new Windows version with colour looks prettier than the original old black and orange CCLAWS package. Once the programs are installed, as long as you can point the mouse, and shoot straight, you can choose the way the story goes. Point at 'emotional abuse' and up comes the options. Point at 'physical abuse' and up come another range of options. You just keep pointing and clicking the mouse until you get to the information you need.

I used *Child Protection Research* to update my reading list for some of this term's child care teaching. I had no problems getting into any of the programs or finding my way around. There were some useful references that I did not know about. Some of the references, however, were a little old and I did wonder whether those quoted were the most recent references in the topic area, so I spent an afternoon checking them and others out in the library on the University system. Armed with my new knowledge, I returned to the computer to complete my reading list. I'll just print out those I need, I thought. But, no, it was not to be. The references were not complete. SSRADU it seems, in order to frustrate lazy academics such as myself, have omitted the authors' initials from their references.

The real value, I suspect, for these programs is for the new field social worker in local authority social services. *The Child Care Legislation* program is especially useful. The worker needs to have a basic understanding of the principles of The Children Act 1989 and the main provisions, but he or she does not need to know the particular conditions that apply for each Order. They can check and print them out from the program. This has implications for social worker training which worries me a little. Ideally, I

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*Program details page 11*



feel child care social workers need to have the main sections of the Children Act 1989 ingrained on their heart before they go out to practice.

Here, on our course, all students are now examined on Child Care Law, so they have to know, for example, the conditions for a 'Care Order', the meaning of 'Parental Responsibility' and 'who can apply as of right for a Section 8 Order'. I suspect it all goes out of their heads pretty quickly, but having once learnt it, they are better able to resurrect the appropriate sections when they need them. When practising, *The Child Care Legislation* program can help them check their memories

Where Child Care Law is not examined, however, the *Child Care Legislation* program can be used by students, as I discovered at the University of Southampton, to complete case studies from case vignettes. Social workers should not be legal experts, but in practice they should have enough legal knowledge to argue effectively with solicitors about the potential options in a case.

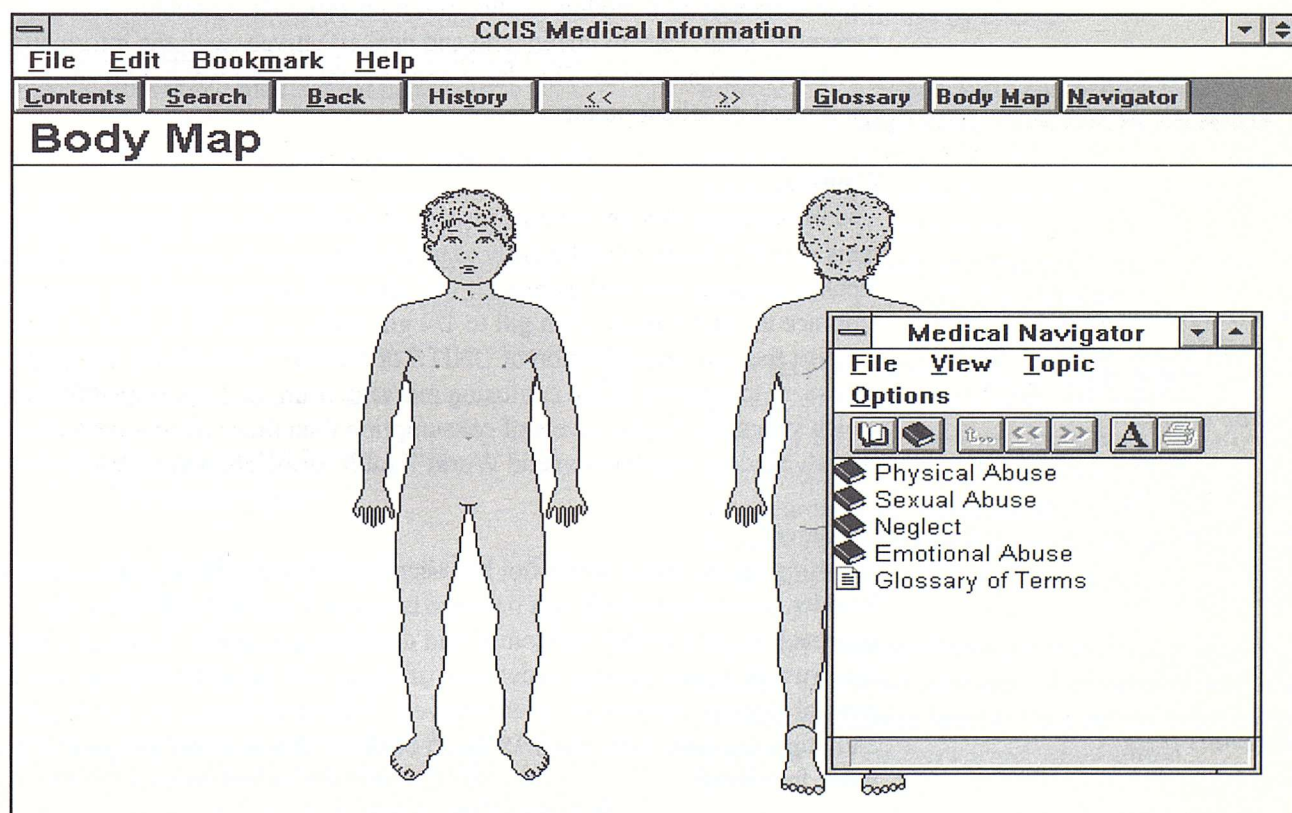
The *Youth Justice Legislation* I found helpful. Youth Justice workers have the very difficult task of trying to work with both the principles of both the Children Act 1989 and Criminal Justice Legislation.

It has been pointed out that if a young person was found locked in a small room with minimal food and minimal contact with adults, this, under the Children Act 1989 could be grounds for an 'Emergency Protection Order'. Daily, however, arrested children are legally locked up in prison cells. The *CCIS Youth Justice Legislation* will be helpful for those working in Youth Justice who may be unaware of the specific rights of such children in specific situations.

So these are useful packages. Like all such computer programs, if they are to be useful in practice, students need to get to use them while they are training. The task for us, who are social work educators, is to make sure they have this necessary experience.

We also have another task. Just as the Readers Digest condensed books are potted versions of the real thing, the CCIS computer programs are also potted versions. Potted versions give the outline of a story but not the whole picture. The worry in the *Child Protection Research* and the *Child Protection Medical* programs is that social workers will over-respond to the simplified information given. As social work educators, we need to ensure that students are aware of the potential dangers of such 'potted' information. It is only part of the story.

*A specimen screen from Child Care Information System*





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## Alcohol Education

*John Cook reviews this new CD-ROM*

This Alcohol Education Program has been designed for general use and also to assist those with learning difficulties. The program has six modules addressing

- ◆ Alcohol limits
- ◆ Psychological effects
- ◆ Alcohol and Crime
- ◆ Medical effects
- ◆ Drinking and Driving
- ◆ Controlling Your Drinking.

The presentation of information of this nature by means of multi-media interactive computer successfully achieves a non-threatening approach to imparting hard facts in a helpful “self-discovering” format. The software is easy to use and instructions were simple to follow enabling users with no computer skills to access the program and to become personally engaged with the multi choice means of learning. The software I reviewed would not, however, readily engage Module 4 but this was simply overcome by re-loading and re-selection.

### **Presentation.**

The interactive nature of this program quickly engages the user’s interest and confidence and moves the user steadily through a progression of issues, often re-capping and reinforcing basic information and facts of significance to each module.

Occasionally the speed of the voice-over is irritatingly slow. One major criticism is the lack of a bookmark facility to enable the reader to return to or select specific items for study in order to avoid the user ploughing through each module until reaching the desired item. As a consequence this review is based on only the initial stages of each module of this four hour program. Graphics are well presented, clear, easy to understand and deal effectively with the information carried by the voice-over. They have good visual impact which will encourage good recall of salient points.

### **Content.**

The information though accurate insofar as it relates to men has some glaring gaps in that it neglects sufficiently to make comparisons about the effects of alcohol between men and women. It will also need to be updated in order to embrace the move from 1/6th gill to 1/4 gill spirit measures in pubs in order to support the new interpretation of UNITS of alcohol. Additionally comment is necessary to respond to the confusing message from the Department of Health which states that higher levels of consumption than those recommended by the British Medical Association and World Health Association are “safe”.

### **Comment.**

Teaching on the effect of alcohol has been generally neglected, particularly to the broader audience at which this package is aimed. Consequently I feel this approach is to be greatly welcomed and deserves to succeed. It covers a wide spectrum of issues, greater knowledge of which will benefit everyone who drinks alcohol whether moderately or excessively. Notwithstanding the developments and improvements from which it would benefit I feel that this program is good value for money.

*John Cook is a former Senior Probation officer who created one of the first Alcohol education courses for probation clients.*

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*Tel: 01703 732016*

*Program details page 8*



## Section 1 - Human Services

### Directory of Programs

#### A to Z of Love and Sex ❖

**Technical:** Version 2.0 (1996) DOS Windows  
1 disk / 240k (DOS) 1Mb Windows  
**Use:** For use by clients

**Source:** Passada Software, School House,  
Angmering, West Sussex BN16 4JS  
**Tel/fax:** 01903 773238  
**E-mail:** [passada@cix.complulink.co.uk](mailto:passada@cix.complulink.co.uk)  
**Author:** David Colombi  
**Cost:** £45 agency/site licence, £25 individual

Sex education computer program covering 160 topics listed alphabetically for the user to browse and select topics of choice. Information is limited to one or occasionally two screens per topic, with graphics available on many. The information is explicit and factual to encourage and enable young people to make informed choices about their sexual behaviour.

*Reviewed in Times Educational Supplement of 3/6/94 under title 'A sensitive alphabet', which concluded 'a useful program for teachers. Forget the tabloid headlines because this title deserves to be considered seriously by any teacher... involved in sex education'.*

#### AA Info ❖

**Technical:** Version (1989) MAC, 1 disk  
**Use:** For use by clients

**Source:** Pat P., PO Box 5574, Montalvo, California  
93005, USA  
**Author:** Pat P  
**Cost:** Freeware

Written by a recovering alcoholic, AAInfo uses the graphics environment and sound effects of the Mac computer to display twelve 'cards' which can be selected

to learn about aspects of Alcoholics Anonymous. These include an introduction to the philosophy of AA, the history of AA, the 'twelve traditions', 'twelve promises', the 'twelve steps' and the Lords Prayer.

*The idea is a simple but effective one although some text is rather wordy and use of fancy fonts make it not always easy to read. The approach is an evangelical one by a committed believer in AA. Although the style of the program is not to everyone's taste, AA continues to be a major force of help for thousands of alcoholics and this provides a useful introduction to aspects of AA.*

#### Alcohol ❖

**Technical:** Version 2.0 (1996) DOS/Windows  
1 disk / 80k (DOS) 300k (Windows)  
**Use:** For use by clients

**Source:** Passada Software, School House,  
Angmering, West Sussex BN16 4JS  
**Tel/Fax:** 01903 773238  
**E-Mail:** [passada@cix.complulink.co.uk](mailto:passada@cix.complulink.co.uk)  
**Author:** David Colombi  
Windows version from April 1996  
**Cost:** £25 DOS, £45 Windows

DOS version is a single 20 item quiz about the user's knowledge of the effects of alcohol with the user choosing from five options. Designed originally for use with probation service clients but applicable to other clients groups for whom alcohol is an issue. The Windows version adds four new sections on Booze facts, Drink Diary/Planner, Safe limits and Sources of Help.

*A serious quiz for clients for those concerned about alcohol education and use. DOS version reviewed in Probation Journal March 1994 as 'an interesting program that delivers good information ....'.*



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## Alcohol Education

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**Technical:** Version 1.0 (1994) Windows / CD-ROM  
Needs industry standard specification multi-media PC including sound and fast graphics  
**Use:** For use by clients

**Source:** CareWare Productions Ltd, Blackstand Lodge, Upper Raddery, Fortrose, The Black Isle, Ross-shire IV10 8SW  
**Tel:** 01381 621122  
**Fax:** 01381 600508  
**Author:** Bill Graham

**Cost:** £98, Higher education £78, Schools £38  
Revised version anticipated early 1995.

The program uses graphics and sound to present information. Alcohol Education is a six module teaching aid for clients and professionals. The modules are:

1. Knowing Your Limits
2. The Medical Effects of Alcohol
3. The Psychological effects of Alcohol
4. Drinking and Driving
5. Alcohol and Crime
6. Controlling Your Drinking

Each module is designed to last 40 minutes or more. The modules provide an educational approach to use and abuse of alcohol. Includes questions to test knowledge

*This new package is reviewed on page six of this Resource Guide in the Software Review section.*

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## Alcohol Withdrawal Syndrome

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**Technical:** Version 1.1(1993) MAC, 1 disk  
**Use:** For social work education and practice

**Source:** Dr J. Todd MD, 4 High Street, Suite 10, Brattleboro, Vermont 05301, USA  
**Author:** James Todd  
**Cost:** Freeware  
On CUSSN Disk Copy Service. Web site <http://www.uta.edu/cussn/cussn.html>

This is an educational program designed for counsellors and other health care professionals, but could be used by anyone in the human services field working with alcohol abusers. It uses the MAC graphics environment and sound effects to provide detailed information about alcohol withdrawal. This is primarily from a medical rather than a social perspective and focuses on theory, signs and symptoms, risk factor assessment and management, together with a glossary of terms.

*Much of the information is technical about Alpha and Beta processes in the brain, and it is stronger on symptomology than it is on treatment management. Nevertheless it has useful information about effects of alcohol and the MAC environment presents this well.*

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## Balance

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**Technical:** (1996) DOS  
3 disks, Uses 3.5Mb hard disk  
**Use:** For social work education, practice, clients

**Source:** Dr Fred Yates, Carliol Place, Plummers Court, Newcastle upon Tyne NE1 6UR  
**Tel:** 0191-230-1300  
**Fax:** 0191-230-1550  
**Author:** Dr Fred Yates  
**Cost:** £100 approx.

This anxiety/depression management program for GP patients was commissioned by the Mental Health Foundation. It makes extensive use of graphics - mainly cartoons and imaginative presentation working in small sections controlled by the user at their own pace. After an introductory session the user has an 'Action Plan menu' with seven options each about 'Knowing' and 'Doing'. The Knowing options are

- Assessing calmness and mood;
- How your body responds to stress;
- How stress/mood affect thoughts, feelings, actions
- Cracking the problem;
- The causes of depression;
- Keeping a mood/stress diary;
- The importance of change.

The Doing options include

- Relaxation/Feeling positive;
- Exercise and healthy habits;
- Dealing with hassles;
- Joining in with others;
- Managing your time/ Distractions.

These modules include quizzes to assess mood and problem solving analyses.

*This is an interesting new program that is relevant for practitioners in a variety of settings, not just GPs. The presentation is clear with imaginative graphics making it an attractive and easy to use program. The program varies - whilst it deliberately aims at modest achievable goals, 'understanding the causes of depression' starts encouragingly but fades. Criticisms are minor. Increased user control would allow better navigation (eg to exit modules), permit faster presentation of text and visible links between modules. Inevitably one looks forward to a Windows version.*



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## Both Sides: Technology and Human Services ❖

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**Technical:** (1995) DOS / Windows / WWW  
1 disk, uses 2Mb hard disk space. 8Mb  
RAM recommended, 2Mb will run.  
**Use:** For social work education and practice

**Source:** Alice-Salomon-Fachhochschule fur  
Sozialarbeit, Karl-Schrader-Strasse 6,  
10781 Berlin-Schoneberg, Germany  
**Tel:** +49 30 214 58328  
**Fax:** +49 30 216 6411  
**E-mail:** enith4@asfh-berlin.de  
**Authors:** Bernd Kolleck & Jackie Rafferty  
**Web:** <http://enith.asfh-berlin.de/>  
**Cost:** Free except for commercial purposes

The electronic book version of the proceedings of the Berlin ENITH conference September 1994. The files can be viewed via a web browser. Both DOS and Windows versions of the Web browser are included on the disc for those who do not have their own version. The book is also available directly on the web. Documentation on disk as readme.exe. ISBN: 3-930523-60-4

*Comment: First Human Services book to be published solely in disk format and on the web. A full review will be included in the next edition (9.1) of the journal.*

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## Breach ❖

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**Technical:** Version 1.4 (1993) DOS  
1 disk, 100k  
**Use:** For probation education and practice

**Source:** Passada Software, School House,  
Angmering, West Sussex BN16 4JS  
**Tel/fax:** 01903 773238  
**E-mail:** [passada@cix.complulink.co.uk](mailto:passada@cix.complulink.co.uk)  
**Author:** David Colombi  
**Cost:** £25

Provides detailed information on law, theory and practice of taking action for Breach of a Probation Order. The main screen is a tree structure from which the user can choose the main options - practice, policy, the law, key steps and letters - or sub-options. The letters section can be used to generate correspondence in actual cases, or uses customizable test data for demonstration purposes.

*Useful both as a learning tool for students and as a direct work aid for Probation Officers to understand*

*the process of breach and in actual implementation of breach proceedings. Reviewed in Probation Journal March 1994.*

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## Brief Therapy Coach ❖

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**Technical:** (1992) DOS and MAC  
Demo is 1 disk, 215k  
**Use:** For social work education and practice

**Source:** The Hudson Center for Brief Therapy,  
11926 Arbor Omaha, NE 68144, USA  
**Tel:** 001 (402) 330-1144  
**Fax:** 001 (402) 397-4913  
**Authors:** William Hudson O'Hanlon/Gary Shultheis  
**Cost:** \$150. Free demo disk is available from  
CUSSN Disk Copy Service at  
<http://www.uta.edu/cussn/cussn.html>

Brief Therapy Coach is a resource for professional therapists interested in practising Brief Therapy as a solutions orientated model. The program provides users with an orderly way to examine and think about a case, looking at different aspects of the case, one at a time. For each aspect explanations and suggestions are made on how to find the information you need and how to put it to best use. The demo version is intended to give an idea of how the program is set up. The full program has fourteen sections starting with an overview section. It also includes a glossary and a bibliography.

*Presentation of this DOS program is clear, straightforward and well designed, with 'zoom' screens arising from main contents screen. The program emphasises discovering and working with strengths and capacity for change on a collaborative basis rather than on identifying pathology. It is aimed at psychotherapists and the financial context in which American psychotherapists work rather than at social work but has some useful content for social workers. It mixes jargon such as Commissiongivers, with simple questions such as "Who is in pain?", "Who is paying you" and "Who is complaining the loudest".*

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## Budget ❖

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**Technical:** Version 1.1 (1995) DOS  
1 disk, 125k.  
**Use:** For use by clients

**Source:** Passada Software, School House,  
Angmering, West Sussex BN16 4JS  
**Tel/Fax:** 01903 773238



*E-mail:* passada@cix.complulink.co.uk  
*Author:* David Colombi  
*Cost:* £45

This program helps clients analyse and plan their spending on a weekly or monthly basis. When details of income and spending have been entered, they are displayed as a budget and in graphical forms. The program includes an 'Advice Shop' for advice on managing spending, debts and borrowing. There is a 'Budget Report' section which advises on current spending and a 'Making it Balance' option to help decision making to balance personal budgets. The program aims to offer practical help for users to get in control of their affairs, recognising pressures and frailties, and avoiding being judgemental.

*A very useful program to enable service users to gain an insight into their own spending patterns.*

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## Careby Simulation

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**Technical:** (1995) Windows  
1 disk, 8 RAM. Uses 3.2Mb of hard disk  
**Use:** For social work education and practice  
**Source:** Dr James Atherton, Professional & Continuing Education, Department of Education, De Montfort University, Polhill Campus, Bedford MK41 9EA  
**Tel:** 01234 793156  
**E-mail:** jamesa@dmu.ac.uk  
**Author:** James Atherton  
**Cost:** Consult author

A simulation of the community care system for use with social work students and practitioners to help them to understand better the processes of Community Care. The program is based on an Excel spreadsheet and can be used at a number of levels depending on the time available. The author describes it as a simplified slice of life to address the following issues:

1. The relationship between purchasers, providers and commissioners in the Community Care system
2. What dilemmas do they face?
3. How does the system create and manage tensions between them?
4. Purchasers - the task of putting together a care package based on a needs led assessment with limited resources or an absence of appropriate resources
5. Providers - high quality service versus business pressures
6. Commissioners (Managers) - budget allocation,

developing new resources, prioritising demands, adapting to change.

7. Issues - anti-racist and anti-discriminatory practice: providing for minority groups, compromises, what happens to users and carers if you don't compromise?
8. Priorities in social care: e.g. refurbishing versus training, impact of one resident on another

*This is a sophisticated simulation which involves groups of 'students' in taking parts in the Community Care system with the tutor acting as Umpire. There are four suggested methods of using the material, demonstration, individual study, a group with individuals taking the roles, an inter-group exercise. A paper by the author will appear in issue 9.1 of New Technology in the Human Services.*

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## CareData

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**Technical:** Quarterly updated DOS based CD-ROM  
Uses 15Mb hard disk space  
**Use:** For social work education, practice, research  
**Source:** National Institute for Social Work, 5 Tavistock Place, London WC1H 9SN  
**Tel:** 0171 387 9681  
**Web:** <http://www.nisw.org.uk> for further information  
**Cost:** £600 plus VAT annual subscription for disks, manual and keyword list. Network licence supplement 2-5 users £100. Cheaper with NISW Library subscription.

Service of quarterly updates of NISW database of Social Work abstracts. At July 1995 it included:

- ◆ main database with 25,000 abstracts of monographs, reports published by central and local government, research papers and publications of voluntary organisations, and articles from journal titles -academic, research, practice and news orientated.
  - ◆ a full-text database of Department of Health Circulars for 1995
  - ◆ an International Social Work database
- Includes search facilities on different fields. A manual and Keywords list are provided.

*A DOS based CD-ROM database with retrieval software for searching records. A major source of information for practitioners, managers, researchers and those in social work education. There are plans for it to be available on-line which will be extremely valuable. Reviewed by K. Black as 'CareData CD the social and community care database' in Managing Information October 94 - 1:10 Aslib*



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## CareMatch

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**Technical:** 1.0 (1996) Windows  
Six disks (1 for demo)  
**Use:** For social work education and practice

**Source:** Concord Film Council, 201 Felixstowe Road, Ipswich, Suffolk  
**Tel:** 01473 715754  
**Fax:** 01473 274531  
**Cost:** CareMatch NVQ database £91  
CareMatch Manager £275  
CareMatch Provider £233, All £440  
**Contact:** Richard Banks, CCETSW  
on telephone: 0171 278 2455

CareMatch was developed by the Central Council of Education and Training in Social Work. Its aims are :

- ◆ Linking Care Services with National Standards
- ◆ Valuing the expertise acquired through training and experience
- ◆ Connecting individual skills with organisational need
- ◆ Promoting good practice by respecting dignity and choice'.

CareMatch consists of three modules that enable users to select care activities and find the NVQ awards level and units that qualify caseworkers to undertake these awards.

- ◆ **NVQ Database.** This provides information about Care Activities (broken down into detailed task areas) Care Requirements, NVQ awards, NVQ units
- ◆ **CareMatch Manager.** Selected tasks are displayed and requirements are entered of type of care needed, type of client group and geographical area. The system then provides information on available care providers from data previously entered.
- ◆ **CareMatch Provider.** Again this starts from task and NVQ details and leads into creation of a staff record, which is used to feed into CareMatch Manager. Can also link to personnel systems.

*This is a very new system that has a high quality presentation and comprehensive information on its subject area. It will be reviewed in a later edition.*

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## CARM

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**Technical:** Version 1.0 (1996) DOS 1 disk  
**Use:** For social work education, practice, clients

**Source:** Dr Fred Yates, Carloli Place, Plummers Court, Newcastle upon Tyne NE1 6UR  
**Tel:** 0191-230-1300

**Fax:** 0191-230-1550  
**Author:** Dr Fred Yates  
**Cost:** £50 approx

CARM was developed with support from the Alcohol Education and Research Council. The first module is self assessment for problem drinkers to help them discover practical ways of dealing with problems/circumstances associated with drinking. It is designed for use with or without support from a therapist. The user is helped to analyse problems linked to drinking in terms of their contribution to drinking and practical steps for dealing with them. These steps can be self-defined or options can be chosen from a list. The program provides a printed copy of the action plan. The second module enables therapists to define an individual library of queue cards that the client consults from the first module, thus enabling it to be customised to individual therapeutic styles. Evaluation of the program is being undertaken.

*This new program is ambitious in its scope and imaginative in implementing a practical problem solving approach to problem drinking. Presentation and ease of use is good although clients may need guidance the first time. For many users the 'option lists' will be easier than creating lists from scratch. The program uses minimal graphics or other presentation features. It is stronger on presenting possible solutions than on analysis of problems. Its chief weakness is the inability to go back and change previous answers or to navigate freely round the program. More explanation at the start would be helpful. All in all an interesting program that has potential use in a variety of settings.*

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## CCIS

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### Child Care Information System

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**Technical:** Version 1.0 (1995) Windows  
6 disks. Needs 4Mb RAM, 7Mb hard disk  
**Use:** For social work education and practice

**Source:** SSRADU - Social Services Research and Development Unit. University of Bath, The New Church, Henry Street, Bath BA1 1JR  
**Tel:** 01225 484088  
**Fax:** 01225 330313  
**Author:** University of Bath, SSRADU  
**Cost:** Apply to SSRADU

CCIS has four modules:

**Child Protection Research** - presents research findings specific to child abuse and protection. Findings of published research studies only.



**Child Protection Medical** - specific to identification and assessment of child abuse not treatment. Does not cover general child care. Intended to raise awareness of injuries and conditions associated with child abuse and to help workers decide the difference between accidental and deliberate injury.

**Child Care Legislation** - Information on relevant child care legislation

**Youth Justice Legislation** - Information on relevant youth justice legislation

Each runs as a separate program to a common style, set up to share a common CCIS program group. Includes images of a child to map injuries to different parts of the body. 'Designed to facilitate good practice in child care and protection, CCIS is primarily intended for use by individuals and agencies involved in this area,...'. A detailed manual is provided.

*A major piece of software for practice in social work agencies, CCIS is the successor to CHIA and CCLAWS. It has detailed comprehensive information which acts more as a reference source than as a guide. Main strengths are in the detailed research information held and the information on legislation. Reviewed on page 4 of this Resource Guide.*

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## ChildData

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**Technical:** Jan 1996. Windows and DOS

Uses 2.5 Mb of hard disk

**For:** Social work education and research

**Source:** Oxmill Publishing, Croudace House,  
97 Godstone Road, Caterham,  
Surrey CR3 6RE

**Tel:** 01883 343000

**Fax:** 01883 349777

**Cost:** £600 per annum (site licences available)

Published for The National Children's Bureau, ChildData is described as 'essential information for people who put children first'. It consists of four separate databases of information about children and child care -

- ◆ Organisations concerned with children
- ◆ Books, articles, reports and journal articles
- ◆ Index to 'children and parliament' (Hansard references)
- ◆ Conferences and Meetings

The Windows and DOS versions come on the same CD-ROM with separate installation procedures and there are sample searches included. Uses Headfast software.

*This new database provides a comprehensive range of references on children and child care. The screens are clear and easy to read. It is useful for research on*

*families and children as well as for students and child protection workers who need information on this area of practice. One of a number of specialist databases, it merits a place in the library of any institution teaching social work, health or community care.*

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## Child Support PC

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**Technical:** Version 3.0 (1995) DOS

1 disk, 512K RAM, 2.8Mb of hard disk

**Use:** For social work practice and client use

**Source:** Ferret Information Systems Ltd, 4 Coopers  
Yard, Curran Road, Cardiff CF1 5DF

**Tel:** 01222 644660

**Fax:** 01222 644661

**Author:** Dodona Ltd

**Cost:** Program £178, maintenance £175

A program to assess entitlement and maintenance payments under the Child Support Scheme 1993.

It is capable of assessing a range of situations:

- ◆ Full - both parents;
- ◆ Maintenance requirement;
- ◆ Maintenance requirement and Absent Parent;
- ◆ Both Parents Absent;
- ◆ Multiple Ex-Partners

*This program cannot be run at the same time as Windows as it requires most of the DOS higher memory available. This program follows the Ferret house style and has context sensitive help and simple uncluttered screens. Child Support and other Ferret programs are reviewed in the Law Technology Journal - Volume 4, No 2, November 1995, published by CTI Law at Warwick University (ctilaw@warwick.ac.uk).*

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## Children's Evidence

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**Technical:** Version 2.0 (1995) DOS

4 disks

**Use:** For social work education and practice

**Source:** Office of Professional and Industrial  
Training, University of Nottingham,  
Nottingham NG7 2RD

**Tel:** 0115 951 3723

**Fax:** 0115 951 3722

**Authors:** David Ormerod and Diane Birch

**Cost:** £360 single copy, £720 for 5 user licence

A program to help those involved in child protection to understand the basic rules of evidence they will encounter when children give evidence in court as covered by the



Criminal Justice Acts 1988, 1991 and 1994. Recent changes in the law mean that many professionals interviewing children who may be witnesses in criminal cases are now required to have a basic working knowledge of the rules of evidence. This program is designed to teach the rules in a straight-forward and user friendly way. Its purpose is to familiarise the user with two basic sets of legal rules:

1. Rules on the acceptability of children as witnesses
2. Rules regarding the manner in which the evidence of children is presented in court.

The text is constructed around a case study in which a prosecution is brought on the strength of an allegation of indecent assault made by the young victim. The program has three instruction modules and three complementary sections called Authorities, Memorandum and Research. There is a Glossary of legal terms.

*This program provides a useful focus on a small area of practice. The role of the social worker is not central as this is written for law students but there is still useful material. Teachers of social work and social work law appear to be seeking material for teaching that makes demands upon the student. The design, although very clear and well set out, does not demand that the student interacts with the program. The information is fed in a systematic way but more frequent exercises would hold the attention. The material is linear. It was not possible to move around the program to clarify a point. Staff developing teaching around this might want to direct students to a particular issue and provide additional material for discussion. If the user returns to the menu there is no ability to bookmark and return to the point at which they paused. There is also no facility to go back a page if information is missed.*

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## Client Self Assessment

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**Technical:** Version 1.0 (1995) DOS  
1 disk, 750k  
**Use:** For social work practice and client use

**Source:** Fitzwilliam Software, 34 Woodlands Rd,  
Heaton Mersey, Stockport  
Cheshire SK4 3AF  
**Tel:** 01061 432 2180  
**Author:** Tony Pipe

This 'Self Disclosure Questionnaire' is for use with clients in agencies working with drug users. It covers use of Cocaine, Crack, Amphetamines, Barbiturates, Tranquillisers, Cannabis, LSD and Nitrites. There is brief factual information on each, including street names. Covers injecting, preferences, involvement with eight

types of agencies and social aspects of drug taking. From the user information the program generates a file which can be printed or viewed using a word- processor or text editor. The report provides feedback and comments on the use of drugs - as for example in relation to injecting or unsafe sex with injecting partners. Three other self disclosure scales relate to -

1. Self Assessment on Drugs - covers similar ground
2. Offending and Drugs Use - 10 point questionnaire on attitudes towards drugs and offending
3. Making the Connection - a further questionnaire on the link between drug use and offending

*These are clear, easy to use text based programs that use similar and systematic ways of asking about use of drugs, attitudes and links to offending. The main program comments on answers whereas the subsidiary programs just provide factual feedback that the user can share with his or her worker. They provide a useful tool for working with clients, particularly those who are less responsive to other types of intervention. Whilst clearly presented there is limited use of modern presentation features. However they usefully extend the repertoire of programs for working with drug users.*

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## Crisis

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### Crisis and Consequences

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**Technical:** Version 1.3 (1994) DOS  
1 disk, 100k  
**Use:** For client use

**Source:** Passada Software, School House,  
Angmering, West Sussex BN16 4JS  
**Tel/Fax:** 01903 773238  
**E-mail:** [passada@cix.complulink.co.uk](mailto:passada@cix.complulink.co.uk)  
**Author:** David Colombi  
**Cost:** £25

Crisis and Consequences is a simulation game for individuals or groups of clients. Players choose how to respond to crisis situations relating to violence, money, drinking, offending and cars. Responses can vary from ignoring problems, seeking help, solving problems for oneself or resorting to crime, but no solutions have guaranteed outcomes. The aim is to get home without losing money or ending up in prison. Crisis uses humour and aims for relevance to clients actual situations.

*An attempt has been made to simulate reality - that people have to make their own decisions in difficult circumstances, not to depend too much on a probation officer. Well received at CTI workshops.  
Reviewed in Probation Journal March 1994.*



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## DAESy - Drugs Abuse Expert System

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**Technical:** (1993) DOS  
**Use:** Social work education, practice & client use

**Source:** Fitzwilliam Software,  
34 Woodlands Road, Heaton Mersey,  
Stockport, Cheshire SK4 3AF  
**Tel:** 0161432 2180  
**Author:** Tony Pipe  
**Cost:** £145

DAESy for professionals to use in conjunction with their clients who inject drugs to offer a comprehensive treatment plan. DAESy was developed in conjunction with Manchester Probation Service and drugs projects in Manchester and Liverpool using an expert system shell. It asks about the client's use of drugs and prints detailed advice on screen or to printer. Advice is included on Aids/HIV, HIV testing, issues about testing, women and HIV/Aids, safer sex, needle exchange schemes, harm reduction techniques for injectors, repeated Injecting, drug use and pregnancy. The section on opiate use analyses the user's history and advises if community detoxification is feasible or if in-patient treatment is needed, and on sources of information. The second part of the program deals with counselling drug users who wish on-going support, with emphasis first on behaviour changes to help users stabilise their lifestyle. It then focuses on in-depth approaches starting from analysis of readiness to change. The program finishes by printing client treatment plans.

*The information given in this program is detailed and invaluable, drawing on a wide range of expertise. It is of potential use for Probation Officers, Social Workers, Health Workers and others who come into contact with injecting drugs users. It can be used by professionals on their own for learning or with a client. Also a useful teaching aid. Although some of the advice is specific to UK situations and law, it has potential use elsewhere.*

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## DecDrug - Deciding about Drugs

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**Technical:** Version 1.0 (1995) DOS 2 disks  
**Use:** For use by clients

**Source:** Dr Fred Yates, Carliol Place, Plummers  
Court, Newcastle upon Tyne NE1 6UR  
**Tel:** 0191230 1300  
**Fax:** 0191230 1550  
**Author:** Dr Fred Yates

**Cost:** £30 approx

This new program provides young people with relevant information for making intelligent decisions about use of drugs. It makes extensive use of graphics as well as text. The questionnaire elements relate directly to school age children thus defining its targeted user group. DecDrug starts with a 'Taking control' session leading into analysis of the user's lifestyle on five dimensions of organisation, sociability, health, activity and extravagance. Results are shown graphically the degree of control the user has over their life is estimated. The next session deals with reasons why people do and don't take drugs and facts about drugs - LSD, Cannabis, Amphetamines, Cocaine/Crack, Ecstasy, Heroin and Temazepam. Finally this data is used as a platform for trying out decision making based on being offered drugs at a party.

*This new program is imaginative in its use of graphics and presentation. It is fun and easy to use and with modifications has a potentially wider audience than the school age children targeted. For example probation clients or similar settings if the lifestyle questions were widened from just a school context. The main criticism of the program is that it only has one set path through it with no provision to move back or make choices about routes, other than in the drugs information section.*

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## DLF Data Offline Disabled Living Foundation

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**Technical:** Version 3.10 (1996) CD-ROM,  
8Mb RAM recommended.  
**Use:** For social work practice and use by clients  
**Source:** Disabled Living Foundation,  
380-384 Harrow Road  
London W9 2HN  
**Tel:** 0171 289 6111  
**Fax:** 0171 266 2922  
**Cost:** £350. Updated quarterly.

A database of products and organisations for disabled people - includes over 14,000 products (including colour photographs of some items), 2,000 suppliers and 700 self help groups. It can be searched using keywords, topics, product names and company names. An agency using the CD-ROM can build a list of local suppliers.

*A straightforward easy to use and accessible database that is described as the UK's most comprehensive database of disability equipment. It has obvious comparisons with the Handynet database that has a European wide coverage.*



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## Drink Check

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**Technical:** Version 1.2 (1995) DOS 1 disk  
**Use:** For use by clients

**Source:** Aquarius, 111 New Street  
Birmingham B2 4EU  
**Tel:** 0121 632 4727  
**Cost:** £35

Developed in conjunction with the Aquarius Agency, Drink Check is described as 'encourages users to think about their use of Alcohol and increase their awareness of risks using a simple quiz approach'. There are two elements -

- ◆ A simple quiz testing the users knowledge of alcohol and its effects
- ◆ A drink diary to analyse drinking over the last week. This then calculates units per week, their intake and expenditure and projects the latter onto a yearly basis, making comparisons with what the money could have been spent on. It provides advice on the amount being drunk and risks to health.

Information is also given on getting help from Alcohol Concern. Results from the program can be saved to disk or printed. The program uses graphics and sound.

*A well presented program that makes imaginative use of moving designs and sound effects. Has some similarities with other programs in this field. A Windows version is due at a later stage. The program will be updated once the government provides new guidance on safe drinking limits. Detailed information about the program is included in Chapter 12 of 'Creative Computing in Health and Social Care', edited by Fred Yates and published by Wiley, Chichester ISBN 0-471-95586-8 (pbk)*

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## Driver

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**Technical:** 2.0 (1994) DOS 1 disk, 100k  
**Use:** For use by clients

**Source:** Passada Software, School House,  
Angmering, West Sussex, BN16 4JS  
**Tel/Fax:** 01903 773238  
**E-mail:** [passada@cix.complulink.co.uk](mailto:passada@cix.complulink.co.uk)  
**Author:** David Colombi  
**Cost:** £25

A sixty item questionnaire that sets out to test drivers

anxiety and aggression levels as a driver by asking for responses to statements. The user selecting from pairs of statement the one most true for them. Limited use of graphics. At the end anxiety and aggression scores are shown with comments on how this would affect driving. Some aggression and anxiety is OK but high levels of both is dangerous.

*A serious program for all drivers and useful for adult clients as well as young offenders. Not a teaching tool as such but helpful as an illustration of a program designed for client use. Also has the quality of being a serious program which is fun to use. Reviewed in the Probation Journal March 1994. A Windows version with extended features is planned.*

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## Drugs

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**Technical:** 2.1 (1995) DOS Windows  
1 disk, 100k (DOS) 150K (Windows)  
**Use:** For use by clients

**Source:** Passada Software, School House,  
Angmering, West Sussex, BN16 4JS  
**Tel/Fax:** 01903-773238  
**E-mail:** [passada@cix.complulink.co.uk](mailto:passada@cix.complulink.co.uk)  
**Author:** David Colombi  
**Cost:** £35 for DOS £45 for Windows

The DOS version provides two questionnaires, the first a twenty-five item questionnaire testing the users knowledge of a wide range of drugs and their effects. It includes alcohol, nicotine, caffeine as well as amphetamines, cannabis, heroin, magic mushrooms, barbiturates etc. Each statement requires True or False responses, with immediate feedback on answers. Concludes with comment on the users level of knowledge. Uses colourful graphics at each stage to show the drugs involved. The second shorter questionnaire asks about the users current level of drugs use and advises on this and information on where help can be obtained. The Windows version adds three new sections on information about fourteen different types of drugs, a drugs facts section, a second more light-hearted quiz about attitudes towards drugs, and a sources of help option.

*Attractive graphics add to the interest and make this a useful program for use with clients in Probation and other settings. Reviewed in the Probation Journal of March 1994 as 'a useful pair of programs for raising serious issues with clients in a way that clients are likely to find infinitely preferable to face to face.'*



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## Equal Opportunities At Work

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**Technical:** Version 3.0 (1995) DOS 2 disks  
**Use:** For social work education and practice

**Source:** Mast Learning Systems, 26 Warwick Road,  
London SW5 9UD  
**Tel:** 0171 373 9489  
**Fax:** 0171 835 2163  
**Cost:** £90

An interactive training program for learning about a range of equal opportunities and discrimination issues in the workplace. Includes -

- Short quiz on the issues involved
- Definition of unlawful discrimination
- Who is covered by the law
- The extent of unfair discrimination at work
- Problems caused by unfair discrimination in the workplace

*It is unsatisfactory for the user to be constrained to move straight through the program. There is no guidance for users to exit and carry on from the exit point on another day. The graphics have been updated but the material is still presented in a linear fashion and material appears at a slow pace which cannot be speeded up. Still a useful program to promote thinking on issues of direct and indirect discrimination in the workplace but it would be good to see the developers add facilities which give greater control to the user.*

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## Handynet

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**Technical:** Version 9 (1995) Windows CD-ROM  
**Use:** For social work and practice and client use

**Source:** Handynet UK, PO Box 8300,  
London W9 2GB. Also available at sixteen other centres across the UK mainly at Disabled Living Centres

A catalogue of information of over 28,000 items of disability equipment. It also contains details of national rules and procedures which must be followed in order to obtain the equipment in each member country. Four sections - products, organisations, arrangements and how to get technical aids. Each section is further sub-divided to allow users to carry out refined searches. Can be accessed using most European languages

*A sophisticated database that enabled searches on a range of criteria. Requires some learning time to gain from the range of features included. The tutorial is*

*somewhat gimmicky and disappointing compared with the clear functionality of the actual program.*

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## Interpersonal Skills (Social Work)

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**Technical:** Version 1.0 (1996) Windows  
2 disks, 1.8Mb  
**Use:** For social work education

**Source:** ProCare  
c/o Centre for Human Service Technology  
Department of Social Work Studies,  
University of Southampton  
Southampton SO17 1BJ

**Tel:** 01703 593536  
**Fax:** 01703 592779  
**Web:** <http://www.soton.ac.uk/~chst/procare.htm>  
**Authors:** Tom Hopkins, Jackie Rafferty and David Colombi (ProCare)  
**Cost:** To be announced. Published June 1996.

An eight module interactive program of learning Interpersonal Skills for Social Workers involving a total of fourteen sessions. The modules include Communication, Making Contact, Assessment, Planning, Implementation, Maintaining Contact, Endings and Evaluation. It includes a notebook facility for students to undertake various exercises and a skills bank. Handbook supplied. Developed by the ProCare consortium as part of the Teaching and Learning Technology Programme. Nursing version also developed.

*Interpersonal Skills will be independently reviewed in a later issue of the journal. For more information see the article on 'CHST Software Development' later in this Resource Guide.*

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## IOLIS

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### Law Courseware Consortium

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**Technical:** Beta 2 (1995) CD ROM Windows  
**Use:** For social work education and practice

**Source:** Law Courseware Consortium, Social  
Studies Building, University of Warwick,  
Coventry CV4 7AL

**Tel:** 01203 524616  
**Fax:** 01203 524105  
**E-mail:** [lawcc@warwick.ac.uk](mailto:lawcc@warwick.ac.uk)  
**Author:** Dr Abdul Paliwala (Director)  
**Cost:** Free in UK higher education institutions.

Iolis consists of computer based learning materials



covering seven key undergraduate law courses in England and Wales. It includes a section on Law for Social Workers along with sections on criminal law, civil law and others. It is not a full course, but intended as a supplement to traditional methods with a focus on using case law, legislation and examples to teach principles of law. There is extensive use of graphics and interactive features. Iolis is a product of the TLTP.

*Iolis is a good example of high quality presentation and use of the medium, with structure of the legal system, legal cases, legal process and principles and some information for social workers. The main drawback is that in the current version, recent key legislation on such areas as child care, sentencing and mental illness is not included which limits its usefulness as a teaching tool in social work or for social work practice.*

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## Island

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**Technical:** Version 2.0 (1993) DOS  
1 disk, 100k  
**Use:** For use by clients

**Source:** Passada Software, School House,  
Angmering, West Sussex, BN16 4JS  
**Tel/Fax:** 01903 773238  
**E-mail:** [passada@cix.complulink.co.uk](mailto:passada@cix.complulink.co.uk)  
**Author:** David Colombi  
**Cost:** £25

This program is a lesson and a test in practical judgment. The user, who is intended to be a client, is stranded on a desert island and has to make choices of the best equipment for survival and escape.

*Fun to use and with a more serious aim of encouraging clients to think more about consequences of actions. This version makes extensive use of attractive graphics.*

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## Keisha

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**Technical:** Version 2.0 (1995) Windows  
Needs 4Mb RAM, uses 6Mb of hard disk  
**Use:** For social work education

**Source:** Dick Schoech,  
University of Texas at Arlington, School of  
Social Work, Box 19219, Arlington,  
TX 76019-0129, USA  
**Tel:** (817)272-3964  
**E-mail:** [schoech@uta.edu](mailto:schoech@uta.edu)  
**Web:** <http://www.uta.cussn/cussn.html>

Keisha is an interactive, multimedia, computer-based simulation which places the user in the situation of investigating a child's (Keisha's) failure to thrive (FTT). It consists of 4 modules of approximately 30-45 minutes each covering the referral; the home visit; casework activity; and forms and feedback. The objectives of the Keisha case simulation include -

- ◆ To allow users to experience the complexities of working a real FTT case
- ◆ To allow users to make mistakes while working a FTT case without harming a client or themselves.
- ◆ To allow users to discover and apply the knowledge required to work a FTT case.
- ◆ To provide constant monitoring and feedback while working a FTT case.
- ◆ To improve judgment in working a FTT case by comparing user judgment to experts in key areas

*The use of a simulation process to mirror a real life investigation of child neglect makes this a powerful learning tool. Its approach of asking the user to investigate and make assessment of situations and then compare them with those of different experts, who may not agree, is a helpful approach. Keisha is specific to Texas, USA but can be customised, by negotiation, for other US states. The program does require a reasonably high specification computer for effective use of multi-media features.*

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## LACCS

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### Local Authority Child Care System

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**Technical:** 1.3 (1995) Windows  
5 disks, need 8Mb RAM  
**Use:** For social work practice

**Source:** Social Services Research and Development  
Unit, The New Church, Henry St,  
Bath BA1 1JR  
**Tel:** 01225 484088  
**Fax:** 01225 33013  
**Author:** SSRADU  
**Cost:** Finished trial stages. Potential purchasers  
need to discuss pricing with SSRADU  
**Manual:** LACCS Introductory Guide

LACCS is a database developed by SSRADU with funding from the Department of Health. It is intended for use by Local Authorities in monitoring what is happening to children they look after. LACCS has four modules.

- ◆ The Looked After Children record (LAC). The Essential Information Record (EIR) form in 3 parts
- ◆ Children In Need who are not looked after. Uses the same form as LAC to allow interchange of



information if the child changes status.

- ◆ Address Book
  - ◆ SSDA 903 for the creation of 903 returns, whether generated from the EIRs or entered manually.
- Trials with Local Authorities ended in December 1995.

*LACCS is an important software development in that it is provided to all social services departments to enable them to record child care information in a standard way and make standards reports to the Department of Social Services on children in their care. The software is sophisticated and well designed and a fuller review will be included in a later edition of the journal. So far social services departments have been able to develop their own software systems, unlike the Probation Service where there is a national project using a centrally developed program (CRAMS). The chief drawback of LACCS may be problems of exchanging data with existing Social Services systems and the confusions of maintaining dual systems.*

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## Legal Aid PC (England & Wales) ◆

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- Technical:** Version 1.12 (1995) DOS  
1 disk, 300K
- Use:** For social work practice and use by clients
- Source:** Ferret Information Systems Ltd,  
4 Coopers Yard, Curran Road,  
Cardiff CF1 5DF
- Tel:** 01222 644660
- Fax:** 01222 644661
- Author:** Dodona Ltd
- Cost:** Program only £90, Maintenance £80

A program for calculating entitlement and contribution to legal aid, under the current legal aid scheme. It deals with Green form and Civil and Criminal legal aid. Cases can be stored on the computer.

*This program has a similar look and feel to the benefit calculation program Maximiser TNG. Context sensitive help provided. Legal Aid (PC) is reviewed in the Law Technology Journal - Volume 4, No 2, November 1995, published by CTI La at Warwick University (ctilaw@warwick.ac.uk).*

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## Lisson Grove Welfare Benefits ◆

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- Technical:** Version 3.4 (1996) DOS 1 disk
- Use:** For Learning and Practice
- Source:** Department of General Practice, St Mary's Hospital Medical School, Imperial college

of Science Technology & Medicine, Norfolk Place, London W2 1PG

- Tel:** 0171 725 6686
- Help line:** 0171 262 2066.
- Fax:** 0171 706 8426
- E-mail:** t.blackwell@ic.ac.uk
- Authors:** Brian Jarman and Tim Blackwell
- Cost:** User pays annual subscription which varies depending on number of copies and whether networked. Contact LGBP for full price list.

A welfare benefits calculation program with extended context sensitive help of over 500 screens. The program covers Income Support, Family Credit, Housing Benefit, Disablement Benefit, Council Tax Benefit, Maternity Benefits, Disability Living Allowance, Carers Benefits, Disability Working Allowance, Attendance Allowance and Community Care. The program includes a review and recalculation feature which allows clients to assess and show how new circumstances will affect entitlement. There are regular updates in line with changes in legislation. A Helpline for users has now been established (number above). New release due mid-April 1996, Windows version due by end 1996.

*Lisson Grove is one of the major welfare benefits programs. It is well designed and extremely easy to use and the review and recalculation feature enables 'what if' scenarios to be worked out. The case storage facility enhances its use as an educational resource. Lisson Grove is a reliable well tested program with regular updates in line with legislation. This program should not be run through the DOS icon of a Windows PC it needs all the DOS free memory.*

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## Maximiser TNG ◆

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- Technical:** (1996) DOS and Windows 1 disk
- Use:** For social work education, practice, clients
- Source:** Ferret Information Systems Ltd,  
4 Coopers Yard, Curran Road,  
Cardiff CF1 5DF
- Tel:** 01222 644660
- Fax:** 01222 644661
- Cost:** User pays annual subscription which varies depending on number of copies and whether they are placed on a network.
- Available:** New release April 1996.

A long established welfare benefits calculator with extensive background help. Regular updates in line with legislation and benefit changes. The Windows version is now available and has the same look and feel as the DOS



version. Assesses entitlement to the whole range of separate benefits except Widows' Benefits, Industrial Injury and SERPS. It covers Income Maintenance, Family Credit, Council tax, Health, Disability, Maternity, Unemployment and Elderly People's Benefits.

*The Windows version is very welcome and recognises the change of many users to the Windows environment. The help screens use the Windows help compiler which has improved their presentation. Ferret Information systems are developing a web page on which they claim to have the world's first welfare benefits calculator. There is also a range of welfare rights information on their pages. Maximiser TNG and other Ferret programs are reviewed in the Law Technology Journal - Volume 4, No 2, November 1995, published by CTI Law at Warwick University (ctilaw@warwick.ac.uk).*

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## MEDIAactive

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**Technical:** (1995) Windows CD-ROM  
Uses 21Mb hard disk, needs 16Mb RAM  
**Use:** For social work education / CAL authoring  
**Source:** Learning Methods Unit  
Liverpool John Moores University  
Liverpool

Harnessing Multimedia for Higher Education was a conference held at Liverpool John Moores University in May 1994. The Learning methods Unit then used the material from this conference to develop a multi-media CD-ROM. This is an interesting demonstration of the use of sound and video to draw together the themes of a conference. Full text of the keynote papers and workshops are included.

*Although not specifically on Human Services teaching, this CD-ROM demonstrates the potential of multi-media applications. The theme of the conference is self-explanatory and gives the content as well as the presentation of the material a relevance for anyone interested in using IT in a teaching context.*

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## My Life in Words and Pictures

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**Technical:** (1996) Windows  
Colour printer recommended.  
**Use:** For social practice and use by clients

**Source:** Bridge Child Care Consultancy Program,  
34 Upper Street, London N1 0PN  
**Tel:** 0171 704 2386

**Fax:** 0171 704 2387  
**Cost:** £223

A program for practitioners to assist them in direct work with children. The program is intended to help children who cannot talk about their experiences to use the computer to tell their story. A video is available which demonstrates the use of the program. The program was developed with funds from the BBC Children in Need Appeal. It includes an Ideas Manual and an Ideas Resource Disk and the program is multi-cultural.

*It has not been possible to review this program before going to press. It was reviewed in Care Weekly on 30.12.94 by Rhidian Wynn Davies who described it as 'simple to use and - perish the thought - quite good fun as well'. The program is designed as an aid to therapy, not a substitute for it.*

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## Renovator PC Plus

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**Technical:** Version 5.3 DOS  
1 disk  
**Use:** For social work practice and use by clients

**Source:** Ferret Information Systems Ltd,  
4 Coopers Yard, Curran Road,  
Cardiff CF1 5DF  
**Tel:** 01222 644660  
**Fax:** 01222 644661  
**Author:** Dodona Ltd  
**Cost:** PC £275, Psion Series 3 £299, Psion Series 3a £429.50 (Maintenance PC £153, S3 £91)

Renovator collects information about one or more "relevant persons" with a potential entitlement to a means tested renovation grant, does the calculations and reports on the applicants "Notional Grant Contribution". It includes a database system which can store calculations to export to other systems. Interfaces available to "Urban Software" and "Space" Renovations systems. Context sensitive help and references to case law.

*A program from the well established group of Ferret systems for calculating entitlement to benefits and grants. This is developed for Environmental Health and Housing Departments.*

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## Signwriter

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**Technical:** Version 4.2 (199) DOS and MAC  
1 disk, 640k RAM, uses 1Mb of hard disk  
**Use:** For social work practice and use by clients



**Source:** Deaf Action Committee for Sign Writing,  
PO Box 517, La Jolla, CA 92038-0517,  
USA  
**Tel/Fax:** (619) 456-0098  
**E-mail:** Compuserve 72410,2300  
**Author:** Richard Gleaves  
On CUSSN Disk Copy Service. Web site  
<http://www.uta.edu/cussn/cussn.html>  
**Cost:** Shareware. Copy and use freely. Register  
for \$25 (tax deductible). Covers support,  
manual, newsletter and discounts.

SignWriter is a word processor for writing signed languages. Signs are written in Sign Writing, a graphical alphabet designed to write the signed languages of the world. SignWriter Features include -

- ◆ Signs, fingerspelling, and English can be typed into the same file or exported to other programs
- ◆ A built-in sign dictionary gives you quick access to previously typed signs. Sign dictionary provided with SignWriter contains over 1300 ASL signs.
- ◆ Sign dictionaries can be printed out in publication-quality formats.
- ◆ International versions of SignWriter are available for eleven different countries:
- ◆ Manual on disk - MANUAL.DOC (text file)

*This is a comprehensive and thorough program for its subject with a detailed helpful manual to guide you through the complexities involved. The manual is essential for learning to use the program. The chief limitation is the presentation which is old fashioned by modern standards with little use of graphics other than for the signs themselves, or of colour.*

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## Sisyphus

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**Technical:** Version 1.2 (1990) DOS  
1 disk. Uses 2Mb RAM  
**Use:** For social work practice

**Source:** Sisyphus Software, 771 Fifth Avenue,  
Utah, 84103-3511, USA  
**Author:** Roger F. Schultz  
**Cost:** \$550 (optional spell checker \$100)

Sisyphus is designed for mental health workers and its aim is described as being to simplify paperwork, which is described here as the modern equivalent of 'rock rolling'. Sisyphus is named after the mythical King of Corinth who was condemned to forever roll a rock uphill in Hades and the legend is detailed in the program. In practice Sisyphus goes much further than simplifying paperwork into being a case management system with

diagnostic and treatment planning tools as well as administrative features. The demo version provides a tour of the features with explanatory 'pop-up' windows.

*Professional well designed software in an area where there are a number of such high level products. This one impressed through its screen design and clear structure. Limited relevance for UK situations.*

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## Social Work Notebook

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**Technical:** DOS (1994) 1 disk  
**Use:** For social work education

**Source:** Walmyr Publishing Co., PO Box 24779,  
Tempe, AZ 85285-4779, USA  
**Author:** Walter Hudson  
**Cost:** Freeware. Main files should not be altered.

The Social Work Notebook System enables lecturers to deliver course materials to students on disk. The help facility details the process for lecturers in preparing material and setting up menus and sub-menus for the program. Course material is prepared on a text editor or word processor. The program then delivers coursework to students. The demo version includes a course syllabus, course outline, events calendar, study aids, information on a campus network and on specialist tools for the course. The lecture notes option identified thirteen subjects although the files for these were not included. The program works through simple menus into screen text on topics covered. The memory required depends on the quantity of notes included, but multiple disks can be used. On screen help and written material are available.

*An easy to use package for delivery of a wide variety of information - eg agencies delivering practice and training material, as well as for social work courses. It raises issues about the role of computer courseware for teaching, and the balance between these with economic imperatives towards computer learning. The generic, customizable nature of the program is at the expense of imaginative presentation. A Windows version is due. Although USA in origin it can be used in UK settings*

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## SpiderPC

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**Technical:** Version 1.0 DOS 1 disk  
**Use:** For social work education, practice, clients

**Source:** Gwent Psychology Services, St Cadocs  
Hospital, Caerleon, Gwent NP6 1XQ  
**Authors:** Paul Whitby & Kevin Allcock  
**Cost:** £30 single users, £100 site licence



A computerised behavioural treatment program demonstrating treatment of phobias on computers using the example of fear of spiders. Uses a 'graded hierarchy' of graphics of spiders of increasing naturalness. These graphics can be changed in size and can be allowed free or controlled movement across the screen. It uses the principles of exposure and habituation. The spiders range from a simple line drawing to a cartoon caricature and finished with film of a tarantula crawling across someone's hand.

*A useful program not just for demonstrating the particular approach to treating phobias, but also as an introduction to the idea of using computers as a helping tool for people problems.*

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## SWBIB

### Computers in Social Work Bibliography

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**Technical:** DOS, Windows, WWW  
1 disk - 900k  
**Use:** For social work education, practice, research  
**Source:** CUSSN Disk Copy Service, UTA SSW, Box 19129, Arlington, TX 76019-0129, USA  
**E-mail:** [connealy@acca.nmsu.edu](mailto:connealy@acca.nmsu.edu)  
**Web:** [http://enith-www.uia.ac.be/enith/en\\_swbib.html](http://enith-www.uia.ac.be/enith/en_swbib.html)  
**Authors:** Don Mabey, Mike Connealy & Jan Staeyert  
**Cost:** Freeware

This is a detailed annotated bibliography on the use of computers in social work that includes journals and articles, as well as books. The annotations represent about a screen of information on each of the texts included - over 800 in all. The software was originally available only in disk form, which could be searched on a variety of criteria - author, title, subject, keywords etc, and it was distributed as a freeware disk through CUSSN. This comes in ASCII, WordPerfect or Geoworks format. It is now available on the World Wide Web as above with extensive search facilities. The software was developed originally by Don Mabey and has been developed with Mike Connealy and Jan Steyaert as a web-site.

*A detailed thorough bibliography that is a valuable information source for academics and others. The extension as a European based web site helps to broaden the earlier primary focus on American sources, and to keep it up to date.*

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## SWIT

### Social Work and Information Technology

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**Technical:** Version 1.1 (1995) Windows  
2 disks. Uses 4.3 Mb of hard disk  
**Use:** For social work education and research  
**Source:** Centre for Human Service Technology, Department of Social Work Studies, University of Southampton, Southampton SO17 1BJ  
**Tel:** 01703 593536  
**Fax:** 01703 592779  
**Web:** <http://www.soton.ac.uk/~chst/swit.htm>  
**Author:** Jackie Rafferty et al.  
**Cost:** £50 single copy, £200 site licence

A resource base for teaching on Information Technology in Social Work practice. Aims to provide a broad conceptual understanding and to develop the skills necessary to contribute practically to the professional and ethical development, implementation and use of technology. It is in three phases -

- ◆ **Basic IT skills.** Development of generic skills and understanding/applying concepts such as hypertext
- ◆ **Practice Placement Audit** Facilitates a process for analysing use of IT by a local agency.

◆ **Resource based IT activity** Computer assisted learning materials with a range of tasks/resources. Developed by CHST at the University of Southampton in partnership with the School for Social and Administrative Studies at the University of Wales. Welsh language version available.

*Reviewed by Alun Morgan in CTI Human Services Newsletter of 14.7.95. Described as "Bursting with ideas for course development. It would be possible for a DipSW programme to use the SWIT module as it stands as an 'off the shelf' IT course to be delivered in its entirety; or alternatively it could be included in an existing IT module as a complementary resource that would be useful for students at all levels."*

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## Talk Aids

### Let's Talk About HIV/AIDS

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**Technical:** Version 1.1 (1995) Windows  
Needs 4Mb RAM. Sound card for voice version.  
**Source:** Ann Wilder, UTA SSW, Box 19129, Arlington Texas USA 76019-0129.  
**Tel:** (817) 273-3754



**E-mail:** Internet AWILDER@uta.edu  
**Costs:** \$62 for sound version, \$32 for non-sound.  
Demo version is shareware and can be freely copied. Profits to charity developing further HIV/AIDS teaching materials.

An Interactive Multi-Media Program designed to teach children ages 9-12 about HIV/AIDS. It uses sound, graphics and animation to define HIV/AIDS, illustrate the disease concepts and inform on transmission and prevention. A group of children affected by HIV/AIDS served as guides/consultants. Their voices are used to talk openly and honestly about the issues. TalkAids is designed group or individual setting with the assistance of a teacher/health educator as a moderator for questions and answers from students. The aims include:

- ◆ Use multi-media technology in HIV/AIDS education.
- ◆ Ensure a culturally sensitive approach to the subject.
- ◆ Involve children in the software development to offer feedback and tailor to needs of the target population.
- ◆ Evaluate for age appropriateness of HIV/AIDS subject matter based on empirical research.

There are separate versions for younger/older children.

*This program is very easy to use and carefully presented for its age group. The graphics are clear and the use of sound (using American children) helps considerably in its impact. The metaphors used such as centurions guarding the body or HIV as pirates invading a ship are imaginative but male dominated and provide conflicting metaphors. Issues are faced about how HIV can, and as importantly, cannot be transmitted. Knowing that HIV can be transmitted through sex is only useful if one also knows what sex is.*

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## Trainers

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**Technical:** Bi-monthly disk (since 1992) DOS  
**Use:** For social work education and practice

**Source:** Wilson Hartley, 20 Ffrydlas Road,  
Bethesda, Gwynedd LL57 3BL  
**Tel/Fax:** 01248 - 600387  
**Authors:** Sue Wilson and Mick Hartley  
**Cost:** Free to Social Services, Probation and  
trainers. Others £10 per edition, £50 annual.  
Advertising - £30 for 3 entries, discounts.

A bimonthly updated database of training information and resources primarily aimed at training purchasers in the social work/care sector. Circulated to all social services and probation services. Includes

- an address book of organisations on the database
- consultants - details of individuals, organisations and

the services provided

- diary of courses and conferences
- on going courses
- products available (videos, courses, packs, books).

*An easy to use, well presented and informative program of use to those engaged in organising training events. Its value inevitably depends on how comprehensive the information is. This product covers a lot of ground, but inevitably cannot catch it all. It has some quirks - for example it is not clear as how to reset search criteria.*

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## TraPP

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### Treatment of Alcohol Problems Program

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**Technical:** (1993) DOS 1 disk  
**Use:** For social work practice and use by clients

**Source:** Fitzwilliam Software, 34 Woodlands Rd,  
Heaton Mersey, Stockport,  
Cheshire SK4 3AF

**Tel:** 0161432 2180

**Author:** Tony Pipe

**Cost:** £150

Designed to assess an individual's difficulties with alcohol and suggest interventions that may be effective. As with DAESy by the same author, this program mixes assessment with advice - this time about drinking and the effects of alcohol on the body. At each stage the user has choices about being given advice to screen or printer. The detailed advice includes some graphics as well as text and focuses on detoxification, dependency and physical damage. The assessment includes analysis of current alcohol consumption, analysis of the risks of withdrawal and of possibly related physical and psychological factors. The second part of the program deals with methods of counselling and relapse prevention.

*Has many similarities with the DAESy program, but this time focusing on alcohol use. The program is thorough and detailed with authoritative information, although with more emphasis on physical and psychological factors rather than social factors. Again a useful tool for all professionals working with alcohol misusers. Limited graphics.*

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## Unlocking Care Management

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**Technical:** (1995) Windows 7 disks  
For Learning and Practice  
**Use:** For social work education and practice  
**Source:** CCETSW, Derbyshire House, St Chad's  
Street, London WC1 8AD



Tel: 0171 239 9339  
Authors: SSRADU(Judy Wright et al)  
Cost: £75

This is a computer assisted learning package to assist trainers with the practice of care management and the use of information technology in decision making. It is in three self-contained modules of *Getting Started with UCM, Legislation Guidance and Practice Information* and a series of exercises. The second module focuses on five stages of Care management -

- Providing Information
- Assessment
- Care Planning
- Implementation,
- Monitoring and Evaluation

The program uses three main related databases of Budget, Resources and Client which are linked through the 'needs screen' and 'planning screen'. Through these all provision of care planned by users to meet client needs is analysed not only in terms of resources available but also its impact on finite budgetary resources. UCM was developed by Social Services Research and Development Unit (SSRADU) at Bath University for the Central Council for Education and Training in Social Work (CCETSW).

*This is a major and complex piece of software that requires a significant investment of time to achieve its aim of helping students to understand the complexities of care management in a meaningful way. That task is assisted by a detailed manual that guides users through the program. UCM is of the high professional standard associated with SSRADU products.*

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## Welfare Benefits Adviser ❖

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**Technical:** Version 16.0 (1995) DOS  
Requires 550k of RAM.  
**Use:** For social work education, practice, clients

**Source:** ILC Strategic Systems  
Westfields House, West Avenue  
Kidsgrove, Stoke on Trent  
Staffs ST17 1TL

Tel: 01782 771000  
Fax: 01782 777009  
Cost: £360 single user. Upgrades £120

Provides assessment on a wide range of welfare benefits including Income Support, Family Credit, Housing benefit and the Social Fund. There are also a wide range of disability allowances covered. Questions are asked one at a time with a 'Why' option at each stage to

explain why the question is being asked and an 'Explain' option to explain their significance. Information is not stored in the system. The latest version extends disability allowances covered and includes council tax benefits, Home Energy Efficiency Scheme Grants and Income Support for those in residential care homes or nursing homes. There is also a Quick Check facility and improved printed reports.

*This comprehensive welfare benefits package is from a well established source, The package is clear, easy to use and, with the useful 'Why' and 'Explain' features, is very helpful. The User Guide provides screen shots and guidance through the program. A comparative review of the current versions of welfare benefits packages is planned in a later edition of the journal.*

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## WWW Accessible Resources ❖

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### World Wide Web Accessible Resources

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**Technical:** Version 2.2 (1995) WWW  
**Use:** For social work education and research

**Source:** Gary Holden, Department of Community Medicine (Social Work), Mount Sinai School of Medicine, New York, USA

Tel: 212 241 0043

E-mail: gh@doc.mssm.edu

Authors: Gary Holden, Gary Rosenberg, Andrew Weissman

A disk which can be loaded into a World Wide Web browser and allows the user to link to a wide range of social work and related social science resources. A World Wide Web browser is necessary to run the HTML file but a shorter version is available as a DOS file. There is a readme file which provides basic information. There are sections on Race and Ethnicity, Gerontology, Gender, Journals, Social Work, Social Science and Client (user) information.

*This is a single disk which has a file marked up in HTML(Hypertext Markup Language) which can be loaded as a local file on a web browser and provides bookmarks to link the user to a large number of social work related material. Compiled in USA, thus the emphasis is on North American material but the CTI Centre for Human Services and the CTI Centre for Psychology at York are also linked. Reference article by author: Holden G, Rosenberg G & Weissman A, 'Gopher Accessible Resources Related to Research on Social Work Practice' in Research on Social Work Practice V.5 N.2, April 1995 235-245*



## Directory of Programs

## Section 2 - Research and Statistics

### Endnote Plus

**Technical:** (1995) DOS, Windows and MAC  
**Use:** For social work education and research

**Source:** Cherwell Scientific Publishing Ltd, The  
Magdalen Centre, Oxford Scientific Park,  
Oxford OX4 4GA  
**Tel:** 01865 784000  
**Fax:** 01865 784801  
**E-mail:** kim@cherwell.com  
**Web:** <http://www.cherwell.com/cherwell>  
**Cost:** £229, EndLink Version 2.0 £99

EndNote Plus is a bibliographic database designed specifically for those working in an academic environment. It stores references as well as creating citations and bibliographies for academic papers, books, dissertations, essays etc.

*Reviewed in the Software Reviews section of this Resource Guide (page 3).*

### Ethnograph

**Technical:** Version 4.0 DOS  
**Use:** For qualitative research

**Source:** Qualitative Research Management  
73425 Hilltop Road, Desert Hot Springs  
CA 92241-7821, USA  
**Tel:** +619-329-7026  
**Author:** John V. Seidal  
**Cost:** \$150.00

Ethnograph is for qualitative research on text data such as interviews, telephone surveys and the like. It allows researchers to identify, retrieve and analyse text from documents. The basic unit is the segment. Each segment can be identified by up to twelve codewords. Searches

can be done on one or more codewords. Existing coding schemes can be selectively or globally modified.

*This is an established program that facilitates the process of qualitative research. Like any such program it cannot provide expertise at analysing the data which still depends on the conceptual and analytical skills of the researcher. It does however do away with traditional cut and paste techniques and the flexibility of the coding systems is an important feature.*

### Instat

**Technical:** Version 6.4 (1994) DOS  
Uses 2.5Mb of hard disk  
**Use:** For social work research

**Source:** Statistical Services Centre, Harry Pitt  
Building, University of Reading,  
Whiteknights Road, PO Box 240,  
Reading RG6 6FN

**Tel:** 01734 318689  
**Fax:** 01734 753169  
**E-mail:** statistics@reading.ac.uk  
**Authors:** Joan Knock and Roger Stern  
**Cost:** Shareware. Can be freely copied. Register for guides or technical support

This program provides advice and guidance on using statistics as well the means to enter, analyse and display results, using a various statistical techniques. It includes facilities to recode, sort and group data and select sub sets. Parametric and non-parametric statistics and time series are included such as t-tests, chi square, multiple regression, analysis of variance. Presentation uses histograms, scatter plots, box plots, stem and leaf.

*This was a commercially available program that has become shareware. This makes it very useful for students and others with restricted budgets.*



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## Pinpoint

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**Technical:** Version 3.1 (1995) Windows and WWW  
Needs 4Mb RAM and 4Mb of hard disk  
**Use:** For social work research

**Source:** Longman Logotran,  
124 Cambridge Science Park,  
Milton Road, Cambridge CB4 4ZS  
**Tel:** 01223 425558  
**Fax:** 01223 425349  
**Web:** <http://www.logo.com/pinpoint/index.htm>  
**Cost:** £499 single. £1,200 for 3 user licence.

Described as the Complete Survey Solution, Pinpoint provides Questionnaire Design, Data Collection, Survey Analysis and Graphics and Charting. The Questionnaire Design facility offers a wide range of question types and layout features. Data entry is by entering data on screen although a scannable or printed form can be produced. The data entry section can be published independently for localised data collection and batch import. On the analysis side there are sorting and filtering systems that can be stored for future use and the ability to derive new variables. Data can be exported and imported from other systems. There is a range of analysis tools and charting options with three-D charts and multiple charts. These can be copied into other packages or combined in a Pinpoint project file for presentation and reporting.

*In a crowded field of professional packages this is a relatively new contender that offers a range of facilities that will suit the needs of most users in social sciences. It is well a designed, flexible program that for the most part is intuitive to use although there is a substantial manual and context sensitive help. Pinpoint does not have some of the advanced statistical features of SPSS but costs less and without the ongoing licensing costs. It also takes up less hard disk space.*

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## QSR NUD•IST

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### Qualitative Data Analysis Software

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**Technical:** Version 3.04 Windows MAC  
**Use:** For social work research

**Source:** Sage Publications, 6 Bonhill Street, London EC2A 4PU  
**Tel:** 0171 330 1222  
**Fax:** 0171 374 8741  
**E-mail:** [nudist@sageitd.co.uk](mailto:nudist@sageitd.co.uk)  
**Web site:** <http://qsr.latrobe.edu.au/>  
**Cost:** £345, Educational £195.

QSR NUD•IST is 'software designed to aide researchers in handling Non-numerical Unstructured Data by supporting processes of Indexing , Searching and Theorizing'. It is used with researcher's text to search, categorize, index, organise and search for links between categories. It can also be used to present analysis results.

*A leading program for all types of qualitative research that facilitates analysing any type of qualitative data. It does of course require text to be word processed for analysis and for informed coding judgements to be made about categories etc. It is an important aide to qualitative research, but it doesn't do it for you.*

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## Question Designer

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**Technical:** (1995) DOS, Window, MAC and WWW  
For Research and Learning  
**Use:** Social work education, research, assessment

**Source:** Question Mark Computing,  
5th Floor Hill House, Highgate Hill,  
London N19 5NA  
**Tel:** 0171 263 7575  
**Fax:** 0171 263 7555  
**E-mail:** [qmark@cix.compulink.co.uk](mailto:qmark@cix.compulink.co.uk)  
**Web:** <http://www.qmark.com/>  
**Costs:** £499 for single user licence. Site licences and educational discounts available.

Question Designer is one of a range that includes QM Presenter , QM Report, QM Web, Better Testing and Network Guardian. QM Designer allows users to design and deliver questionnaires, tests, exams and other types of assessment and computer scoring of responses. It allows explanation / multiple choice / multiple response / 'push button' / text / text matching / numeric questions using graphics and other effects to enhance presentation. Scores can be set with immediate feedback on right and wrong answers. Standard headings are available and the format of questions can be repeated. Conditional sub questions can be included. QM programs are available in other languages. QM for the Web enable you to create tests and surveys and deliver them via the WWW.

*This is a sophisticated and well presented program for designing questionnaires that allows considerable control over how questions are presented and marked. An important tool for researchers that is part of an extended suite of research tools. The Web site includes information on the whole range of products. The program is advertised as the most extensively used in universities.*



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## Research Methods

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**Technical:** Version 1.0 (1996) Windows

Uses 4 Mb hard disk

**Use:** For social work education

**Source:** Centre for Human Service Technology,  
Department of Social Work Studies,  
University of Southampton, SO17 1BJ

**Tel:** 01703 - 593536

**Fax:** 01703 - 592779

**Cost:** To be announced. Available Summer 1996.

An interactive program for teaching research methods to social workers and nurses on professional qualifying courses in higher education. The users choose which professional option they wish to use and receive examples and exercises for the discipline chosen. The sections include:

- ◆ Introduction
- ◆ Research Methods
- ◆ Research in Context
- ◆ Making Use of Research
- ◆ Scene Setting/
- ◆ Resources.
- ◆ Stages of Planning

Developed by the ProCare consortium as part of the Teaching and Learning Technology Programme. Handbook supplied.

*This program will be reviewed in a later edition of the Journal. Further information about Research Methods is in 'CHST Software Development' in this Resource Guide.*

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## SNAP

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**Technical:** Professional 3.2j

DOS and Windows

**Use:** For social work research

**Source:** Mercator Computer Systems Ltd,  
5 Mead Court, Coopers Road, Thornbury,  
Bristol BS12 2UW.

**Tel:** 01454 281211

**Fax:** 01454 281216

**Cost:** Varies according to features purchased.  
Educational and site licence discounts.

Describing itself as 'The total solution for in-house research' the core of SNAP is a simple to use survey analysis program ideally suited to handling the whole process of social surveys and other types of surveys. This includes -

- on screen question design and printing in different formats
- data entry including logic checks and routing

- tabulation and cross tabulation of results, including filtering and statistical analysis
- presentation of results in a wide range of charts including 3D and exploded pie charts
- import and export of data and results to and from other packages.

*Often compared with SPSS, SNAP has less comprehensive statistical analysis features but is simpler and friendlier to use and has valuable assistance in questionnaire design and layout where it gains by cutting out the need for a separate coding exercise. The Windows version represents a considerable advance for an established and professional product.*

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## SPSS for Windows

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### Statistical Package for the Social Sciences

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**Technical:** Version 7.0 (1995)

Windows (3.1, 95, NT), DOS, MAC etc

**Use:** For social work research

**Source:** SPSS UK Ltd., SPSS House, 5 London  
Street, Chertsey, Surrey KT16 8AP

**Tel:** 01932.566262

**Fax:** 01932.567020

**E-mail:** sales@spss.co.uk

**Web:** <http://www.spss.com/UK/>

**Cost:** £695 (plus £125 annual licence) for base module. £295 (plus £60) for additional modules. Multi-user and educational discounts.

SPSS UK is part of SPSS Inc which produces a range of SPSS products including SPSS, SYSTAT, QI Analyst, MapInfo, Neural Connection and SPSS CHIAD. The basic SPSS module includes data entry capabilities, data analysis and graphical presentation of results. The Tables option adds extensive facilities for tabulating results and there is an advanced statistics module. The facility to create and run batch files is a very powerful tool for undertaking regular data entry, analysis and reporting tasks as a single process.

*SPSS has dominated the statistical analysis field and the Windows version offered a major advance in terms of user friendliness and presentation, with extensive graphics capabilities included in the base module. Features such as rotating three dimensional graphs make for impressive screen presentations. SPSS combines extensive power with ease of use, although it requires substantial disk space and it is not cheap.*



## Human Services on the Web

This section provides reference information on some sites on the World Wide Web of relevance to Human Services. The information is the URL or Universal Resource Locator which is entered into a Web Browser such as Netscape, using the 'Open' option. Once a site is found then a Bookmark can be made for easy future access to it. Many of these sites are interlinked, avoiding the need to enter each URL to locate the site. The Web includes search tools to find particular topics.

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### Able Collaborative Open Group

<http://www.open.gov.uk/cogs/ablecog.htm>

*Collaborative group on issues for people with disabilities.*

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### Both sides: technology and human services

<http://enith.asfh-berlin.de/>

*Electronic book of papers presented at the ENITH 1994 conference in Berlin. See Software Directory for more details.*

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### British Association of Social Workers

<http://ourworld.compuserve.com:80/homepages/basw/>

*BASW's home page*

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### Causa

<http://www.fz.hse.nl/ca/caengels.htm>

*Causa is the Innovation Centre for the Institute of Higher Professional Education Eindhoven in the Netherlands. This is the English language version of their home page.*

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### Centre for Residential Child Care

<http://www.strath.ac.uk:80/Departments/SocialWork/centre.htm>

*A national resource for Scotland providing conference, consultancy etc.*

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### Computer Assisted Learning

<http://www.bs.napier.ac.uk/staffhome/bsloan/cib/bibliog.html>

*Bibliography of resources maintained by at Napier University, Edinburgh*

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### Computer Use in Social Services Network

<http://www.uta.edu/cussn/cussn.html>

*CUSSN's home page. Major American source of human services information and software.*

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### Computer Use in Social Work

<http://www.ed.uiuc.edu/edpsy-387/beena-choksi/cswfin.html>

*Student project at Illinois University.*

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### Contact Center Network

<http://www.contact.org>

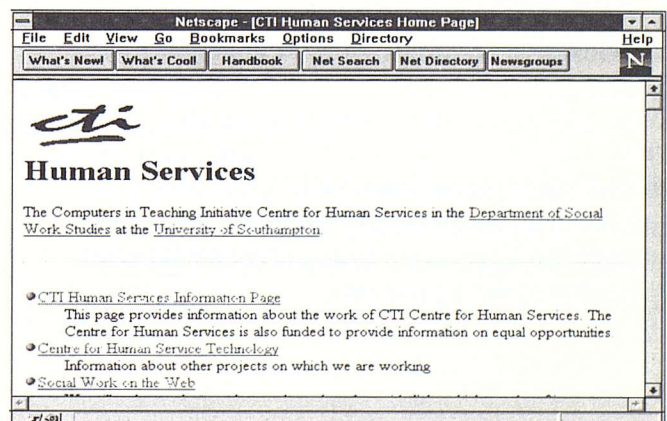
*Home page of network with links to over 3,000 non-profit organisations in USA.*

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### CTI Centre for Human Services

<http://www.soton.ac.uk/~chst/chst.htm>

*CTI Centre for Human Services home page. Includes link to the 'CTI Exploring the Web' for locating sources for human services.*





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**CTI Centre for Psychology**

<http://www.york.ac.uk/inst/ctipsych/web//MainMenu.html>  
*Home page of CTI Centre for Psychology at the University of York.*

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**CTI Centre for Law**

<http://ltc.law.warwick.ac.uk/ltchome.htm>  
*Home page of CTI Centre for Law at the University of Warwick.*

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**CTI Centre for Nursing and Midwifery**

<http://www.shef.ac.uk/uni/projects/ctinm/index.html>  
*Home page of CTI Nursing and Midwifery which is based at Sheffield University.*

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**CTI Centre for Sociology and the Policy Sciences**

<http://www.stir.ac.uk/socinfo/>  
*Home page of SocInfo CTI Centre which is based at the University of Stirling.*

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**CTI Support Service**

<http://info.ox.ac.uk/cti/cti-ss.html>  
*Home page for CTISS with links to all CTI Centres*

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**Department of Health UK**

<http://www.open.gov.uk/doh/dhhome.htm>  
*Information on publications, people and press releases amongst others.*

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**Disability Resources on the Internet**

<http://disability.com/cool.html>  
*Extensive information on a variety of resources*

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**European Network for Information Technology in the Human Services**

<http://www.fz.hse.nl/enith>  
*The ENITH page with membership and activity information. Links to other key sites.*

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**Ferret**

<http://www.ferret.co.uk/index.html>  
*Calculate entitlement to welfare benefits. Web version of Maximiser and information on other welfare benefits programs.*

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**Health of the Nation**

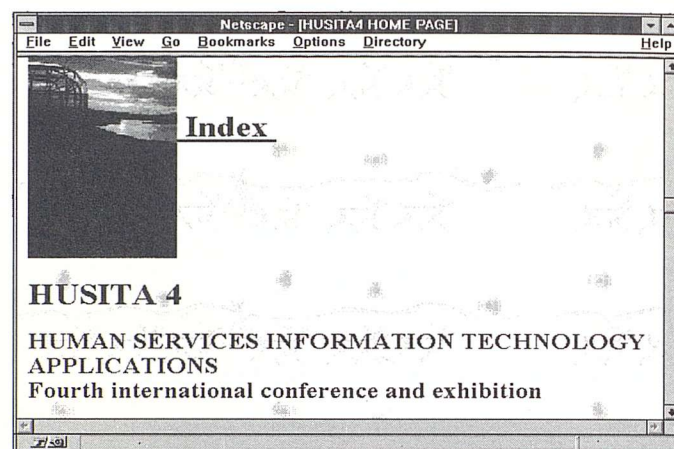
<http://www.open.gov.uk/doh/hon.htm>  
*Information on government policies and targets for improved health.*

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**Human Services Information Technology Applications**

<http://www.stakes.fi/husita.html>  
*Information on the HUSITA 4 conference in Lapland in June 1996.*

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**Learning Technology Dissemination Initiative**

<http://www.icbl.hw.ac.uk/ltldi/>  
*A project funded by the Scottish Higher Education Council to promote the use of learning technology and the use of computer based learning materials.*

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**Mailbase**

<http://mailbase.ac.uk/>  
*Information on using Mailbase and services offered*

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**National Association of Child Care Workers**

<http://os2.iafrica.com/naccw/>  
*Home page of South African National Association.*

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**National Institute of Social Work**

<http://www.nisw.org.uk/>  
*NISW's home page which includes information on their CareData database.*

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**New Technology in the Human Services**

<http://www.fz.hse.nl/nths/>  
*This journal's web page. Includes link to electronic version of Resource Guide which will be regularly updated and extended as new software arrives.*

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## NISS Information Gateway

<http://www.niss.ac.uk/>

*National Information Services and Systems. A key information gateway for UK higher education and research communities.*

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## NUKOP - New United Kingdom Official Publications Online

<http://www.soton.ac.uk/~nukop/index.html>

*Date from the Ford Collection of British Official Publications at Southampton University.*

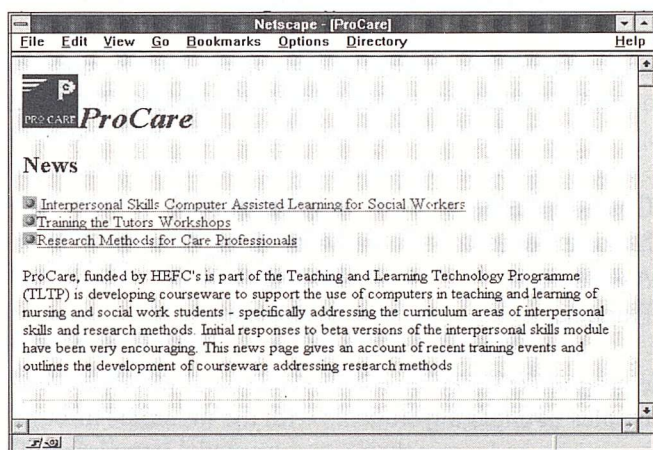
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## ProCare

<http://www.soton.ac.uk/~chst/procare.htm>

*Home page of the ProCare TLTP project developing software for Social Work and Nursing education*

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## Social Sciences Information Gateway

<http://sosig.esrc.bris.ac.uk/>

*For searching for a wide range of social sciences information*

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## Social Services Research and Development Unit

<http://www.bath.ac.uk/Centres/SSRADU/>

*SSRADU's home page. Based at Bath University SSRADU is a key developer of software for social work practice.*

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## Social Work and Information Technology

<http://www.soton.ac.uk/~chst/swit.htm>

*About the SWIT program developed at CHST in partnership with the University of Wales for higher education*

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## Social Work Resources on the Web

<http://www.chas.uchicago.edu/ssa/links.html>

*Index of Web resources for social work and related areas such as mental health, maintained by the University of Chicago.*

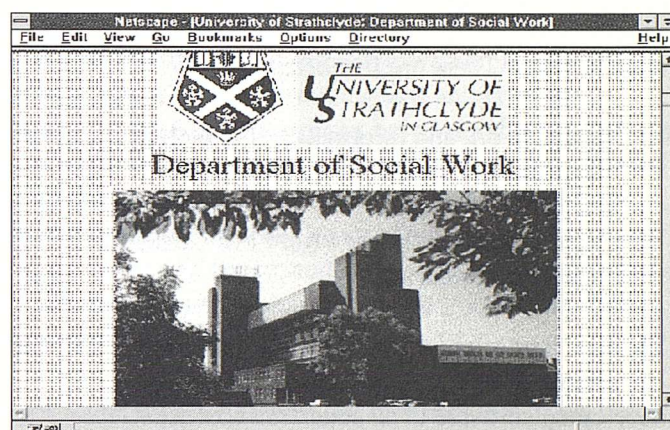
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## Strathclyde University

<http://www.strath.ac.uk/Departments/SocialWork/>

*Home page of the Department of Social Work at the University of Strathclyde. Includes The Department, Award Bearing Courses, The Virtual Lecture Theatre The Wired Social Worker?, International Conference on Residential Child Care 1996.*

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## SWBIB

<http://www.fz.hse.nl/swbib/swbib.htm>

*Web version of the Social Work Bibliography started by Don Mabey and included in the Software Directory section.*

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## Teaching and Learning Technology Programme

<http://www.icbl.hw.ac.uk/tltp/>

*Home page of the TLTP for developing courseware for higher education. This page has links to all TLTP projects.*

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## Warwick University - CRER Database of Resources in Ethnic Relations

[http://www.warwick.ac.uk/WWW/faculties/social\\_studies/CRER\\_RC/index.html](http://www.warwick.ac.uk/WWW/faculties/social_studies/CRER_RC/index.html)

*The CRER Resources Centre houses unique collections of primarily British non-book materials covering a wide range of issues in ethnic relations.*

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# CHST Software Development

This article describes the work of the Centre for Human Service Technology in developing software, in partnership with others, for social work education and other settings. There are five headings:

- Social Work and Information Technology
- Interpersonal Skills
- Research Methods
- Values in Social Work - Race and Gender
- Software Authoring

The first four refer to programs being developed with the last section describing some of the issues about developing software in an education context.

## Social Work and Information Technology

SWIT was developed by Jackie Rafferty of CHST in partnership with the Centre for Social Work Studies at the University of Wales. A Welsh language version is being developed. SWIT is a resource base for teaching on Information Technology in Social Work practice. It aims to provide a broad conceptual understanding and develop the skills needed to contribute practically to the professional and ethical development, implementation and use of technology. It is in three phases -

- *Basic IT skills.* Development of generic skills and understanding and application of concepts such as hypertext
- *Practice Placement Audit* Facilitates a process for analysing use of IT by a local agency.
- *Resource based IT activity* Computer assisted learning materials with a range of tasks and resources.

## Interpersonal Skills

Interpersonal Skills (IPS) aims to assist teaching in higher education qualifying courses in Social Work and Nursing. It has been developed by the ProCare consortium which is

part of the Teaching and Learning Technology Programme. The TLTP is funded by Higher Education Funding Councils for England, Wales and Scotland and the Department for Education Northern Ireland. The TLTP was set up as a national initiative to develop software for higher education across a wide range of academic subjects.

Interpersonal skills consists of eight units, six of which have two sessions making a total of fourteen sessions. The units are:

- |                  |                       |
|------------------|-----------------------|
| • Communication  | • Implementation      |
| • Making Contact | • Maintaining Contact |
| • Assessment     | • Endings             |
| • Planning       | • Evaluation          |

The program is based on established social work teaching principles of engaging students with the materials through reflecting on and using their experience and knowledge. This is done through information and a series of integral activities. Each session, apart from objective setting and providing information has 'context activities' and 'integration and preparation' activities, such as identification of skills being used in different interviews.

Separate versions of the Interpersonal Skills Module are being developed for Social Work and Nursing qualifying education in higher education settings. Following test and trial. Both will be generally available from mid Summer 1996.

## Research Methods

Research Methods is another module being developed for Social Work and Nursing under the ProCare / TLTP banner. It uses different case examples for each profession according to the option selected by the user. Research Methods covers the rationale behind research in these disciplines and provides detailed information on the process of planning and implementing a research project. The Research Methods



module also covers using research findings. As with the IPS module, Research Methods builds on the skills and knowledge that users already have and requires active participation in the learning process. It is designed to be used according to the user's needs, with sections on:

- Introduction to research
- Research in context
- Setting the scene
- Stages in planning
- Research methods 1
- Research methods 2
- Using research
- Research resources

Research methods has been developed by using acknowledged experts to provide content material, with a process of external assessment and then putting materials into a computer environment (see 'Developing Software section below). The program will be generally available from mid-Summer 1996.

### Values in Social Work - Issues of Race and Gender

*Values in Social Work - Issues of Race and Gender* was technically authored by CHST using source materials developed Joan Orme and Kish Bhatti-Sinclair in the Department of Social Work Studies at the University of Southampton. It is designed as teaching material for the two semester values course for the first year of the DipSW/MSc and includes sections on:

- Hopes and Fears
- Ground Rules
- DipSW (Paper 30)
- Law & Social Work
- Race and the Law
- Oppression (Gender)
- A Model of Oppression
- Feminist Social Work
- Language
- Political Correctness

At present its is only for use at the University of Southampton but it may be developed for wider use.

### Software Authoring

This section is not a comprehensive guide to the process of developing software but does address some of the issues and problems encountered. What is not addressed here is the whole issue of implementation and integrating use of software into teaching practice. That is a much wider issue than the scope of the present article and merits attention in its own right.

Authoring systems enable transfer of teaching materials into software and some do not require programming skills. Whilst the idea that any lecturer can transform their teaching material into useful educational software is an attractive notion, the present reality is somewhat different. Such a time may well come, but apart from the problems of writing and testing software there are the associated problems of implementation, marketing, distribution,

copyright, maintenance and support.

An interesting early example of authoring systems in the social work field was Professor Walter Hudson's 'Notebook' program which aimed to enable 'lecturers to deliver course materials to student's on disk'. This DOS program was free and included study aids, a syllabus, events calender etc. Nowadays the main routes are use of:

- specialist Windows based authoring systems, such as Guide, Toolbook or Authorware.
- programming languages eg Visual Basic or Delphi
- Hyper-Text Markup Language (HTML) to create World Wide Web pages (see previous section).

For programs developed by CHST an early decision was to use version 3 of the Guide authoring system. It offered a relatively easy means of managing text and graphics, including creating hypertext links between different sections, expanding text and creating 'pop-up' notes. It also included a programming language which enables creation of more sophisticated features. The drawbacks relate to control over the appearance and functioning of the program, cumbersome and inflexible graphics handling and very limited facilities for users of the final program to enter text.

To get round these problems, the Interpersonal Skills module incorporates additional Visual Basic routines for displaying Ecomaps, Genograms and models of different forms of communication. There is also an integral notebook facility for various tasks and exercises that users are invited to undertake. For Research Methods, Visual Basic is used as the main environment but incorporating Guide frames. This enables a better designed product and greater control, whilst retaining the benefits of Guide text handling and hypertext.

Dilemmas about choice of systems are complicated by continuing changing software standards. Enhanced features in Guide 4 and Visual Basic 4 may each resolve the need for the other. What will remain are the problems of writing a program on one computer only for it to behave very differently, or not work at all on another. The issue of specifying the lowest level of hardware specification to run software can be an acute dilemma, with stark choices between aspirations and the level of hardware available to a large part of the potential user group.

Software authoring is no longer a mysterious black art, the preserve of dedicated and secretive experts. It does however require creativity, perseverance, design skills, patience and the willingness to acknowledge mistakes and try a different route altogether when ideas don't work.

*David Colombi*



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